

QUARTERLY MONITORING REPORT

DIRECTORATE: Health & Community
SERVICE: Older People's Services
PERIOD: Quarter 4 to period end 31st March 2009

1.0 INTRODUCTION

This quarterly monitoring report covers the Older People's Services Department fourth quarter period up to 31st March 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 7.

2.0 KEY DEVELOPMENTS

Independent Living Service

The community projects introduced as part of the modernisation of day services were evaluated in February and will continue to operate for a further six months. Priority will be given to the small number of service users who have been unwilling or unable to participate and suitable projects will be identified.

Improvements in the Halton Home Improvement and Independent Living Service will be monitored from April and further improvements implemented.

Recruitment to the Adaptations Liaison Officer Post is underway.

Expenditure under the Registered Social Landlords partnership agreement is being monitored closely.

Funding to extend the Accessible Homes Register has been identified.

Older People's Services

Sub acute Intermediate Care Unit opened on the 1st April, agreed a phased implementation to ensure governance structures in place.
Intermediate Care age criteria is now 18+ from 1st April.

Homecare redesign fully operational as Halton re-ablement service.

Community extra care initial evaluation completed, further resources identified to undertake ongoing evaluation.

Social Care in Practice (SCIP) evaluation underway, pilot now extended until October 2010.

3.0 EMERGING ISSUES

Independent Living Service

Feedback and information packs for Halton Home Improvement and Independent Living Services are in draft format and consultation with users has begun.

Both units at Dewar Court that will be used by Halton Integrated Community Equipment Service have been refurbished and the move of the service to this new location is underway.

Funding to develop a Handyperson service has been confirmed and a steering group to plan the service is being established.




Older People's Services

PCT continues to fund two posts within the hospital team to support Continuing Health Care (CHC) Multi disciplinary team (MDT) working, additionally the PCT are funding a post across LA's for general MDT working to support timely discharges. The development of a fully integrated CHC team is under consideration.

Intermediate Care services have increased the community and bed based services in line with the agreed business plan.

The Practice Based Commissioning (PBC) Social Care In Practice (SCIP) pilot and the development of a PBC virtual ward model of care in Widnes to support people with long term conditions, will support the development of a wider range of local community services.

4.0 PROGRESS AGAINST MILESTONES/OBJECTIVES

Total	25		0		0		0
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please refer to Appendix 1.

5.0 SERVICE REVIEW

Independent Living Service
The first draft of the review report for Halton Integrated Community Equipment Service has been produced and feedback is being collated.

Older People's Services
Oakmeadow environmental improvements have been implemented. A second stage of improvements has now been identified and will commence at the end of April, with a completion date of July 2009.

All home Care consultation completed successfully, and new re-ablement service implemented.

4BP strategic framework for older peoples mental health completed, consultation underway. Updating to incorporate the new National Dementia Strategy is underway.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS



please refer to Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS



please refer to Appendix 3.

7.0 PROGRESS AGAINST LPSA TARGETS

For details against progress towards LPSA targets, please refer to Appendix 4

8.0 RISK CONTROL MEASURES

During the production of the 2008-09 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. There were no high priority risk treatment measures established for this service.

9.0 PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS





During 2007/08 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 5.

10.0 DATA QUALITY





The author provides assurance 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.

11.0 APPENDICES






Appendix 1- Progress against Key Objectives/ Milestones
Appendix 2- Progress against Key Performance Indicators
Appendix 3- Progress against Other Performance Indicators
Appendix 4- Progress against LPSA targets
Appendix 5- Progress against High Priority Equality Actions
Appendix 6- Financial Statement
Appendix 7- 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)	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 2009.		Currently in negotiation with RSLs, PCTs and other key stakeholders to meet the identified need within the extra care strategy.
		Establish strategy to improve performance and service delivery to BME Community, to ensure services are meeting the needs of the community Jun 2008.		Council wide steering considering the needs of all minority groups within the borough to ensure we target services at all groups proportionally.
		Complete review of extra care housing model for Halton Jul 2008.		Completed.
		Identify options to re-design Older People Day Services May 2008		The community projects introduced as part of the modernisation of day services have been evaluated and will continue for a further six months. Priority to be given to those not currently linked to identify appropriate community activities.






