

# Adults, Wellbeing and Health Overview and Scrutiny

## Adult Social Care: An overview

February 2023



# Refreshed vision for Adult Social Care

“Ensure adults with care and support needs and their carers receive the care and support they need, when they need it, to support them to live the lives they want.”

# Annual Budget

- Made up of:
  - Grants
  - Better Care Fund
  - Joint monies with NHS for integration
  - Service user contributions
  - Council tax/ business rates/ rents and other charges
- 
- **£391M** AHS gross expenditure
  - **£254M** AHS gross income
  - **£137M** AHS net expenditure
  - Of the above, **£187M** is spent on independent sector care provision

## People we support

Currently supporting over 22,500 adults in County Durham with a wide range of social care needs:

- Age related frailty
- Physical disabilities
- Learning disabilities
- Mental Health
- Substance misuse issues
- Sight or hearing impairment
- Brain injury
- Prisoners with social care needs
- Those who have caring responsibilities for other adults with social care needs.

Older persons /  
physical disabilities  
/ sensory support  
needs

10,273 open  
cases

7,423 in  
receipt of care  
& support  
provision

People with  
learning disabilities

2,404 open  
cases

1,740 in  
receipt of care  
& support  
provision

Adults with mental  
ill health

8,504 open  
cases

482 in receipt  
of care &  
support  
provision

# Service aims

- support adults to regain or maintain independence
- ensure vulnerable adults who are at risk of abuse, harm or neglect are safeguarded
- improve people's wellbeing and help them achieve outcomes
- prevent, reduce, and delay the demand for formal adult social care support
- prevent unnecessary admissions into hospital or other forms of 24hr/ long term care

# Integrated working with health partners



North East and  
North Cumbria



Tees, Esk and Wear Valleys  
NHS Foundation Trust

# Regional collaboration





# Our Workforce

**1030 total staff in Adult Care workforce**

**278 in older persons/ physical disabilities/ sensory support service**

**128 in integrated learning disabilities service**

**103 in integrated mental health service**

**119 in safeguarding, access & practice development service**

**31 in operational support**

**370 in County Durham Care and Support (in-house provider)**

# Current workforce challenges

## Sickness absence

- Higher than average sickness absence rates
- 5.65% time lost in last quarter
- Average working days lost = 14.13

## Turnover

- 10.38% turnover in last quarter – nearly double what it was 4 years ago
- Higher than average vacancy rates

## Ageing workforce

- 51.3% of staff over age of 50
- 13.63% over the age of 60

## Experience

- Increase in proportion of newly qualified staff and supervisors
- Challenge to manage complex casework and consistent practice standards
- Lack of experienced candidates for jobs

# Main legislative frameworks

Care Act  
(2014)

Mental  
Capacity Act  
(2005)

Mental Health  
Act (1983)

Human Rights  
Act (1998)

# Impending legislative change

- The Health and Care Bill 2022 will bring about 2 significant changes:
  - amendment to the Care Act (2014) to implement Adult Social Care Charging Reforms (now delayed until 2025).
  - introduction of a new assurance framework which will include an independent assessment of local authorities' delivery of adult care functions by the Care Quality Commission.
- Amendments to the Mental Capacity Act (2005) which will replace existing Deprivation of Liberty Safeguards with new Liberty Protection Safeguards.

# National Quality Assurance Framework

## 5 Key Lines of Enquiry

- Safe
- Effective
- Well led
- Caring
- Responsive to people's needs

## Evidence and enquiry based around 4 key themes

- **Working with people** – assessing needs, supporting people to live healthier lives, prevention, wellbeing, information, and advice.
- **Providing support** – markets (including commissioning activity), integration and partnership working.
- **Ensuring safety** – safeguarding, safe systems, continuity of care.
- **Leadership** – governance, learning, improvement, innovation.



# Annual Conversation Feedback: Theme 1 – Working with People

## Good Practice

- Comprehensive co-production framework
- Effective reablement offer
- ‘Proud track record of effective partnership working’
- Relative high satisfaction from survey findings.
- Some good audit results
- hospital discharge assessments prioritised
- Strong integrated health and social care foundations

## Areas for Development

- A programme of engagement/ co production/ user survey activity
- A risk assessment matrix/ algorithm to improve assurance over casework backlogs
- Caseload data
- Refreshed audit schedule and methodology
- The demonstration of how integration is making a difference
- Improve info to public offer, incl Locate, website
- Strength based practice

# Annual Conversation Feedback: Theme 2 – Providing Support

## Good Practice

- The investment in Supported Living and Extra Care
- Levels of engagement concerning FCoC
- Work with providers during the pandemic
- In house CQC ratings and recognition of benefits of retaining some provision.

