

QUARTERLY MONITORING REPORT

DIRECTORATE: Health & Community
SERVICE: Older People's Services
PERIOD: Quarter 2 to period end 30th September 2009

1.0 INTRODUCTION

This quarterly monitoring report covers the Older People's Services Department second quarter period up to 30 September 2009. It describes key developments and progress against all objectives and performance indicators for the service.

The way in which traffic light symbols have been used to reflect progress to date is explained in Appendix 6.

2.0 KEY DEVELOPMENTS

The early intervention and prevention strategy is currently being developed, baseline assessment completed and steering group established.

Implementation of the dignity agenda in progress. Dignity in Care Action Plan completed - approved by SMT. The Action Plan will now be presented to the Halton Dignity Champions' Network, Older People's Local Implementation Team, Safeguarding Adults Board and other key stakeholders i.e. PCT, hospitals, 5BPT, care providers. The implementation of the action plan will be across the whole system.

The first draft of the local Dementia strategy has been completed, to be presented to PCT management team and SMT.

The Community Extra Care Evaluation completed, the future service development work plan in relation to this has also been completed.

Both the local authority and PCT have now agreed the Virtual Ward proposal. The PCT has identified the funding required to establish the ward including the funding for the additional staff.

The PBC is now funding the manager of the SCIP service, which places social care staff in the Runcorn primary care practices. A more comprehensive evaluation tool has been developed to determine the range of qualitative and quantitative outcomes for service users. This evaluation will continue until February 2011 and will form the basis of the decision of the longer term future of the service.

Funding for the 50:50 Partnership Agreement with the RSLs, to provide home adaptations, has been agreed for 2009/10 and the Partnership Agreement has been revised to include stair lifts. The number of RSLs participating in the agreement has increased from 7 to 10, and the budget is on target for full spend.

Funding has been secured through the Department of Communities and Local Government to introduce a handyperson service. The model of provision has been developed. The handyperson post has been advertised. Consultation about charging arrangement is to be undertaken.

Ten days input from National Energy Action (NEA) has been secured to enable HBC to develop an Affordable Warmth Strategy. A steering Group has been established and 2 consultation events planned.

3.0 EMERGING ISSUES




The review of Palliative Care and End of Life services within the PCT is still ongoing, in the interim the PCT has agreed to fully fund the domiciliary End of Life service that our in house provider delivers on their behalf. This arrangement will continue until the final outcome of the review, including the future model of care, is determined.

Following the integration of the Assessment Service, the Home Improvement Agency and the Grants Section into the Halton Home Improvement and Independent Living Service a business case for the whole service is being developed to cover the period 2009-12.

Further staff are to be recruited to the Adult Placement Service in order to expand the range of provision.

Contingency plans have been developed for Swine flu in partnership with the PCT.

4.0 PROGRESS AGAINST MILESTONES/OBJECTIVES

Total	15		13		2		0
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The majority of objectives/milestones are on target but where this is not the case this has been caused by unavoidable delays

5.0 SERVICE REVIEW

Environmental improvement work in Oakmeadow continues and is in the 2nd phase, which includes improvements to the internal fabrics of the building. The installation of an integrated electronic Care Monitoring/Call system will be completed by December 2009.

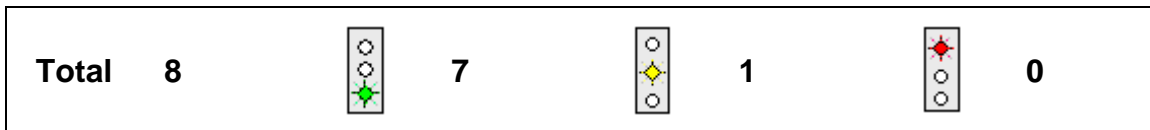
Implementation of the review of the new Reablement service will be completed on target within this financial year.

The review and development of restaurant provision at Dorset Gardens has been completed ahead of schedule and will be fully implemented by October 2009.

An initial review of Older People's Community Mental Health Team (OPCMHT) has been completed and plans are in place to enhance the service in partnership with the 5BP. Additional social work capacity will be in place by March 2010. This review has taken place as part of the overall review of mental health services for older people and ensures that the new Assessment Care and Treatment Service team will have clear pathways into the OPCMHT.

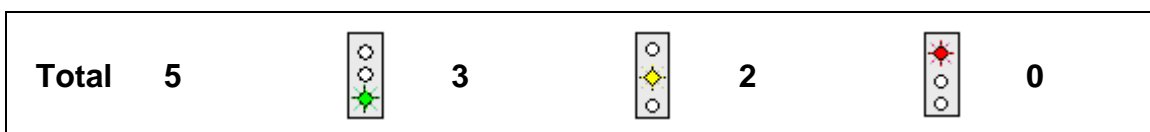
5 Satellite units in the community have been developed to provide a range of day service activities and a programme of consultation has been completed as part of a review of future day service provision.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS



The majority of KPIs are on target. Where reported data suggests that this is unclear work is being undertaken in order to report improved performance in Quarter 3.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS



In some instances no data was available for Quarter 2.
The majority of indicators which have been reported are on target. Where this is unclear action is being taken to improve performance.