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

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
		<i>Develop monitoring information for lower level services and outcomes they deliver to older people Sept 2008</i>		All low-level contracts include improved data collection within service specifications, this information is reported to the Older People's Local implementation team and will be further improved to include more outcome-based data from April 2009. There has also been further developments on the voluntary sector prospectus, currently in draft.
		<i>Contribute to development of operation of individualised budgets, thus enabling people needing social care and associated services to design that support Mar 2009.</i>		Full training programme developed and in place.
OPS 2	Work in partnership to enhance joint working arrangements and delivery of services to vulnerable people	Lead council input into developing Local Area Agreement Health and Older Peoples block June 08		Complete agreement signed off
		Continue to contribute to the implementation of Change for the Better, the 5BP's new model of care for mental health services, thus ensuring that services are based on recovery and social inclusion Mar 2009.		Draft strategy completed and is out for consultation.





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

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
		<i>Begin implementation of Older People's mental health services redesign Mar 2009.</i>		New model (ACTS) developed on target. Further work will be needed to ensure supports new National Dementia Strategy.
		In partnership with Halton and St Helen's PCT, refocus care provision at Oakmeadow in line with Intermediate Care approach Nov 2008		Completed with timescales. Additional beds opened in Oakmeadow to support the new IC gold standard
		Redesign of Intermediate Care Services, in partnership with Halton and St Helens PCT Mar 2008		Completed within timescales
		<i>Work with Halton 'Older People's Engagement Network' (OPEN) to agree their future role in terms of community engagement and consultation – paper to Older People's Local Implementation Team (LIT) Nov 08</i>		Reporting processes between Halton OPEN and commissioning have been agreed and implemented. Action plan for engagement has been developed by Halton OPEN.
		<i>Work with Older People's LIT, Halton OPEN and partners to appoint dignity in care champions (or other system as agreed) Sept 2008.</i>		Dignity coordinator post being recruited. Dignity champions working group established, action plan being developed.




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

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
		Establish pilot joint service to support primary care through Runcorn Practice Based Commissioning (PBC) Consortium July 2008		Social Care in Practice now fully operational, staff based in primary care – pilot extended for further 18 months funded by the PBC.
OPS 3	Provide facilities and support to carers, assisting them to maintain good health and well-being	Increase the number of carers provided with assessments leading to provision of services, including black and minority ethnic carers, to ensure Carers needs are met Mar 2009		Number of carers exceeded.
		Maintain the numbers of carers receiving a carers break Mar 2009		Number of carers breaks exceeded
OPS 4	Ensure that service delivery, commissioning and procurement arrangements are efficient and offer value for money	Aim to reduce the cost of transport element of meals on wheels contract to ensure cost effectiveness May 2008.		Completed within timescales
		<i>Redesign in house homecare to improve efficiency and outcomes Aug 2008.</i>		Completed within timescales, new service in place to ensure improved outcomes






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

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
		<i>Review Older People's Commissioning Strategy and associated partnerships structures to ensure that they are fulfilling service delivery requirements and are being managed in a cost effective way Nov 2008</i>		Completed. Revised commissioning strategy to be completed by the end of April.
		Establish or participate in working group with neighbouring authorities to re-provide equipment services linked to developing a retail model Oct 2008		The first draft of the therapy review report has been circulated and comments are being collated. The revised financial model for the Department of Health's proposed Retail Model is to be completed and will support the analysis of future options for service provision.
		Build on learning for Halton from CSED improving care management efficiency project, identifying potential areas and priorities for redesign Jun 2008.		Areas identified, programme of improvements continues to be implemented
		Integrate Home Improvement Agency and Independent Living Team to improve waiting times and efficiency Jun 2008.		A database to monitor and evaluate improvements in all time scales to be introduced. This will identify any further areas for improvement.