## Areas for Development

- The model/ prevalence of reablement provision
- The domiciliary care and direct payment offer
- Further development of outcome based commissioning methodologies (res and dom)
- Signposting to the VCS
- Relationship development with care sector

# Annual Conversation Feedback: Theme 3 – Ensuring Safety

## Good Practice

- Support for individuals lacking capacity during safeguarding episodes
- Recognition of where investigative work to improve practice is needed
- Clear signposting on the SAB website
- Community reference group and expert by experience input at SAB
- The outcomes from SW health check- 'good' across all 8 standards

## Areas for Development

- The low concern to enquiry ratio from the police
- Clarity on pathways across safeguarding interventions
- The potential quality differential between adult protection and s42 -repeat referrals
- The completion of tasks within the system
- Some gaps in data



# Annual Conversation Feedback: Theme 4 – Leadership

## Good Practice

- Level of NHS investment
- Level of operational integration
- Influential system leadership & jointly appointed senior posts
- Our relative ICS journey
- ‘Effective partnership working with strong foundations’
- AHS Workforce Development Strategy and its associated successes
- Prominence of staff MH, wellbeing and resilience throughout the service
- The Care Academy successes
- Staff engagement
- Comprehensive Data Insight Reports about performance

## Areas for Development

- ‘Adult social care as a corporate priority’
- The read across from corporate docs/ priorities to AHS delivery
- Clear set of objectives with the VCS (an outcome framework) and visibility of effectiveness
- Improving data quality to support informed decision making
- Quarterly reporting, including reasons why staff leave the service
- Supervision rates in MH services

# Quality Assurance



- Self Assessment
- Evidence base
- Refreshed QA framework
- Layered approach to audit activity
- Triangulate data from audits with feedback from service users, staff and partners
- Refreshed approach to monitoring lessons learned, corrective action and impact on frontline social care practice
- Performance Management Framework - Business Intelligence dashboards – early identification of ‘drift’ – Impact Statements
- Quality Assurance Board
- Oversight and Assurance Group

# Mental Capacity Act (2005) Amendments

- Adults who lack mental capacity to make decisions about where and with whom they live and how their care & support needs are met are deprived of their liberty in order to keep them safe from harm (1432 adults in Co.Durham)
- Impending changes will 'downstream' some existing processes
- Only highly complex cases (safeguarding, removal of a person at risk, etc) will go to Court of Protection
- Current pool of specialist Best Interests Assessors will be working on contested and complex cases
- Mainstream social work to include 'necessary and proportionate' assessments.



Mental Capacity Act 2005

# Hoarding and Self Neglect

**Support & Recovery  
Breakthrough Service  
Self Neglect & Hoarding**



**Support & Recovery is part of Durham County  
Council's In-House Provider Service**

**The Breakthrough Service is a new and targeted development within Adult & Health Services. It will provide intensive specialist interventions to support vulnerable adults who present with self-neglect and hoarding behaviours following referral from Assessment Teams. This is a team who have extensive experience, knowledge and skills to support individuals with self-neglect and hoarding behaviours. The service aims to support individuals to enhance their wellbeing and achieve safer and healthier outcomes.**

# Refreshed national Adult Social Care Outcomes Framework

ASCOF is a national data reporting set which measures how well care and support services achieve the outcomes that matter most to people

Used locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability. The DHSC is leading on a refresh of the framework.

It is anticipated that the refreshed framework will:

- Better measure what people value in their lives in terms of independence and wellbeing.
- Measure the impact of local authorities' adult social care functions in meeting those policy objectives of the Care Act currently omitted from ASCOF, for example: the effectiveness of commissioning in driving a high quality, sustainable care market, and how well a local authority prevents the need for adult social care, the escalation of people's needs (demand management) and wellbeing.
- Include a more balanced set of health and social care indicators including what happens to people before/ after they leave hospital.
- Better measure efficiency and effectiveness of the use of resources by local authority adult social care functions.

# Despite the challenges facing the service and impending changes...

- ✓ Resilient and dedicated workforce
- ✓ Good levels of staff engagement with the senior leadership team
- ✓ Good customer satisfaction rates (64.5% of service users report being extremely or very satisfied with the care and support services they receive. This is comparable to the NE figure of 65.3% and the national figure of 63.9%.)
- ✓ Comparatively low numbers of complaints into the service (79 in the year 2021-22, with 32% of them not upheld)
- ✓ Of our three regulated adult social care provisions, 2 are rated as 'outstanding' and 1 as 'good'
- ✓ Rated by our staff as 'good' in all 8 of the LGA's standards for employers of social workers
- ✓ Good organisational self awareness re: strengths, successes, areas for improvement – annual conversation and self assessment

