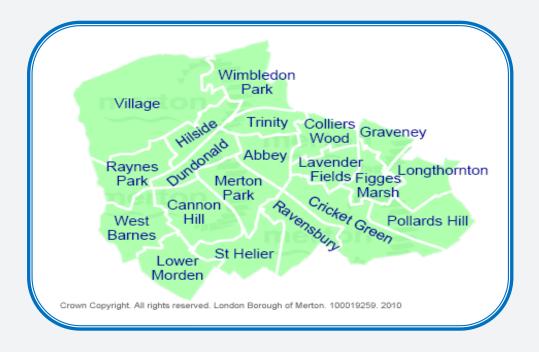
## **Merton Council**

# **Adult Social Care**

### **Local Account**



How we have delivered Adult Social Care Services

During 2013 to 2017

London Borough of Merton London Road Morden SM4 5DX

www.merton.gov.uk



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## Welcome to our Local Account



## **Director of Community and Housing Simon Williams**

Welcome to this latest Local Account. There have been some changes to the format: as our capacity to produce this has reduced, we have focussed on the core performance data rather than add the examples of how our services support people. Our view is that it's the actual data that is most important to share transparently.

Despite the challenges that we face in common with all other councils, it is pleasing to see that in many areas there are comparatively good outcomes, such as still supporting older people at home rather than admitting to care homes, people being able to use direct payments to have control over their own support, and people with mental illness being supported into employment. Although our performance on enabling people to leave hospital is above average, we know that we and our partners need to do still more to support our local NHS. We want to do better in some key areas such as enabling working age adults to live in community settings and in increasing customer satisfaction. We are making progress in working with our NHS partners to deliver a more integrated service, but we know that we have some way to go before our customers experience a truly person centred and easy to navigate system.

This is my last opportunity to comment on our performance before as I retire as director. I would like to take this opportunity of thanking you for the chance to serve the Merton community, and of thanking my staff and our partners for all that they do.



# Cabinet Member for Adult Social Care and Health Councillor Tobin Byers

In common with all other local authorities that are responsible for providing social care, Merton faces unprecedented challenges, with the number of people using our services increasing all the time and the funding we receive for providing those services being ever more squeezed. Merton has performed well against this backdrop, and I would like to place on record my thanks to Simon Williams and his team for the incredibly hard work they do each day to ensure the services we provide are as good as they possibly can be for our residents.

As this Local Account demonstrates, Merton has continued to perform well against its comparator authorities on a number of different measures, although we know that we can always do better and we are constantly striving to improve our services.

I would also like to thank all of our partners outside of the Council whose work contributes to the services we provide, whether they are in the voluntary sector or the local NHS. We know that integrated working will become increasingly important in the coming years as demand continues to outstrip resource, so I am pleased with the progress we are making to ensure our residents receive a seamless service whoever the provider is.

#### Local Account Performance Data

In Merton we see quality assurance as a fundamental part of the relationship between adult social care and its customers. We aim to provide a high quality and responsive service based on positive outcomes.

In order to understand quality, as defined by our customers, we have been working on implementing a quality assurance process that ensures that the views of our customers feed in to our process.

We also need to ensure that the process allows for internal challenge of ourselves and the organisations we work with. This will ensure that we continually improve and deliver better outcomes for our customers.

In 2014 we launched a new Performance and Quality Assurance Framework, with six key domains and overseen by a quality board. The aspiration is to get more feedback in real time from customers about their experience of support, alongside the usual performance metrics.

Enhancing Quality of Life for People with Care and Support Needs

**Delaying and Reducing the Need for Care and Support** 

Ensuring that People have a Positive Experience of Care and Support

Safeguarding Adults At Risk

Prevention (Better Care Fund)

**Local Measures** 

This local account covers national benchmarking and local performance data. We monitor activities and volumes of Adult Social Care data and local measures on a monthly, quarterly and yearly basis.

#### **About Merton**

#### **Our Community**

Merton is a borough within London.