7.0 RISK CONTROL MEASURES

During the production of the 2009-12 Service Plan, the service was required to undertake a risk assessment of all Key Service Objectives.

Where a Key Service Objective has been assessed and found to have associated 'High' risk, progress against the application of risk treatment measures is to be monitored, and reported in the quarterly monitoring report in quarters 2 and 4.

8.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS

During 2008/09 the service was required to undertake an Equality Impact Assessment. Progress against actions identified through that assessment, with associated High priority are to be reported in the quarterly monitoring report in quarters 2 and 4. Please refer to Appendix 4.

9.0 DATA QUALITY






The author provides assurances that the information contained within this report is accurate and valid and that every effort has been made to avoid the omission of data. Where data has been estimated, has been sourced directly from partner or other agencies, or where there are any concerns regarding the limitations of its use this has been clearly annotated.

10.0 APPENDICES





Appendix 1- Progress against Key Objectives/ Milestones
Appendix 2- Progress against Key Performance Indicators
Appendix 3- Progress against Performance Indicators
Appendix 4- Progress against High Priority Equality Actions
Appendix 5- Financial Statement
Appendix 6 - Explanation of traffic light symbols

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
OPS 1	Evaluate, plan, commission and redesign services to ensure they meet the need of vulnerable people within the local population, including those from hard to reach group (including the black and minority ethnic community)	Commission specialist housing provision for older people with higher levels of need Mar 2010 . (AOF6 & 7).		Some delay on extra care decisions, should be resolved in quarter 3
		Implement of the Gold Standard and Performance Management Framework for Intermediate Care Apr 2009 (AOF 6 &7)		Completed on target
		Increase the numbers of carers provided with assessment leading to the provision of services, to ensure Carers needs are met Mar 2010 . (AOF7)		On target
		Maintain the number of carers receiving a carers break, to ensure Carers needs are met Mar 2010 . (AOF7)		On target
		Comprehensive pathways for using transitional care within Halton are in place Mar 2010 (AOF 6 &7)		Service development officer has been allocated to ensure that pathways are in place within the agreed time scales
		Intergenerational activities project established as part of the review on early intervention and prevention aimed at improving outcomes for Older People June 2009 (AOF 6 &7)		Wide range of intergenerational activity now taking place in Halton, delivered through Community Development Team. Specific work has taken place in Castlefields and plans are in place for six localities to carry out intergenerational Halloween events.

**APPENDIX ONE - PROGRESS AGAINST MILESTONES/OBJECTIVES
Older People's Services**

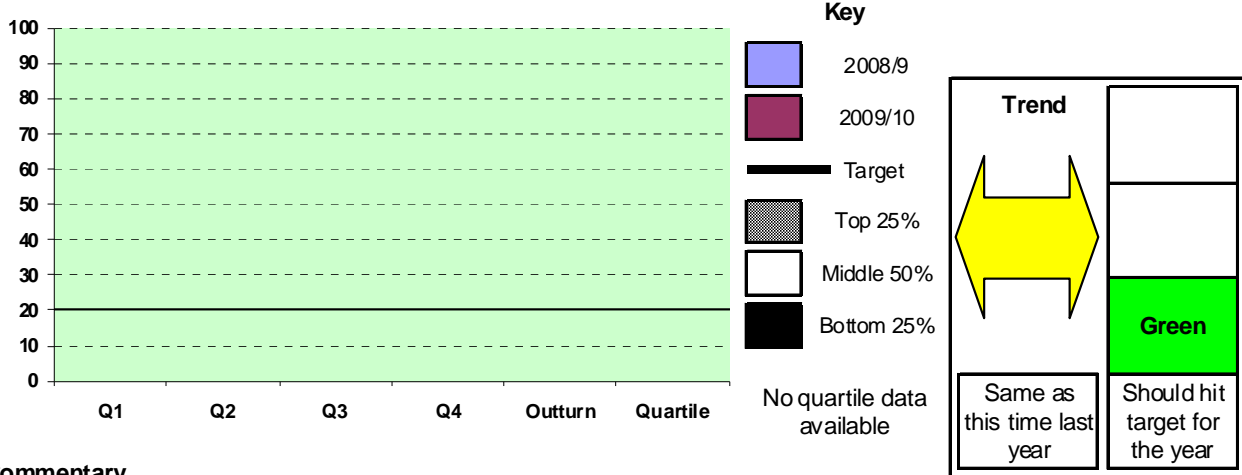
Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
		Review of Long Term Conditions and Therapy services commissioned jointly with NHS Halton and St Helens Apr 2009 (AOF 6 &7) NB. Deadline dependent on contribution from the Primary Care Trust		Final draft report now available. Business case for future service to be developed by December 2009.
		Agreement with the PCT on the responsibility for Medication Prompts in place Sept 2009 (AOF 7)		Agreement with the PCT for joint responsibility has been progressed. However implementation of the project is slightly delayed due to pressures within the PCT in relation to Swine Flu. The Northwest Medicines Management Network have been contacted to support this work programme.
OPS 2	Effectively consult and engage with older people to evaluate service delivery, highlight any areas for improvement and contribute towards the effective re-design of services where required	Review local arrangements for continuing health care following National Review Apr 2009 (AOF 2&7) NB. Dependent on National Review being completed to timescale of Jan 2009		Complete
		Implement revised Joint Commissioning Strategy for Older People March 2010 (AOF 2&7)		Strategy Complete. Implementation plan on target
		Evaluate joint service developed with Runcorn PBC Mar 2010 (AOF 2&4)		Evaluation completed, service now extended until 2011. Therefore an additional period of evaluation will be undertaken.

