



Redcar & Cleveland
Adult Social Care



Adult Social Care: Measuring What Matters

Quarter 1 Performance Report 2024/25

Presentation to Adults, Wellbeing & Health Scrutiny and Improvement Committee

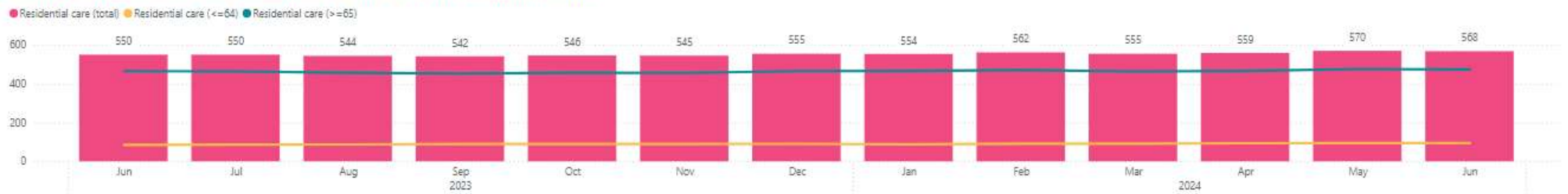


Commissioning & Social Care Resources: Right Support at the Right Time

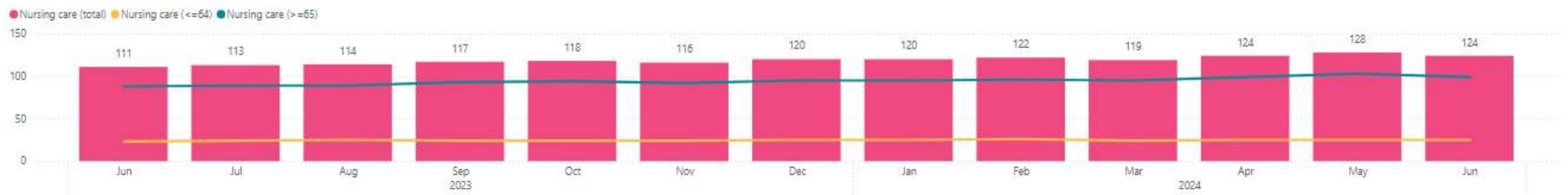
Residential and Nursing care

- 692 adults were in long term nursing care or residential care placement at the end of Q1 compared with 674 at the end of Q4, of those in a long-term placement 82.% are 65 and over.
- Regarding ASCOF 2B/C 'long-term support needs met by admission to residential and nursing care homes (permanent admissions), per 100,000 population' we have confirmed figures for 2023/24 with 20.6 for 18-64 and 814.1 for 65+.

Adults in a residential care placement at the last date of each month



Adults in a nursing care placement at the last date of each month



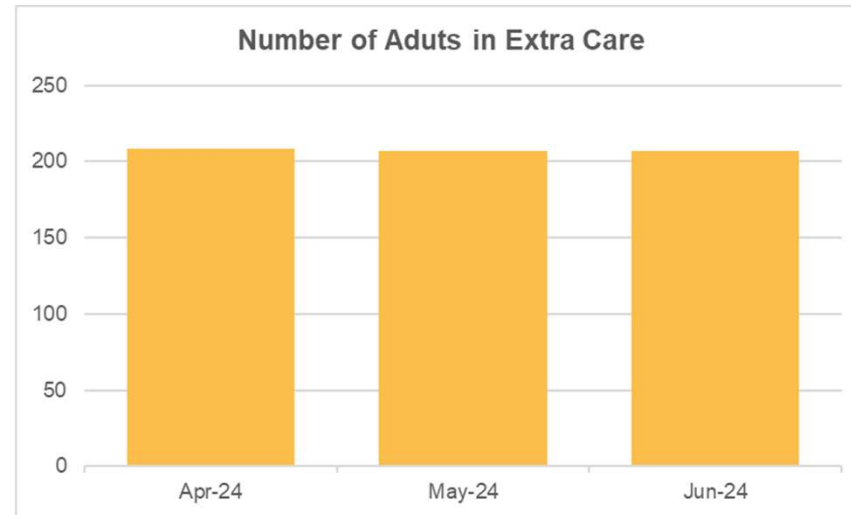
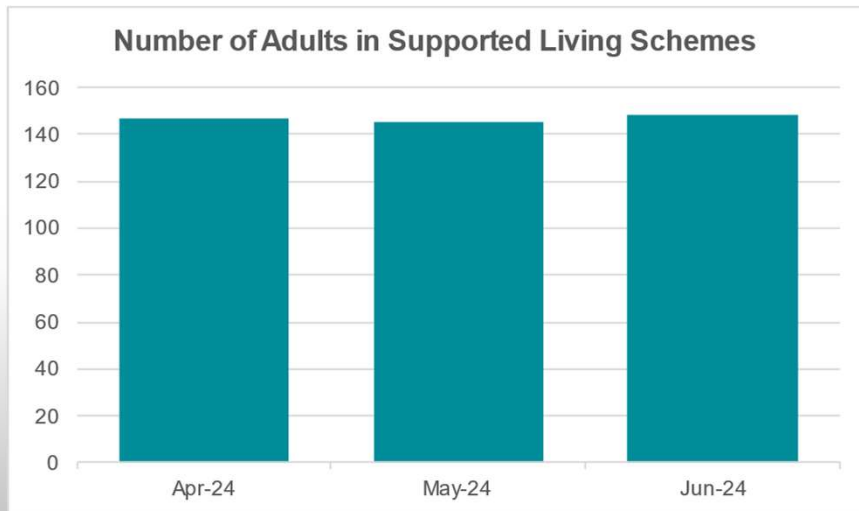