**207,000** people live in Merton, and we expect this to increase to 211,000 by 2020.

**24,900** people who live in Merton are over the age of 65. This is expected to increase by 6.8% by 2020.

English Polish Tamil

are the 3 most spoken languages in Merton.

**35%** of Merton's total population are from Black, Asian and Minority Ethnic backgrounds. This is less than the London average.

#### Adult Social Care Support during 2015-16

**3144** assessments and reviews were completed during the year

**967** carers received an assessment, service and/or information and advice during the year.

**447** episodes of reablement were offered during the year.

We supported almost 4000 adults aged 18 and over with their social care needs this year.

**1589** adults aged 18+ received domiciliary care services during the year.

**595** adults aged 18+ received direct payments during the year.

**397** adults aged 18+ were in a residential care home placement during the year.

290 adults aged 18+ were in a nursing home placement during the year.

#### Adult Social Care Spending during 2015-16

£14.3 million

was spent supporting older people, aged 65+

£16.8 million

was spent supporting adults aged 18-64 with learning disabilities.

£5.5 million

was spent supporting adults aged 18-64 with physical disabilities. £3.5 million

was spent supporting adults aged 18-64 with mental health needs.

## Summary of Performance from 2013 to 2017

Key Achievements on Adults Social Care Outcome Framework (ASCOF)

Measures against our Comparator Group Average (CGA)

The proportion of people / carers using social care who receive self-directed support have significantly increased from 2013 to 2016 and we are well above our CGA.

Noticeable increases in direct payments for both carers and people since 2013 and we are significantly higher than our CGA.

2016 long-term admission to residential and nursing care homes figures for adults aged 65 and over shows that Merton is considerably lower than our CGA.

Delayed transfers of care from hospital are lower than our CGA.

The proportion of older people (65 and over) who were offered reablement services following discharge from hospital is considerably higher than our CGA.

The proportion of adults in contact with secondary mental health services in paid employment is noticeably higher than our comparators.

The proportion of adults in contact with secondary mental health services who live in their own home or with their family is higher than our CGA.

The proportion of adults with learning disabilities who live in their own home or with their family is higher than our CGA.

The proportion of people who use services who find it easy to find information about support is higher than our CGA.

The proportion of people who use services who feel safe is higher than our CGA.

Key Areas for Improvement on (ASCOF) measures against our Comparator Group Average (CGA)

The proportion of adults with learning disabilities in paid employment is significantly lower than our CGA.

The proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services is marginally lower than our CGA.

The proportion of people receiving short-term support to maximise independence during the year, where no further request was made for on-going support is slightly lower than our CGA.

Long-term admission to residential and nursing care homes figures for adults aged 18-64 is higher than our CGA.

We are marginally lower than our CGA on the following annual user survey measures:

'Overall satisfaction of people who use services with their care and support.'

'The proportion of people who use services who say that those services have made them feel safe and secure'.

'The proportion of people who use services who reported that they had as much social contact as they would like.'

## Summary of Performance from 2013 to 2017

Summary of Local Measures

The number of adults aged 18+ receiving domiciliary care services during the year has steadily increased from 2014 to 2017.

The number of customers aged 18+ receiving a permanent residential or nursing home service during the year has significantly reduced.

On average the number of carers receiving an assessment and/or service has increased since 2015/16.

The percentage of adults receiving long term community based services is also steadily increasing.

During 2016/17 on average around 770 assessments and reviews were completed at each quarter, which is slightly lower than previous year.

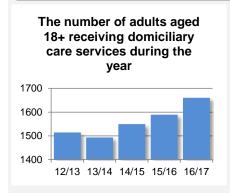
On average around 90% of service agreements are completed and authorised within 5 days.

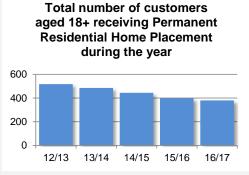
The number of safeguarding referrals has seen an increase since 2014 and the number of completed investigations has slightly increased from 2015 to 2017.