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

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
OPS 5	Promote physical activity, preventative services and therapy for vulnerable people to maintain optimum levels of health and wellbeing	<i>Evaluate and report on the first year of 'Sure Start for Older People' services to establish if it is effective in helping manage the effects of ill health, disability and disadvantage; increased access to physical activity and effective in maintaining the existing health and wellbeing of older people Sept 2008</i>		Completed within timescales and reported
		Support development of joint process with PCT for implementation of new national guidance and toolkit for continuing health care Apr 2008		Completed within timescales
		Report to Health PPB on progress with delivering the Advancing Well Strategy Mar 2009		The linked action plan for the advancing well strategy has been reviewed and reported to the Halton PPB in December 2008.


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





Ref.	Description	Actual 2007/08	Target 2008/09	Quarter 4	Progress	Commentary
Cost & Efficiency						
OP LI1	Intensive home care as a percentage of intensive home care and residential care	27.15	28	25.53		The HH1 outturn for intensive households dropped in 2008 (some impact from CHC). Therefore the lower number of intensive households has resulted in a lower outturn for this indicator.
OP LI2	Cost of intensive social care for adults and older people	458.16	476.48			Unit costs are not reported until PSSEX1 Return is completed in July 2009.
OP LI3	Unit cost of home care for adults and older people	15.46	16.16			Unit costs are not reported until PSSEX1 Return is completed in July 2009.
Fair Access						
OP LI5	Ethnicity of older people receiving assessment	0.19	1.1	1.7		There is a high number of Older People Assessed where Ethnicity has not been recorded (19 Older People).
OP LI6	Ethnicity of older people receiving services following assessment	0	1	0.25		Target Exceeded.
OP LI8	% of older people being supported to live at home intensively, as a proportion of all those supported intensively at home or in residential care	38.28	28	25.53		This figure is estimated based on Q3. The reason for non-achievement is that the HH1 outturn for intensive households dropped in 2008 (some impact from CHC). Therefore the lower number of intensive households has resulted in a lower outturn for this indicator. The figure will be updated when the number of weeks spent in residential and nursing care is calculated at year end.
OP LI9	Percentage of adults assessed in year where ethnicity is not stated	0.14	0.5	1.8		A high number of Adults Assessed with Unknown Ethnicity (28 adults) has been identified as the cause of the increase in this indicator.

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


Ref.	Description	Actual 2007/08	Target 2008/09	Quarter 4	Progress	Commentary
OP LI10	Percentage of adults with one or more services in year where ethnicity is not stated	0.08	0.2	0.2		Target met.
Quality						
OP LI11	Availability of single rooms for adults & older people entering permanent residential / nursing care	100	100	100		Target Met.
Service Delivery						
OP LI16	Intensive home care per 1000 population aged 65 or over	11.43	13	11.43		The Figure for the provision of Intensive Home Care (as reported in the HH1) has reduced, thus impacting on this indicator.
OP NI 129	End of life care - access to appropriate care enabling people to choose to die at home DH DSO	19.1	20.3	20.6*		*As at Q3, 2008/09
NI 134	The number of emergency bed days per head of weighted population DH DSO	-	-			Data not Available from Health. Data is expected to be available on 24 th April but will only include data until mid January 2009 as there is a lag in availability of data.
NI 138	Satisfaction of people over 65 with both home and neighbourhood PSA 17	-	-			This is a Place Survey Indicator
NI 139	The extent to which older people receive the support they need to live independently at home PSA 17	-	-			This is a Place Survey Indicator

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




LPSA Ref.	Indicator	Baseline	Target	Perform 07/08	Perform. 08/09 Q4	Traffic light	Commentary
8.1	Improved care for long term conditions and support for carers Number of unplanned emergency bed days (Halton PCT registered population)	58,649 04/05	- 6% (55,130) for 08/09	47569			Data not Available from Health. Data is expected to be available on 24 th April but will only include data until mid January 2009 as there is a lag in availability of data.
8.2	Improved care for long term conditions and support for carers Number of carers receiving a specific carer service from Halton Borough Council and it's partners, after receiving a carer's assessment or review	195 first six months of 04/05	600 for 08/09	823	1141		Target Exceeded.