**APPENDIX ONE - PROGRESS AGAINST MILESTONES/OBJECTIVES
Older People's Services**

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
		As part of the review on early intervention and prevention aimed at improving outcomes for Older People, develop a meaning engagement strategy with Service Users June 2009 (AOF 7)		On Target, however timescale reviewed to Dec 09
		Establish Social Care element of the 'Virtual Ward' established with Widnes PBC March 2010 (AOF 2)		On target for completion, social care component will be fully operational within the agreed time scales of March 2010
OPS 3	Ensure that there are effective processes and services in place to enable the Directorate to manage, procure and deliver high quality, value for money services that meet peoples needs	Analyse need and submit bids to DOH, Housing Corporation or other pots for at least one extra care development to provide additional extra care tenancies in Halton Mar 2010 . AOF 6&7)		Work progressing with RSL's to develop a number of sites across Halton. Potential for two bids to be submitted to the HCA by March 2010.
		Implement new residential and domiciliary care contracts for older peoples services Sept 2009 (AOF 6&7)		Complete.

**APPENDIX ONE - PROGRESS AGAINST MILESTONES/OBJECTIVES
Older People's Services**

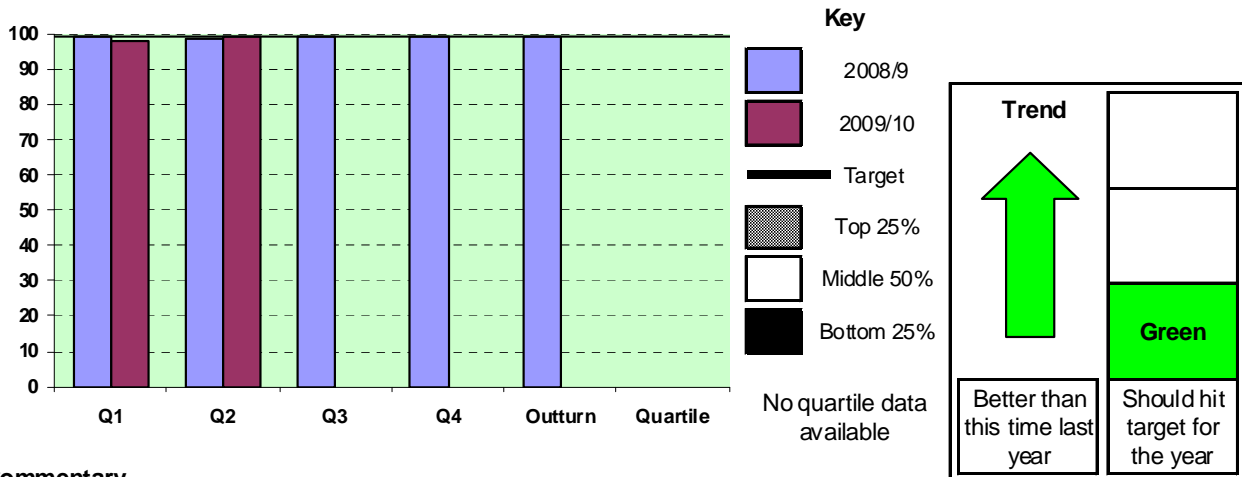
OP LI3 Unit cost of home care for adults and older people



Commentary

There have been no re-imbursable delays during this period

OP LI7 Percentage of people receiving a statement of their needs and how they will be met.