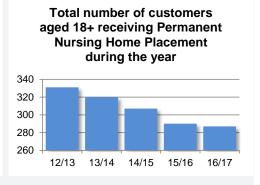
#### Local Performance Report

The local performance report forms part of our Performance and Quality Assurance Framework. We monitor activities and volumes of Adult Social Care data and local measures on a monthly, quarterly and yearly basis.

Yearly Monitoring Data	12/13	13/14	14/15	15/16	16/17
The number of adults aged 18+ receiving Services*	4210	4161	4095	3991	3928
The number of adults aged 18+ receiving domiciliary care services during the year	1514	1493	1549	1589	1660
The number of adults aged 18+ receiving direct payments during the year	543	586	591	595	631
Total number of customers aged 18+ receiving Permanent Residential Home Placement during the year	517	485	443	397	380
Total number of customers aged 18+ receiving Permanent Nursing Home Placement during the year	331	320	307	290	287







<sup>\*</sup> The service types included in this table are: All residential and nursing placements, direct payments, homecare, day-care, equipment and transport.

Performance - 2016-17 data will be updated once the national data has been published by NHS digital.

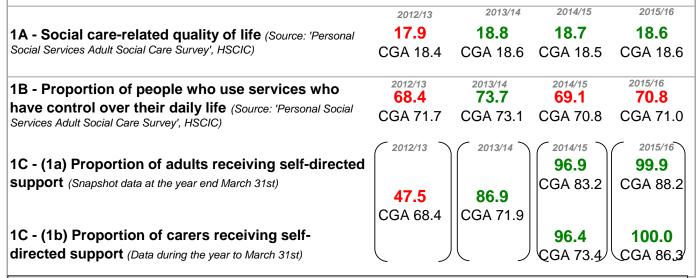
#### ASCOF DOMAIN 1

#### Enhancing quality of life for people with care and support needs

People manage their own support as much as they wish, so that they are in control of what, how and when support is delivered to match their needs. People are able to find employment when they want, maintain a family and social life and contribute to community life and avoid loneliness or isolation. Carers can balance their caring roles and maintain their desired quality of life. To view the 'ASCOF: Handbook of Definitions' visit

http://www.content.digital.nhs.uk/article/3695/Adult-Social-Care-Outcomes-Framework-ASCOF

(HSCIC Survey)







CGA = Comparator Group Average | GREEN = Merton performing above average (CGA) | RED = Merton performing below average (CGA)

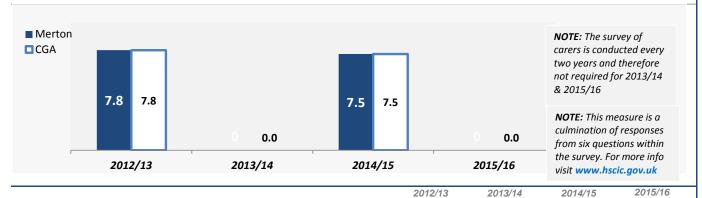
Performance - 2016-17 data will be updated once the national data has been published by NHS digital.

ASCOF DOMAIN

#### Enhancing quality of life for people with care and support needs

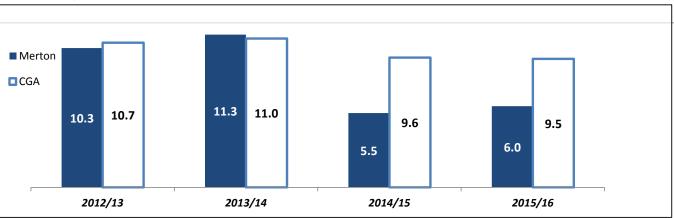


7.8 Not 7.5 Not CGA 7.8 Available CGA 7.5 Available



1E - Proportion of adults with learning disabilities in paid employment (Data during the year to March 31st)

