
Adult Social Care Review – Performance

Committee considering report:	Overview and Scrutiny Management Commission on 17 October 2017
Portfolio Member:	Councillor Rick Jones
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1. Purpose of the Report

- 1.1 To provide an overview of the review process in adult social care and address questions about performance.

2. Recommendation

- 2.1 To note the content of the report and support proposed actions.

3. Implications

- 3.1 **Financial:** Annual reviews will include consideration of the level of care and support and whether this is appropriate to meet the need
- 3.2 **Policy:** Care Act (2014) statutory guidance
- 3.3 **Personnel:** N/A
- 3.4 **Legal:** Timeliness and regularity of reviews expectation of the Care Act (2014) that reviews of care and support plans for vulnerable adults should be conducted on an annual basis
- 3.5 **Risk Management:**
- 3.6 **Property:** N/A
- 3.7 **Other:** N/A

4. Other options considered

- 4.1 N/A

Executive Summary

5. Introduction / Background

- 5.1 The Care Act (2014) introduced a statutory requirement for all Councils in England and Wales to undertake annual reviews of adults in receipt of care and support. This applies to those individuals who have received a long term service for over 12 months.
- 5.2 The Act identifies two forms of review: planned are those that have been agreed with the individual and have a scheduled date, unplanned where there is a change in circumstances for example a hospital admission.
- 5.3 A review is an opportunity to look again at the outcomes agreed with the individual, understand what is working or not working to determine if it is still meeting eligible needs.
- 5.4 In May 2016, Adult Social Care underwent a restructure as part of its implementation of the New Ways of Working. This involved establishing a number of new teams including a separate Review Team. Our learning from piloting the new approach in adult social care was that this would support us to ensure we prioritised planned reviews. The Review team are responsible for planned reviews; those that are unplanned are picked up by the Localities Teams.
- 5.5 We currently have the following key performance indicator for reviews

The proportion of clients with Long Term Services (LTS) who have received a review in the past 12 months.

Numerator – Number of people that have had a LTS for more than 12 months that have had a review.

Denominator – Number of clients that have had a Long Term service for more than 12 months, snapshot - this will change from month to month.

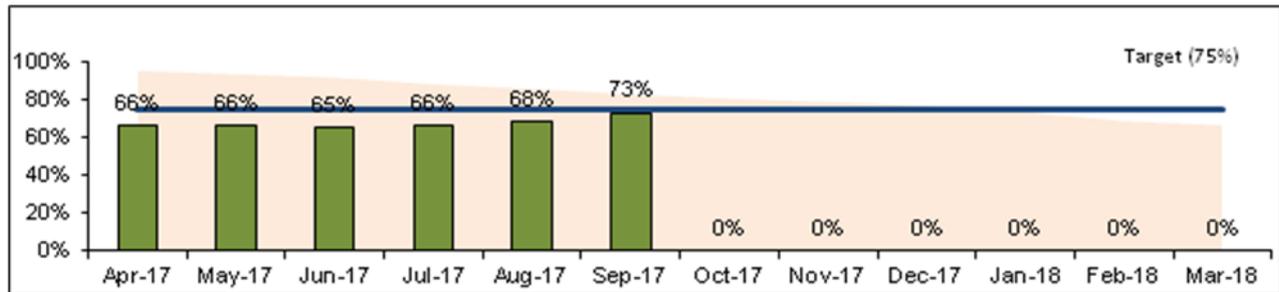
Target for this KPI is 75%

6. Progress towards meeting this indicator

- 6.1 At year end 2016/17 our performance was at 66%. During Q1 of 2017/18 we completed analysis of the cases that were overdue a review, this identified that a high proportion (43%/88 people) had a primary support reason (PSR) of Learning Disabilities or Mental Health.
- 6.2 Care reviews for individuals with these types of need tend to be more complex which means they take longer. Whilst the team had been established as multi-disciplinary a skills analysis identified the need to increase the number of staff with expertise in learning disabilities and mental health.
- 6.3 This has been addressed by recruiting two staff with the relevant skills. In addition the Care Act allows us to take a proportionate approach to reviews; this means we can use a range of different methods including telephone.

6.4 The table below demonstrates that there has been a positive impact as a result of the changes and we are now achieving 73%

Proportion of Clients that have received a Long Term Service For more than 12 months (Snapshot) that have been reviewed (SALT LTS001c)												
	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
LTS001c TOTAL	1253	1239	1240	1241	1256	1224						
Reviewed	825	820	806	819	854	889						
% (Proportion)	66%	66%	65%	66%	68%	73%						



6.5 We still have a number of reviews that are currently overdue, 97 have an allocated worker, which is an indication that their review is in progress and we are confident that we will meet the target for this year.

7. Conclusion

7.1 The Care Act (2014) requires all local authorities to complete annual reviews of care and support plans for people in receipt of services for over 12 months. Adult Social Care has created a specialist team to manage this work and have agreed a performance target of 75%. Whilst this target was not achieved last year a number of actions have been implemented as a result of detailed analysis in Q1 2017/18. The most recent performance information shows a significant improvement in performance and we are confident that the 75% target will be achieved this year.

8. Appendices

8.1 N/A