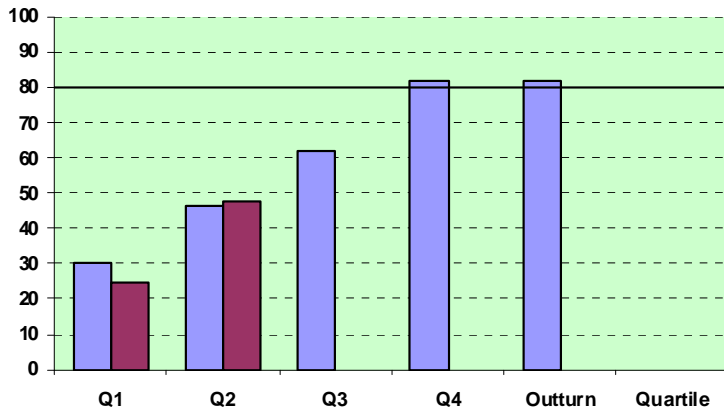


Commentary

99.23% of people in receipt of services have been given a statement of their needs and how they will be met. Target already achieved, however, monthly exception reports are still produced for operational teams to action of those clients who are not in receipt of their statement of needs.

OP LI8

Clients receiving a review as a %age of adult clients receiving a service



Key

- 2008/9
- 2009/10
- Target
- Top 25%
- Middle 50%
- Bottom 25%

No quartile data available

Trend	
↑	
Better than this time last year	Should hit target for the year

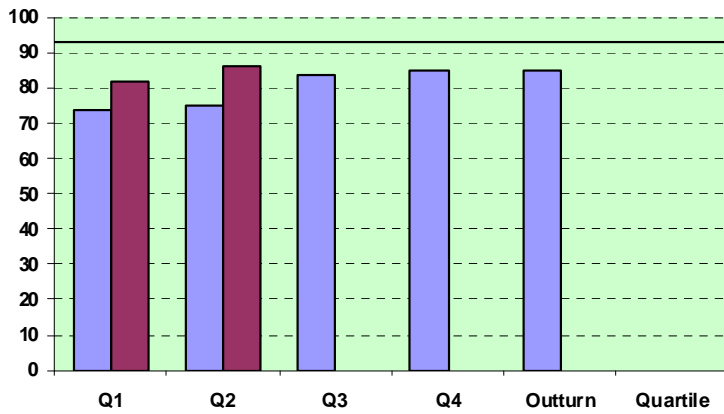
Commentary

47.93% of clients receiving services have been reviewed so far. In order to ensure the target will be met at year end, monthly exception reports of outstanding reviews are sent to operational teams to action.

OP LI9

Percentage of items of equipment delivered within 7 working days

Higher figures represent better performance



Key

- 2008/9
- 2009/10
- Target
- Top 25%
- Middle 50%
- Bottom 25%

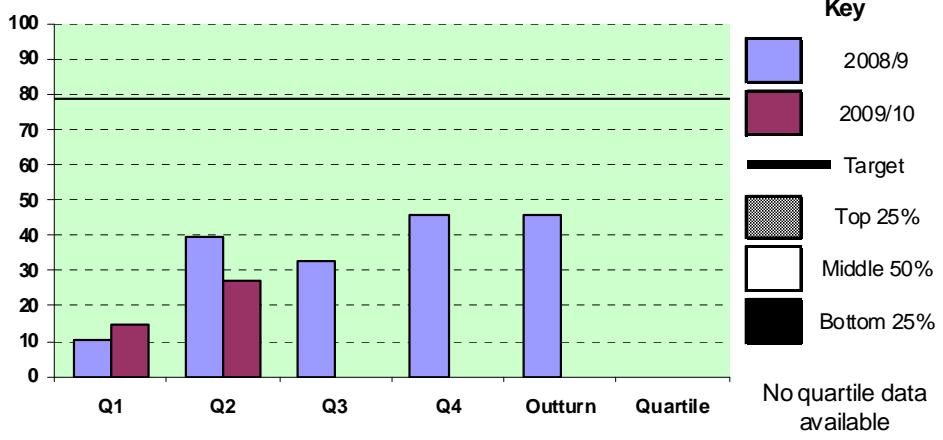
No quartile data available

Trend	
↔	
Same as this time last year	May hit target for the year

Commentary

Work being undertaken with minor adaptations to validate the figures. Indicator value may be subject to change.