**10.3 11.3 5.5 6.0** CGA 10.7 CGA 11.0 CGA 9.6 CGA 9.5



1F - Proportion of adults in contact with secondary
mental health services in paid employment

2012/13	2013/14	2014/15	2015/10
11.2	9.2	9.6	10.8
CGA 7.9	CGA 6.4	CGA 6.6	CGA 6.0

1G - Proportion of adults with learning dis-	abilities who
live in their own home or with their family	(Data during the
year to March 31st)	

2012/13	2013/14	2014/15	2015/16
73.4	70.4	74.5	76.6
CGA 69.8	CGA 71.6	CGA 67.5	CGA 71.3

1H - Proportion of adults in contact with secondary
mental health services who live independently, with or
without support

2012/13	2013/14	2014/13	2013/10
76.9	82.1	86.9	85.7
CGA 79.7	CGA 78.9	CGA 79.7	CGA 73.2

1I - (1) Proportion of people who use services, who
reported that they had as much social contact as they
would like (Source: ' Survey of Adult Carers in England')

2012/13	2013/14	2014/15	2015/16
Not	43.9	45.1	40.4
Available	CGA 41.0	CGA 42.2	CGA 41.4

1I - (2) Proportion of carers, who reported that they
had as much social contact as they would like (Source:
'Personal Social Services Survey of Adult Carers in England', HSCIC)

2012/13	2013/14	2014/15	2015/16
Not	Not	31.5	Not
Available	Available	CGA 34.6	Available

2042/42

Performance - 2016-17 data will be updated once the national data has been published by NHS digital.

ASCOF DOMAIN 2

#### Delaying and reducing the need for care and support

When people develop care needs, the support they receive takes place in the most appropriate setting and enables then to regain their independence. Earlier diagnosis, intervention and reablement means that people and their carers are less dependent on intensive services.

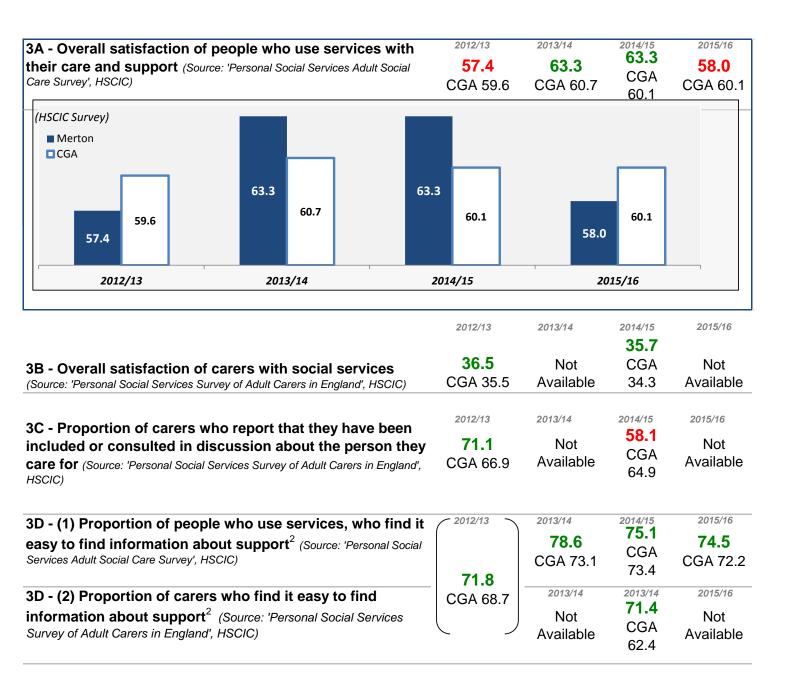


Performance - 2016-17 data will be updated once the national data has been published by NHS digital.