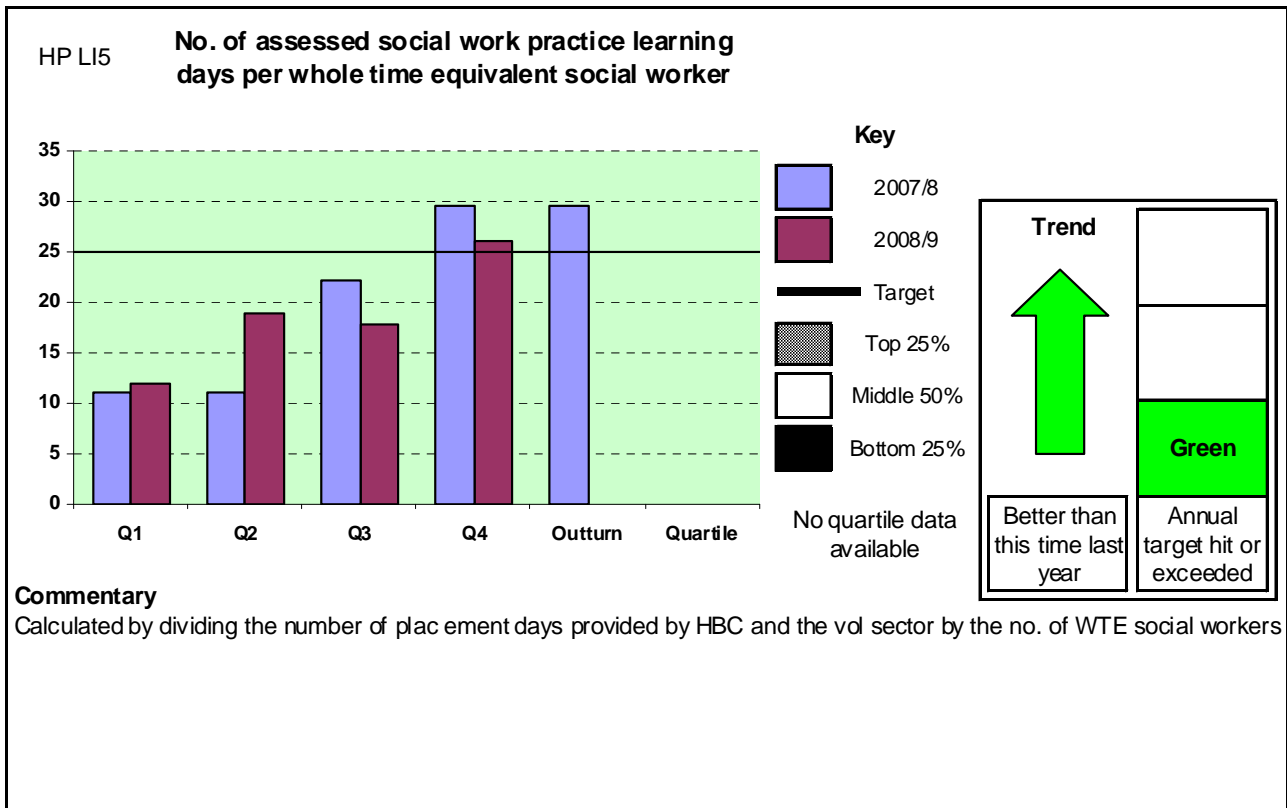
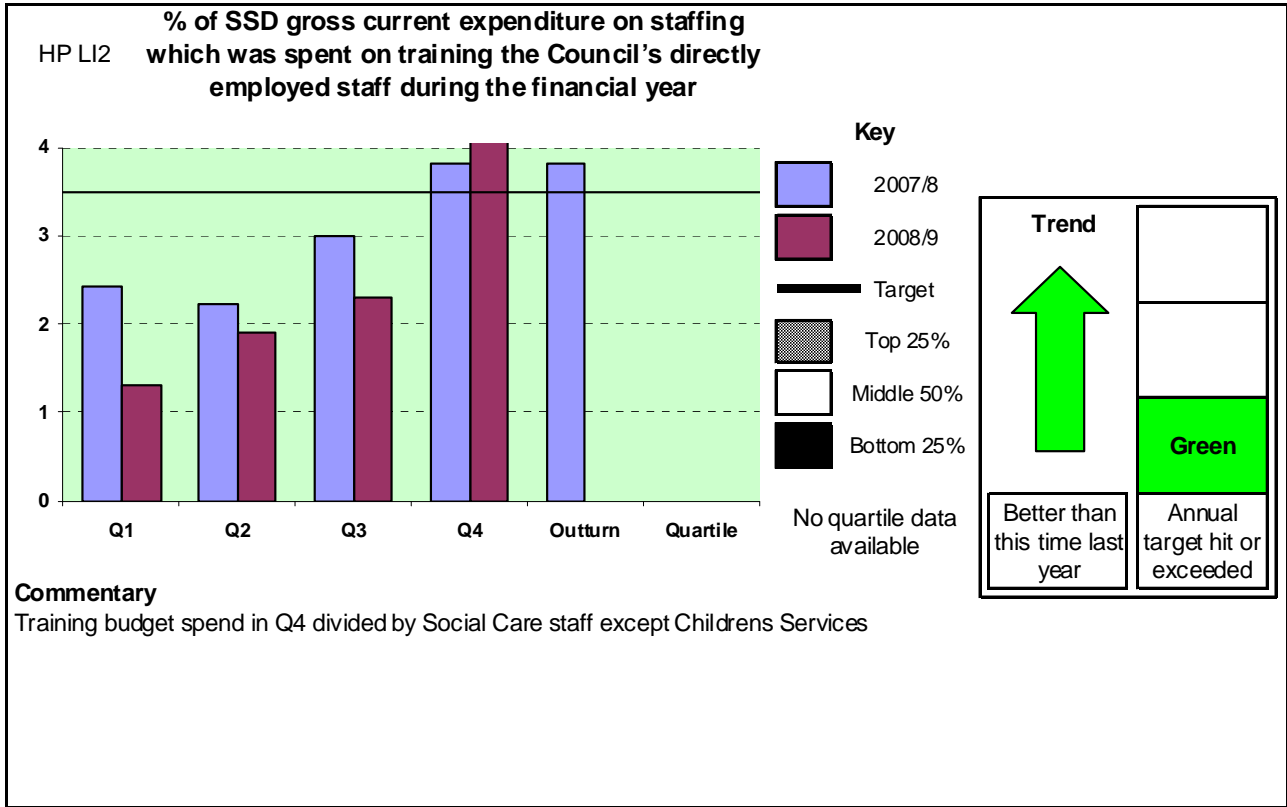
Strategy/Policy/Service	HIGH Priority Actions	Target	Progress	Commentary
Contract Monitoring	Monitoring of contracts with provider services – do residential/domiciliary providers employ staff from other backgrounds who have additional language skills which could be used to translate on behalf of service users whose first language is not English	2008/9		Council wide steering considering the needs of all minority groups within the borough to ensure we target services at all groups proportionally.
Cheshire, Halton & Warrington Race Equality Council (CHWREC)	Develop further links with CHAWREC	2008/9		There is scope for further work with CHAWREC, subject to additional funding, and opportunities for this is kept under constant review.
Corporate Equality Scheme	Contribute to a Corporate Working Group to simplify the Authority's equality-related policies/strategies etc to produce a Corporate Equality manual which is relevant and applicable to all Directorates	2008/9		The Directorate is currently contributing to the work being taken forward Corporately on the amalgamation of a number of equality related policies. A working group has been established to take forward this work.
	Health and Community EIA systems to be strengthened and adopted on a Corporate basis	2008/9		The Directorate is currently contributing to the work being taken forward Corporately on the revision of the EIA system. A working group has been established to take forward this work.