OP LI10 **Admissions of supported residents aged 65+ to permanent residential/nursing care (per 10,000 population)**



Trend

↑

Better than this time last year

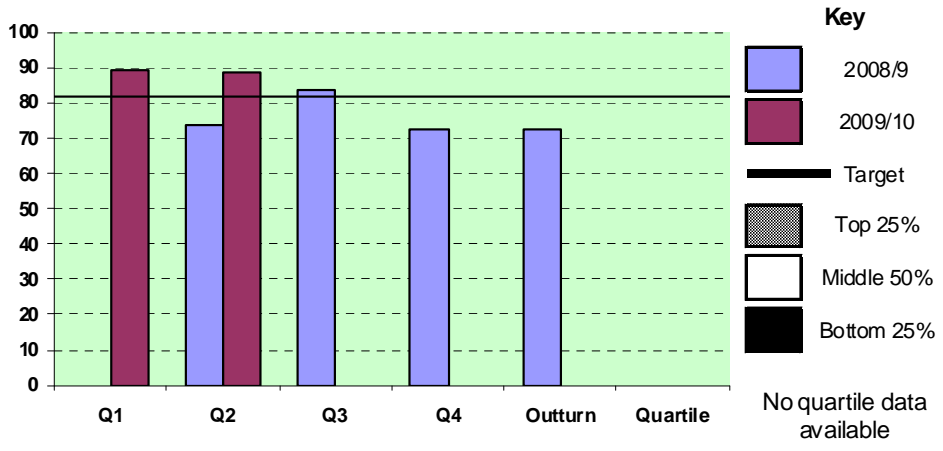
Green

Should hit target for the year

Commentary

To date, 45 older people have been admitted to permanent residential and nursing care. All clients are allocated a single room.

OP NI 132 **Timeliness of social care assessment DH DSO**



Trend

↑

Better than this time last year

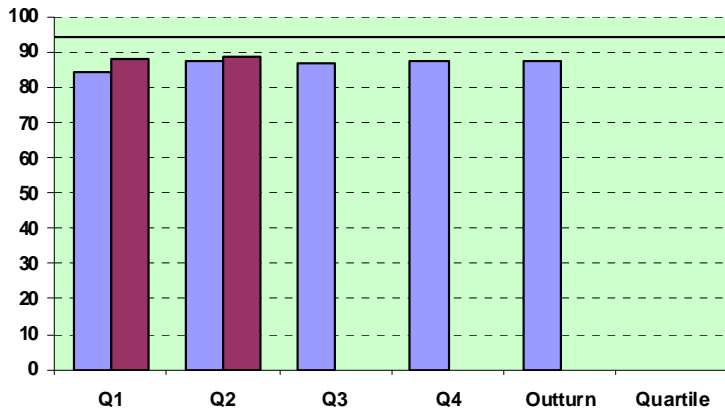
Green

Should hit target for the year

Commentary

Target exceeded. Final year end figure is determined by a file check which is ongoing.

OP NI 133 **Timeliness of social care packages DH DSO**



Key

- 2008/9
- 2009/10
- Target
- Top 25%
- Middle 50%
- Bottom 25%

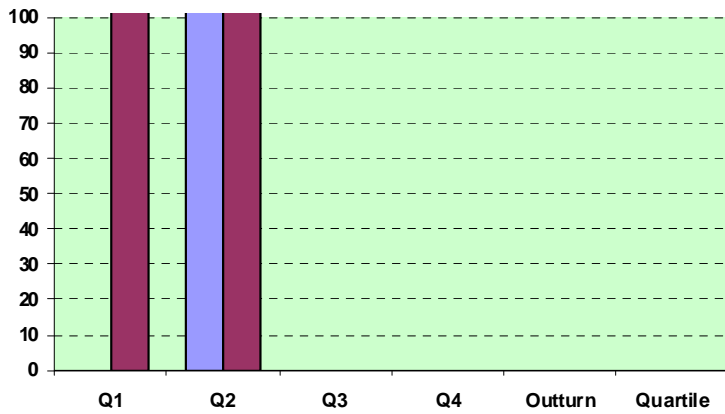
No quartile data available

Trend	
Better than this time last year	Should hit target for the year

Commentary

Final year end figure is determined by a file check which is ongoing.

OP NI 136 **People supported to live independently through social services (all ages) PSA 18**