ASCOF DOMAIN 3

#### Ensuring people have a positive experience of care and support

People who use social care and carers are satisfied with their experience of care and support services. Carers feel that they are respected as equal partners throughout the care process. People know what choices are available to them locally, what they are entitled to, and who to contact when they need help. To view the 'ASCOF: Handbook of Definitions' visit <a href="https://www.hscic.gov.uk">www.hscic.gov.uk</a>



<sup>&</sup>lt;sup>1</sup>Carer Survey conducted every two years therefore information not available for each year.

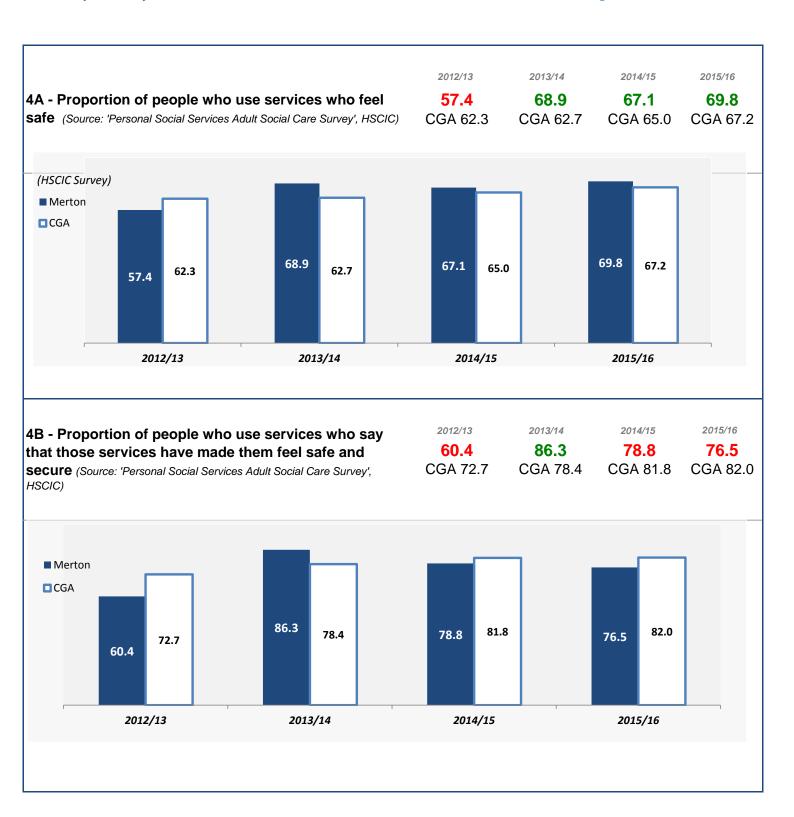
<sup>&</sup>lt;sup>2</sup> From 2013/14 the ASCOF 3D measure was separated into services users and carers.

Performance - 2016-17 data will be updated once the national data has been published by NHS digital.

ASCOF DOMAIN 4

# Safeguarding people whose circumstances make them vulnerable and protecting them from avoidable harm

Everyone enjoys physical safety and feels secure. People are free from physical and emotional abuse, harassment, neglect and self-harm. People are protected as far as possible from avoidable harm, disease and injury. People are supported to plan ahead and have the freedom to manage risks in the way that they wish. To view the 'ASCOF: Handbook of Definitions' visit www.hscic.gov.uk