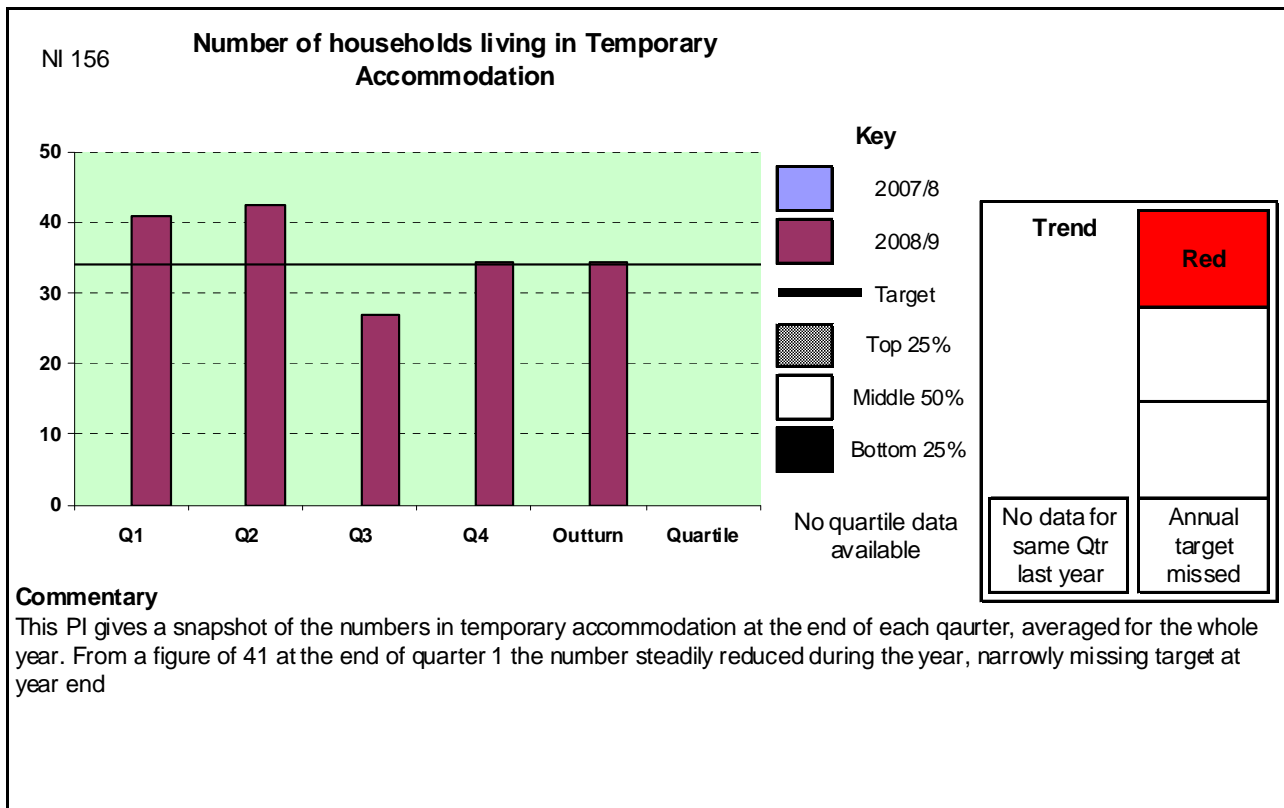
**APPENDIX FIVE – PROGRESS AGAINST HIGH PRIORITY EQUALITY ACTIONS
Older People's Services**

Diversity Training	Systems developed and implemented to ensure that all new staff attend Corporate Equality & Diversity training (1 day session); and all existing staff attend condensed Equality session.	2008/9		Corporate Training have developed and implemented mandatory E&D Training for the H&C Directorate. An introductory session is also delivered, at induction, in line with the common Induction Standards.
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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</u> is <u>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, due to a lack of information or a key milestone date being missed, <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>





Some Key Performance Indicators have not been shown above, for the reasons listed: -

OP LI4 No of days reimbursement as a result of delayed discharge of older people
 Data not yet available from Health

NI 131 Delayed Transfers of Case
 Data not available from Health until 28 April 2009

NI 136 People Supported to Live independently through Social Care Services
 It is difficult to compare performance of this new indicator until we are able to compare against comparator data. The indicator includes data from the voluntary sector and

caution should therefore be exercised regarding data quality. Targets here are incorrect and refer to the old PAF indicator that ceases to exist

NI 125 Achieving independence for Older People through rehabilitation/Intermediate Care

Data not available to report