Key

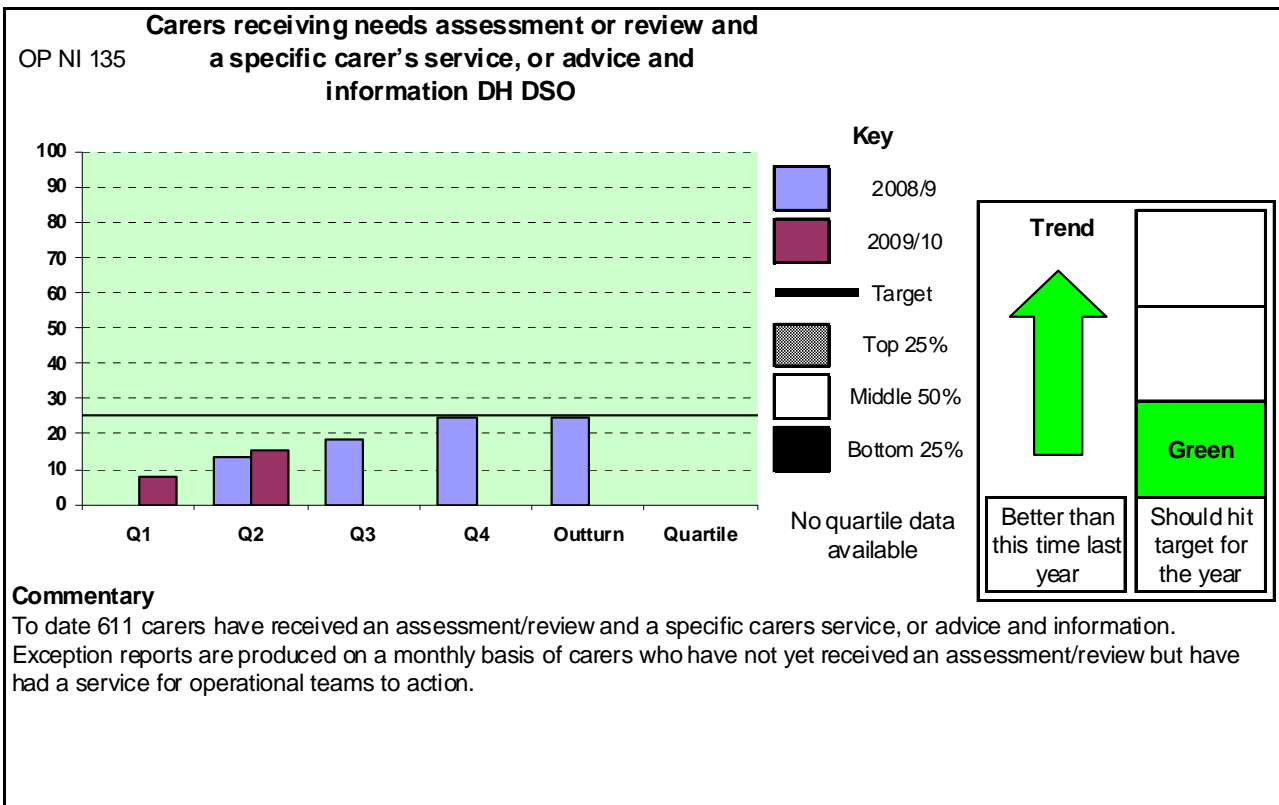
- 2008/9
- 2009/10
- Target
- Top 25%
- Middle 50%
- Bottom 25%

No quartile data available

Trend	
Better than this time last year	

Commentary

Q2 performance has increased from Q1 performance. Helped to live at home continues to be good. No target has been set for 2009/10, therefore a traffic light indicator cannot be allocated.








The following key indicators have not been included in the tables above for the reasons stated: -





NI 131 Delayed Transfers of care;
Data derived from health, which is not yet available

NI 125 Keeping independence for Older People through rehabilitation/intermediate care;




Indicator data derived from a sample which is undertaken in December. Figure will not be known until year end.

Ref.	Description	Actual 2008/09	Target 2009/10	Quarter 2	Progress	Commentary
Cost & Efficiency						
OP LI 1	Number of people receiving Intermediate Care per 1,000 population	46.27	53.39	39.27		Target equates to 900 people. Total number of people for Q1 and Q2 is 662.
OP LI 2	% of client group expenditure (OP/ILS) spent on domiciliary services	24		23	n/a	All invoices relating to creditors have been received; the % split should increase slightly each quarter. The realisation of Continuing Health Care & homecare retender is still distorting figures and will be monitored.
OP LI 3	No of days reimbursement as a result of delayed discharge of older people	0	20	0		There have been no re-imbursable delays during this period.
Fair Access						
OP LPI 4	Ethnicity of older people receiving assessment	1.7	1.5	0.73		Out of 532 clients who have received an assessment this year, 2 clients have an ethnic origin other than white. Given the small proportion of ethnic minority clients, this indicator is fluctuation to change.
nOP LI 5	% of older people being supported to live at home intensively, as a proportion of all those supported intensively at home or in residential care	25.53	29	33.7		The HH1 Return from which the intensive homecare element is derived no longer exists. The figure is based on planned activity rather than actual activity as a result. The planned activity is taken from Carefirst and therefore does not reflect variations between planned and actual homecare.
OP LI 6	% of adults assessed in year where ethnicity is not stated Key Threshold < 10%	1.8	0.5	1.25		Out of 722 assessments this year, 9 clients do not have an ethnicity recorded. In order to ensure the target will be met at year end, monthly exception reports of unknown ethnicity are sent to