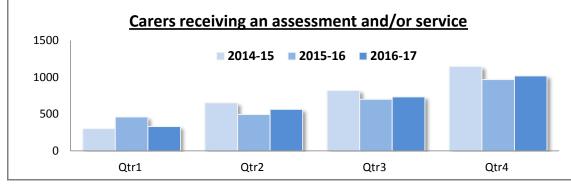


# Number of carers receiving an assessment, services and/or information and advice (Year to date)

2014-15				
Qtr1 Qtr2 Qtr3 Qtr4				
301	651	819	1144	

2015-16					
Qtr1 Qtr2 Qtr3 Qtr4					
459 493 699 967					

2016-17			
Qtr1	Qtr2	Qtr3	Qtr4
330	563	732	1016



## Percentage of adults receiving long term community based services at the end of each quarter

2014-15				
Qtr1 Qtr2 Qtr3 Qtr4				
72%	75%	77%	78%	

2015-16					
Qtr1 Qtr2 Qtr3 Qtr4					
78%	80%	81%	79%		

2016-17			
Qtr1	Qtr2	Qtr3	Qtr4
77%	78%	79%	80%
77%	78%	79%	80%

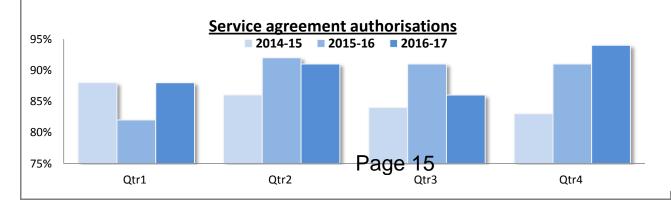
# Adults receiving long-term community based services 2014-15 2015-16 2016-17 85% 75% 70% 65% Qtr1 Qtr2 Qtr3 Qtr4

# Percentage of service agreement authorisations completed within five days as at the end of each quarter

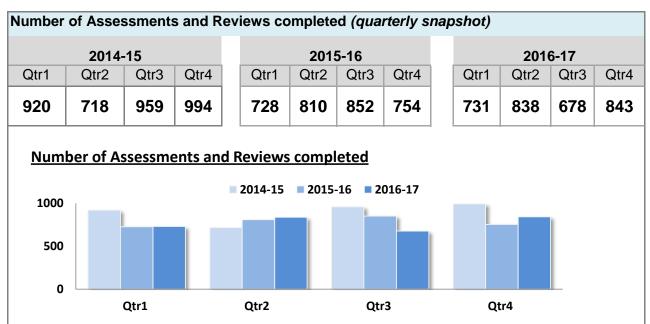
2014-15			
Qtr1	Qtr2	Qtr3	Qtr4
88%	86%	84%	83%

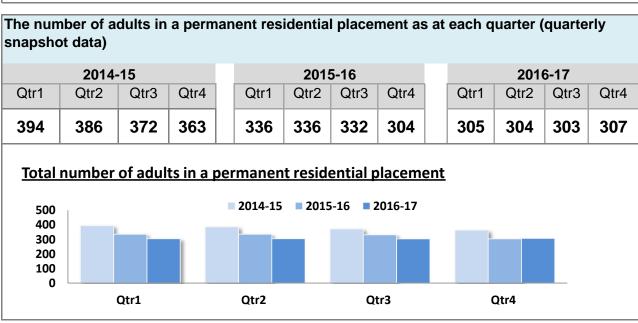
2015-16					
Qtr1   Qtr2   Qtr3   Qtr4					
82% 92% 91% 91%					
<b>02</b> /0	J2 /0	J : /0	J 1 /0		

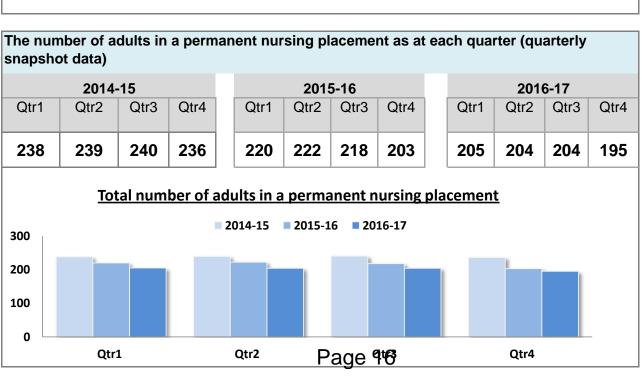
	2016-17		
Qtr1	Qtr2	Qtr3	Qtr4
88%	91%	86%	94%