Commissioning & Social Care Resources: Right Support at the Right Time

Housing solutions to maintain independence

As at the Q1 2024/25 end

- 11 adults were on the waiting list for Supported Living
- 15 adults were on the waiting list of Extra Care Housing
- Average length of time of the waiting list is 120 days



- Beyond Housing are near completion of 2 new independent living schemes. The Tides at Kirkleatham and Park Lane in Guisborough. These modern level access schemes enable over 55s to maintain independence with or without formal care. Marketing material is almost ready and The Tides is now live on Tees Valley Home Finder.
- Housing 21's Aldaniti Court is a new Extra Care facility in Guisborough which is due to open in the Autumn, offering level access living and onsite care for people over the age of 55 with care and support needs.
- Owl View supported living for adults with complex needs in Skelton is due to open in August and a launch event will be arranged in Autumn.



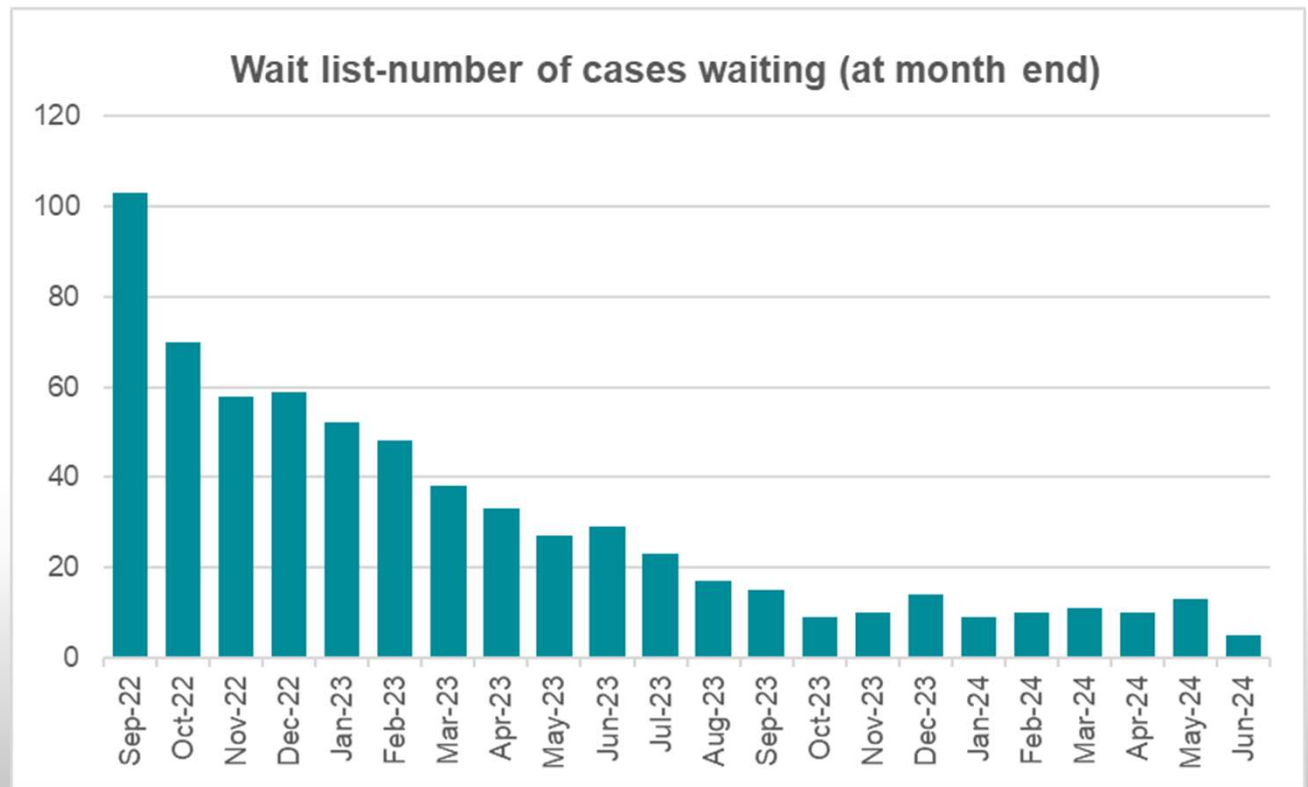
Commissioning & Social Care Resources: Right Support at the Right Time

Brokerage

The Brokerage Team continue to be working collaboratively with providers across the Borough to ensure that adults are waiting less than 7 days to beginning a POC and as at month end, we had only 5 adults on the waiting list and 32 adults have waited more than 7 days for a POC in June 24.