**APPENDIX THREE - PROGRESS AGAINST KEY AND OTHER PERFORMANCE INDICATORS
Older People's Services**

Ref.	Description	Actual 2008/09	Target 2009/10	Quarter 2	Progress	Commentary
						operational teams to action.
Quality						
<u>OP LPI 7</u>	Percentage of people receiving a statement of their needs and how they will be met	99	99	99.28		99.23% of people in receipt of services have been given a statement of their needs and how they will be met. Target already achieved, however, monthly exception reports are still produced for operational teams to action of those clients who are not in receipt of their statement of needs.
<u>OP LPI 8</u>	Clients receiving a review as a %age of adult clients receiving a service	81.65	80	47.93		47.93% of clients receiving services have been reviewed so far. In order to ensure the target will be met at year end, monthly exception reports of outstanding reviews are sent to operational teams to action.
<u>OP LPI 9</u>	% of items of equipment and adaptations delivered within 7 working days	84.74	93	86.31%		Current performance suggests that the target will not be achieved. Work is being undertaken regarding minor adaptations specifically to check whether data quality issues may be causing a low performance outturn. As a consequence, the indicator value may be subject to change in Q3 or Q4.
<u>NI 131</u>	Delayed Transfers of Care		25	NYA	NYA	Data derived from health, which is not yet available.
<u>NI 132</u>	Timeliness of Social Care Assessments	79.2	82	88.78		Target exceeded. Final year end figure is determined by a file check which is ongoing.

**APPENDIX THREE - PROGRESS AGAINST KEY AND OTHER PERFORMANCE INDICATORS
Older People's Services**

Ref.	Description	Actual 2008/09	Target 2009/10	Quarter 2	Progress	Commentary
<u>NI 133</u>	Timeliness of Social Care packages (Former BVPI 196)	91.7	94	88.75		Final year end figure is determined by a file check which is ongoing.
Service Delivery						
<u>OP LI 10</u>	Availability of single rooms for adults & older people entering permanent residential / nursing care (per 10,000 population) key Threshold <140	46	70	27.29		To date, 45 older people have been admitted to permanent residential and nursing care. All clients are allocated a single room.
OP LI 11	Household (all adults) receiving intensive homecare (per 1000 population aged 65 or over) Key Threshold > 8	11.43	13	N/A	N/A	This indicator was derived from the annual HH1 return. This return no longer exists.
<u>NI 136</u>	People Supported to Live independently through Social Care Services	2714		3018	N/A	Q2 performance has increased from Q1 performance. Helped to live at home continues to be good. No target has been set for 2009/10, therefore a traffic light indicator cannot be allocated.
<u>NI 135</u>	Carers receiving needs assessment or review and a specific carer's service, or advice and information	24.95	25%	15.22		To date 611 carers have received an assessment/review and a specific carers service, or advice and information. Exception reports are produced on a monthly basis of carers who have not yet received an assessment/review but have had a service for operational teams to action.
<u>NI 125</u>	Achieving independence for	77%		NYA	NYA	Indicator derived from a sample which is not

**APPENDIX THREE - PROGRESS AGAINST KEY AND OTHER PERFORMANCE INDICATORS
Older People's Services**

Ref.	Description	Actual 2008/09	Target 2009/10	Quarter 2	Progress	Commentary
	Older People through rehabilitation/Intermediate Care					being undertaken until December. Figure will not be known until year end.
Area Partner National Indicators:						
The indicators below form part of the new National Indicator Set introduced on 1 st April 2008. Responsibility for setting the target, and reporting performance data, will sit with one or more local partners. As data sharing protocols are developed, baseline information and targets will be added to this section.						
NI 129	End of life access to palliative care enabling people to choose to die at home		20.7	25.2		The PCT IS in the process of employing an EOL facilitator to roll out tools such as GSF, PPC and LCP across Halton and St Helens and is also working with our general practices in regards to implementation of GSF which would also compliment and address patient preferences, this particular piece of work is being taken through the CSP palliative care working group.
NI 134	The number of emergency bed days per head of weighted population		232820	57508.6	-	Data derived from health not yet available.
NI 138	Satisfaction of people over 65 with both home and neighbourhood			NYA	-	Data derived from health not yet available
NI 139	People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently		N/A	N/A	N/A	This is collected through the Place Survey carried out every 2 years. The next planned Place Survey is during the Autumn of 2010. Plans are being developed to carry out a brief survey of older people using existing networks to assess direction of travel. This survey will be

**APPENDIX THREE - PROGRESS AGAINST KEY AND OTHER PERFORMANCE INDICATORS
Older People's Services**

Ref.	Description	Actual 2008/09	Target 2009/10	Quarter 2	Progress	Commentary
						<p>carried out initially through Halton Older People's Empowerment Network (OPEN) and the five local participation groups. The next stage will be to get the question incorporated into existing service feedback forms. The first phase of this will be through Halton Borough Council's existing Lifeline service.</p>