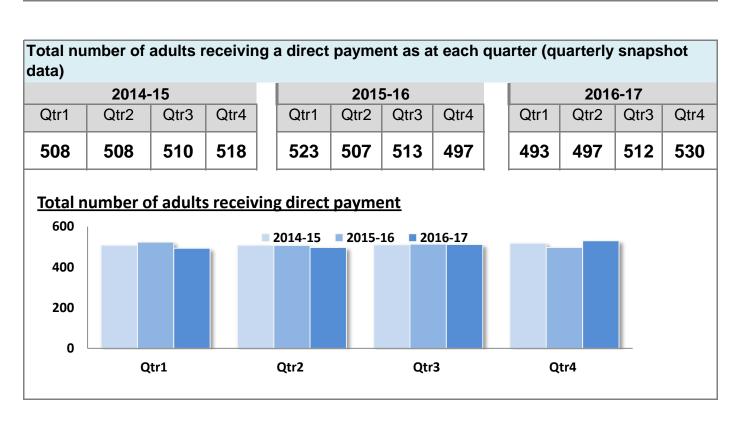
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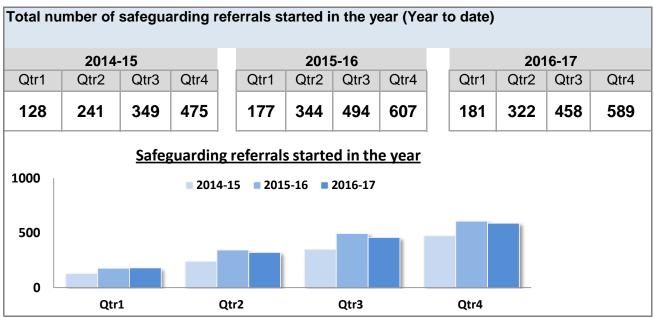


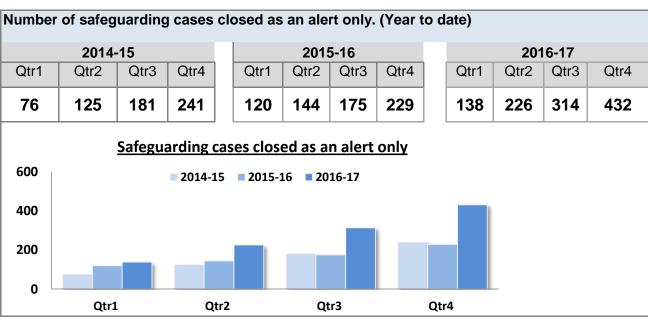


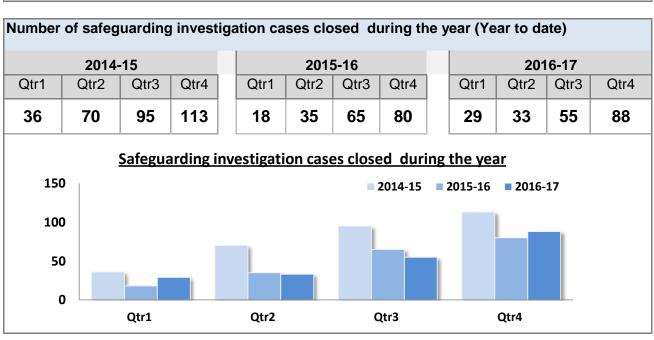


#### Total number of adults receiving home care services as at each quarter (quarterly snapshot data) 2014-15 2015-16 2016-17 Qtr1 Qtr2 Qtr3 Qtr4 Qtr1 Qtr2 Qtr3 Qtr1 Qtr2 Qtr3 Qtr4 Qtr4 889 927 953 983 965 951 964 874 918 929 912 940 Total number of adults receiving home care **2014-15 2015-16 2016-17** 1000 500 Qtr1 Qtr2 Qtr3 Qtr4









## **Merton Council**

## Adult Social Care - Local Account 2013-2017

If you would prefer a paper copy to be sent to you please contact the Business Intelligence Team on email: communityperformanceteam@merton.gov.uk

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Adult Social Care Local Account 2013-2017