The team had a total of 126 referrals this month of which 121 had offers accepted for a PoC, 114 PoC started, and 10 referrals were withdrawn of which only one was due to an inappropriate referral.

In terms of referrals from hospital discharges, we have had 22 across the month with the highest number of referrals on any given day been 3 in June 24.





Commissioning & Social Care Resources: Quality of commissioned care

Quality Assurance

During Q1 of 2023/24 the Quality Assurance team visited 36 commissioned care providers by Adult Social Care.

- The types of visit depend on the needs identified prior to the visit but can range from a full Quality Assurance assessments looking at all elements of care provision and compliance to a short visit that may deal with one or two areas of support.
- We decommissioned the quality assurance tool PAMMS and implemented a bespoke inbuilt provide quality assessment tool that is managed internally to the Council. This is working well and has saved the Council £35k p.a. we will continue to seek feedback from providers in the continuous development of our care quality improvement programme.
- Every month we hold a Provider Review Meeting to discuss any emerging issues or concerns about the quality of care delivered in our borough. This meeting is attended by ASC safeguarding, ASC operations, ASC commissioning, ASC care quality assurance, NHS commissioning, ICB safeguarding, NHS Infection Prevention & Control, Medications Optimisation Team, Managing Undernutrition Support Team, TEWV and the CQC.



0 care providers are currently supported under TSAB RASC.
2 care providers are being supported through improvement planning (Level 2)
2 care provider are being supported with enhanced monitoring (Level 3)
5 care provider are being supported with information gathering (Level 4)



Commissioning & Social Care Resources: Key Challenges and Opportunities

New Home Care contract

After the consultation with providers, care workers and people with lived experience, and the Home Care Evidence Review by the scrutiny and improvement committee, the tendering exercise for a new homecare contract commenced. Evaluation will be undertaken in early quarter 2, and new contracts will be awarded for the commencement of a new framework in November 2024 for 4 years.

Digital Switchover

BT Openreach digital switchover is in progress and there has been a significant increase in demand and expenditure on Telecare services. We are currently exploring options for future provision of Telecare.

Preparation for CQC assessment

Some NE councils have not had their Stage 2 onsite assessment by the CQC within 6 months of the Stage 1 Information Return notification. We continue to plan for the CQC onsite assessment and expect this to be before the end of November 2024.

Spotlight: In May, practitioners from the Learning Disabilities team represented Adult Social Care at this year's Preparation for Adulthood event for young people with special education needs and disabilities in Redcar and Cleveland.





Commissioning & Social Care Resources : Risks, Issues & Solutions (RAG rated)

What Are We Worried About?	What Are We Doing About It?
<p>Adults experience poor care quality due to resource pressure in the care sector and increasing complexities of need.</p>	<ul style="list-style-type: none"> • Our dedicated QA team proactively assesses and monitors commissioned care quality. • Provider review meetings held monthly to monitor concerns and quality. • Sector wide recruitment campaigns The Caring Kind launched in partnership with Anglo American.
<p>Adults will not receive care in a timely way due to capacity in home care market placing additional pressures on unpaid carers, hospital discharge delays and adults not receiving care in their optimal setting.</p>	<ul style="list-style-type: none"> • Provide participation in International Recruitment Programme. • Ensure community alarms and telecare arrangements are in place as appropriate. • The Caring Kind recruitment platform launched in partnership with Anglo American. • Scoping exercise needed to progress Shared Lives options.
<p>Adult outcomes will not be measurable, and performance will not be well managed due to a lack of business intelligence expertise.</p>	<ul style="list-style-type: none"> • Commissioned NECS to meet statutory returns and ensure systems data is accurate to March 2025. • Appointed a new Strategic Business Intelligence & Systems Service Manager for all adults and children's system development and support, adult social care, children's social care and education analytics. • Analyst traineeships being planned to grow our own experts locally.
<p>Adults who require nursing care in a residential care setting will not be able to receive this due to lack of nursing provision in the borough.</p>	<ul style="list-style-type: none"> • Regional meetings held with ICB to raise awareness of national nursing care challenges. • New nursing provision opening at Yew Tree x 11 beds which will improve the position. • Some capacity in Four Seasons Care Centre.



Any questions?



Our vision:

We will help you live safe and well, in the place you call home, with the people and things you love, connected to your community, doing the things that matter to you.

Our commitment to adults and unpaid carers:

Listen *I am listened to and shape my own support*

Advise *I am given information and advice when I need it*

Enable *I am enabled to regain my wellbeing and independence*

Support *I am provided with quality care that is value for money*