

## **ANNUAL REPORT FOR ADULT SOCIAL CARE IN DEVON FOR 2022**

Report of the Chief Officer for Integrated Adult Social Care for Devon County Council.

### **1. Recommendation**

- 1.1 Members of the Health and Adult Care Scrutiny Committee are invited to ask questions about and comment on the annual report before its publication and wider promotion.

### **2. Purpose**

- 2.1 To present to Health and Adult Care Scrutiny Committee the Annual Report (or 'Local Account') of the adult social care functions of Devon County Council which includes sections on:

1. An introduction from our Director and Lead Member.
2. A summary of our Health and Care Scrutiny oversight.
3. An executive summary.
4. The national picture.
5. The role of the Annual Report in reform and regulation.
6. Devon as a place and its population.
7. Some key facts about adult social care in Devon.
8. Listening to what people tell us.
9. The pandemic in adult social care in Devon.
10. The adult social care workforce.
11. Performance and outcomes.
12. Safeguarding and perceptions of safety.
13. Provider quality and market sufficiency.
14. Our care management services.
15. Activity, cost and spend.
16. Some achievements and awards of note.
17. Our change programme, audit and risk management.

### **3. Headlines of our Annual Report**

#### **3.1 What we can be proud of:**

- In 2021-22 Devon had 19/26 indicators from the Adult Social Care Outcomes Framework ranked in the top two quartiles, up from 13/26 in 2020-21, and improved on most measures when the national trend was downwards.
- Our overall satisfaction ratings for service users and their quality-of-life indicator based on survey questions about their lived experience were among the best in the country, ranking 15/150 and 5/150 respectively.

- Our provider quality ratings in Devon judged by the Care Quality Commission exceed the national, regional and comparator authority averages with 79% of community-based services and 89% of care homes in Devon are rated Good or Outstanding.
- Our vaccination rates, with 96% of care home residents and 94% of care home staff in Devon receiving two or more doses of a vaccine against Covid-19; the fatality rate in care homes in Devon relative to population from Covid-19 was 27/150, among the lowest in the country.
- Our perception of safety indicators, where we exceed all comparator averages, with marked improvement in whether people feel their services keep them safe, ranking 60/150 and 45/150 respectively, a consistent improvement over the last 5 years when we highlighted this as an area of concern.
- Our staff and providers have been nominated for and won many national and regional awards this year, including gold and silver awards in the National Social Worker of the Year, building on our strong showing in recent years.

### 3.2 What we are concerned about:

- Financial sustainability, with the cost-of-living crisis impacting on people who use our services and their carers, people who might become vulnerable, the viability of our providers, and county council budgets.
- Market insufficiency, especially regarding regulated personal care where we are unable to source up to 5,000 hours each week with contingencies in place to keep people safe, but in some places at some times also residential and nursing care.
- Hospital discharge and system flow, with delays sometimes due to lack of capacity in community-based health and care services, which can mean people don't get the right care at the right place at the right time to optimise their recovery.
- Care management waiting lists for assessments and reviews, with our own capacity constrained, demand increasing, and people's circumstances changing more frequently.
- Replacement care and short breaks for unpaid carers, with their social isolation and its impact on their wellbeing highlighted in recent surveys as being of particular concern, especially in rural areas.
- Demand pressures from those aged 18-64, with activity levels higher in Devon than elsewhere, and market costs rising more rapidly than is typical, especially for services to older people, both residential and community based.

### 3.3 The challenges ahead:

- Refreshing and delivering on our 'Promoting Independence' vision and 'Living Well', 'Ageing Well', and 'Caring Well' strategies including maintaining people at home and not in hospital or a care home wherever possible.
- Living up to the vision that people should be supported to live their best possible life in the place they call home, with the people and things they love, in communities where people look out for each other, doing what matters to them and be independent, informed, secure, and connected.
- Managing within a budget that while increasing is under pressure from rising demand, increasing costs, insufficient supply, cost of living pressures, and falling council income.
- Implementing the government's agenda for health and social care reform including regarding integration, assurance, and the currently postponed changes to charging arrangements.

- Maintaining flow through the health and care system, especially during winter when we are facing outbreaks of infectious diseases, and pent-up demand for NHS services.
- Recruiting, retaining, and developing sufficient staff to maintain sufficient, diverse, and high-quality services and working with providers to develop their capacity and innovate new services.

**Electoral Divisions:** All

Cabinet Member for Integrated Adult Social Care and Health: James McInnes

Director of Integrated Adult Social Care: Tandra Forster

LOCAL GOVERNMENT ACT 1972: LIST OF BACKGROUND PAPERS

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<u>BACKGROUND PAPER</u>	<u>DATE</u>	<u>FILE REFERENCE</u>
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Nil