

Adults' Standing Overview Group

The Adults' Standing Overview Group (ASOG) of the People's Scrutiny Committee meets bi-monthly to review performance/service matters relating to adult's safeguarding and social care services respectively.

At the last session on 6 July 2016, with Councillors Hannaford (Chair), Hosking and Randall Johnson in attendance, the following issues were raised:

Adult Social Care Performance Framework

- Issue with delayed hospital discharge transfers. It is a complex arrangement that requires lots of partners input, not just that of the County Council. Nomination rights can also be an issue in terms of extra care housing for people being discharged from hospital.
- Personal care take up has increased significantly. 6.7% in the last year and over 10% in 2 years. 2% growth is expected annually so therefore work needs to be undertaken to understand the additional increase as it is a major issue in budgetary terms. There is a pattern across health and social care in the County that seems to indicate people in Devon are getting more care than elsewhere in England.
- The key drivers in costs in Adult Social Care (ASC) are:
 - Staffing
 - Hours of care
 - Cost per unit
- The new contract with the two CCGs working with providers for personal care should largely solve issues around personal care availability.
- The Reablement Service is currently held back due to difficulties in recruitment. There has been some success in the last 12 months in terms of growing the Reablement Service, but the offer still needs to be increased. It is an in-house service that can reduce costs and improve people's well-being but it is limited in scope.
- There is an issue about improving the review process for carers' services.
- Personal care providers received a raise in rates to reflect the rise in the national minimum wage and travel time for carers. The increase in costs has been factored into the tender and budget. The issue with the pressure on the budget in this area is due to demand rather than unit cost.
- Improved targeting over the last 12 month has led to a levelling out of numbers going into residential nursing care. There is a price issue however in terms of residential care and officers are looking at a vacancy management tool for residential care.
- The Brokerage Service is not currently functioning. Questions were raised as to the impact of this on social worker time spent searching for residential care home placements.
- Despite some improvement ASC service users do however report to feeling less safe and secure in Devon than national comparators, the reason for this is not however entirely clear.
- Joint training with Children's Social Care staff is currently not being undertaken on issues such as transitions at 18.

Market Sufficiency and Quality

- Looking to stimulate the market to develop nursing home provision in target areas, alongside the recommissioning of care homes (which will take effect from April 2017). The increase in the price of care homes is a serious issue for the County Council.
- There has been a 10.5% growth over 2 years in personal care, which is causing pressure on the ASC budget.
- Working in new ways, through the Living Well at Home contract to address the shortfall in supply and to better meet people's needs. There are currently over 80 unfulfilled care packages, although this represents less than 1.5% of total volume. The situation in North Devon and Southern Devon is much improved; but the greatest supply problems are currently in Exeter and East Devon, where there are particular difficulties in recruiting staff.
- Over time, the average care package has increased by an hour to 11 hours per week. A key element of the Living Well at Home contracts will be a shift to an outcomes based approach, which will give providers greater flexibility in how to meet need.
- There is a 35%- 40% rate of annual turnover of staff in ASC caring roles and that an important part of the new contract was greater investment in pay and conditions for paid carers
- Devon has a higher proportion of medium / small care homes at 50% compared to that of the national average at 26%. The trend is for larger more purpose-built care homes. The balance is to get the small care home experience in a larger care home.
- 75% of care homes in Devon are now Good or Outstanding, and this is above the national average - which represents a significant improvement over the last 12 months.
- ASC reacts quickly to address situations where things have gone wrong, and have tried to be more proactive with struggling providers through risk profiling and supporting quality improvement. Data is gathered and officers do not only consider the quality of care that a care home may be providing but also the business acumen of the management so consider the financial risk as well as the safeguarding one. Locality meetings are also held with CQC across to consider providers of concern.
- CQC's aspiration is for annual inspections but they are currently unable to achieve this ambition.

Cllr Rob Hannaford
Chair