**APPENDIX THREE - PROGRESS AGAINST KEY AND OTHER PERFORMANCE INDICATORS
Older People's Services**

Policy/Service	HIGH Priority Actions	Target	Progress	Commentary

APPENDIX FOUR – PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS
Older People’s Services

HEALTH & COMMUNITY – OLDER PEOPLE

Revenue Budget as at 30th September 2009

	Annual Revised Budget	Budget To Date	Actual To Date	Variance To Date (overspend)	Actual Including Committed Items
	£000	£000	£000	£000	£000
<u>Expenditure</u>					
Employees	6,148	3,069	2,997	72	3,145
Premises Support	215	107	108	(1)	108
Other Premises	58	20	16	4	16
Food Provisions	255	113	97	16	117
Supplies & Services	450	134	137	(3)	345
Transport	242	68	63	5	63
Departmental Support Services	1,704	0	0	0	0
Central Support Services	639	10	11	(1)	11
Community Care:					
Residential Care	6,987	2,821	2,337	484	2,337
Home Care	2,360	968	802	166	802
Supported Living	355	166	178	(12)	178
Day Care	29	12	18	(6)	18
Direct Payments	352	144	116	28	116
Other Agency	2,581	43	43	0	43
Asset Charges	52	0	0	0	0
Total Expenditure	22,427	7,675	6,923	752	7,299
<u>Income</u>					
Residential Fees	-2,717	-1,419	-1,194	(225)	-1,194
Fees & Charges	-617	-409	-422	14	-422
Preserved Rights Grant	-91	-45	-43	(2)	-43
Supporting People Grant	-857	-428	-286	(142)	-286
Adult Stroke Services Grant	-170	-85	-85	0	-85
Intermediate Care PCT contribution	-2,961	-1,276	-1,278	2	-1,278
PCT Reimbursement	-221	-8	-9	1	-9
Joint Finance – PCT	-33	-5	-5	0	-5
PCT Contribution to Care	-35	-20	-25	5	-25
Other Income	-169	-85	-89	4	-89
Total Income	-7,871	-3,780	-3,436	(344)	-3,436
Net Expenditure	14,556	3,895	3,487	408	3,863

Comments on the above figures:

In overall terms revenue spending at the end of quarter 2 is under budget profile by £408k. This is due to expenditure on the community care budget continuing to be lower than anticipated at the mid point of the financial year as more service users are awarded continuing health care funding when residing in nursing or residential care homes. However this also means that residential and nursing fees are lower than expected as fewer clients are being placed in nursing and residential care.

The continued success in gaining continuing health care (CHC) funding, investment in re-enablement services and a reduction in high cost packages during quarter 2 means expenditure on the community care budget is significantly less than otherwise expected. A changing focus by the Primary Care Trust to offer more intermediate care and transitional arrangements to enable people to recover from illness is reducing the number of people who are eligible for fully funded healthcare. This is likely to halt the rapid rise in service users receiving CHC funding and may lead to increased demands for funding by the Local Authority. Thus, expenditure on community care will be closely monitored throughout the year to enable the community care budget to be realigned for 2010/11.

Employee costs to date include £160k for agency staff used within Older People's Services to fill essential social worker posts in both Older People's team Widnes & Runcorn, the Hospital Discharge team and additional care staff in the Rapid Access Rehabilitation Service.

Additional funding from the PCT has been agreed for a number of posts to support continuing healthcare, the discharge process within Warrington Hospital and Social Care in Practice in Runcorn, which will alleviate some of these pressures.

Expenditure on staffing will continue to be closely monitored throughout the year and a balanced budget is expected to be achieved at year end.




Supporting People funding for the Lifeline service will be reviewed during the year to ensure it is contained within the departments' budget.

Older People

Capital Budget as at 30th September 2009

	2009/10 Capital Allocation £000	Allocation To Date £000	Actual Spend To Date £000	Allocation Remaining £000
Redesign Oakmeadow Phase 2	60	3	3	57
Major Adaptations for Equity release/Loan Schemes	100	0	0	100
ILC market garden canopy	16	0	0	16
Bridgewater	2	0	0	2
Total Spending	178	3	3	175

The traffic light symbols are used in the following manner:

	<u>Objective</u>	<u>Performance Indicator</u>
<u>Green</u>	 <p>Indicates that the <u>objective is on course to be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that the <u>target is on course to be achieved.</u></p>
<u>Amber</u>	 <p>Indicates that it is <u>unclear</u> at this stage <u>whether the objective will be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that it is either <u>unclear</u> at this stage or too early to state whether the target is on course to be achieved.</p>
<u>Red</u>	 <p>Indicates that it is <u>highly likely or certain that the objective</u> will not be achieved within the appropriate timeframe.</p>	<p>Indicates that the <u>target</u> will not be achieved unless there is an intervention or remedial action taken.</p>