

QUARTERLY MONITORING REPORT

DIRECTORATE: Health & Community
SERVICE: Older People's Services
PERIOD: Quarter 1 to period end 30th June 2009

1.0 INTRODUCTION

This quarterly monitoring report covers the Older People's Services Department first quarter period up to 30 June 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 5.

2.0 KEY DEVELOPMENTS

An Early Intervention and prevention strategy is being developed; which includes intergenerational and health promotion.

Implementation of the dignity agenda is progressing with the new appointment of a dignity coordinator.

A Joint Dementia strategy is on target to be completed by July 2009, this will result in some further work required around implementation.

The Community Extra Care Service evaluation is near completion, which will result in further service development.

Virtual Ward model agreed in partnership with PCT, to be in place by January 2010.




SCIP partnership with the Runcorn PBC extended until February 2011, further work underway to evaluate effectiveness of the service against agreed targets.

3.0 EMERGING ISSUES

Work is progressing with the PCT to address health inequalities across Halton, which may have an impact on workload.

Review of Palliative Care and End Of Life services within the PCT.

4.0 PROGRESS AGAINST MILESTONES/OBJECTIVES

Total	15		13		2		0
--------------	-----------	---	-----------	---	----------	---	----------

Most milestones are on target. Continuing development involving identifying needs of older people has meant that the first quarter is as yet not meeting target. Also further development work and review on early intervention is being undertaken before completion of an engagement strategy with service users. Additional details are provided within Appendix 1

5.0 SERVICE REVIEW




Environmental improvement work in Oak meadow is ongoing over the next 6 months. This includes an overall review of infection control policies and procedures.

Review of new Reablement service will be completed this year.

Review of restaurant provision at Dorset Gardens.




Review of the OPCMT will be completed this year.

6.0 PROGRESS AGAINST KEY PERFORMANCE INDICATORS

Total	7		3		1		3
--------------	----------	---	----------	---	----------	---	----------

Some data still awaited from Health at the time of publication of this report and additional commentary for those measures that can be reported is included within Appendix 2.

6.1 PROGRESS AGAINST OTHER PERFORMANCE INDICATORS

Total	5		2		1		1
--------------	----------	---	----------	---	----------	---	----------

Some data still awaited from Health at the time of publication of this report. For those measures that are being reported by exception additional details are provided within Appendix 3.

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 APPENDICES

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



Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
OPS 1	Working in partnership with statutory and non statutory organisations, evaluate, plan, commission and redesign services to ensure that they meet the needs and improve outcomes for Older People	Commission specialist housing provision for older people with higher levels of need Mar 2010 . (AOF6 & 7).		Two residential homes changed registration to support older people with dementia. Continued development of extra care housing programme, identifying needs of older people.
		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)		Target exceeded last year. Work ongoing to continue to increase the numbers of carers whose needs are met.
		Maintain the number of carers receiving a carers break, to ensure Carers needs are met Mar 2010 . (AOF7)		Carers sub group established to ensure we are providing breaks, which meet the needs of carers.
		Comprehensive pathways for using transitional care within Halton are in place Mar 2010 (AOF 6 &7)		Pathways and service provision in relation to transitional care are being developed and on target for completion March 2010.

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
		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)		Service Level Agreement for intergenerational work due for completion by early July. This includes specific outcome based targets that will be reviewed through the Older People's Local Implementation Team. First intergenerational conference took place in April with almost 200 older and younger people attending.
		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		Ruth McDonough please complete
		Agreement with the PCT on the responsibility for Medication Prompts in place Sept 2009 (AOF 7)		Work ongoing and on target for completion by September 2009.
OPS 2	Effectively consult and engage with Older People to evaluate service delivery, highlight any areas for improvement and contribute towards the effective re-	Review local arrangements for continuing health care by following National Review Apr 2009 (AOF 2&7) NB. Dependent on National Review being completed to timescale of Jan 2009.		Completed within timescales.
		Implement revised Joint Commissioning Strategy for Older People March 2010 (AOF 2 & 7)		First draft of the strategy due for completion in July, implementation plan will form part of the overall strategy.

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

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
	design of services where required	Evaluate joint service developed with Runcorn PBC Mar 2010 (AOF2 & 4)		Ongoing evaluation of the service will ensure completion within timescales.
		As part of the review on early intervention and prevention aimed at improving outcomes for Older People, develop a meaningful engagement strategy with Service Users June 2009 (AOF 7)		<p>Review on early intervention and prevention in the process of being completed, SMT report on progress due for submission in July.</p> <p>Engagement strategy will be developed by Halton OPEN (Older People's Empowerment Network) as part of their continuing development and will be presented to the Older People's Local Implementation Team in early 2010.</p>
		Establish Social Care element of the 'Virtual Ward' established with Widnes PBC March 2010 (AOF 2)		Completed and on target for service implementation October 2009.

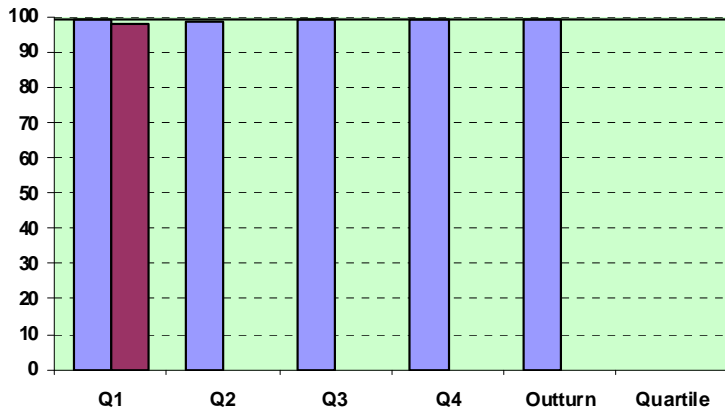
**APPENDIX ONE - PROGRESS AGAINST MILESTONES/OBJECTIVES
Older People's Services**

Service Plan Ref.	Objective	2008/09 Milestone	Progress to date	Commentary
OPS 3	<p>Ensure that there are effective business processes and services in place to enable the Directorate to manage, procure and deliver high quality, value for money services that meet people's needs</p>	<p>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. (AOF6 & 7)</p>		<p>The approach taken has been to:</p> <ol style="list-style-type: none"> 1. Seek to identify HBC owned sites 2. Contact RSLs about possible re-modelling of existing sheltered schemes, or identify land they own 3. Look for other sites in private ownership <p>The Council has worked with different partners to identify 11 potential development opportunities to meet the identified need. It has been given the highest priority within the Council and support from the relevant Boards (7 sites have been prioritised by the Asset Management Group based on deliverability). We anticipate RSL submissions being made to the HCA by March 2010 for approximately 90 units and are dependent on these being successful in order to meet the identified need in our strategy.</p>
		<p>Implement new residential and domiciliary care contracts for older peoples services Sept 2009 (AOF6 & 7)</p>		<p>Contracts for Domiciliary care awarded within timeframe, within budget and with minimal disruption to SUs. Terms of new residential contract agreed with residential providers within agreed timeframe and within budget.</p>

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

OP LI7

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



Key

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

No quartile data available

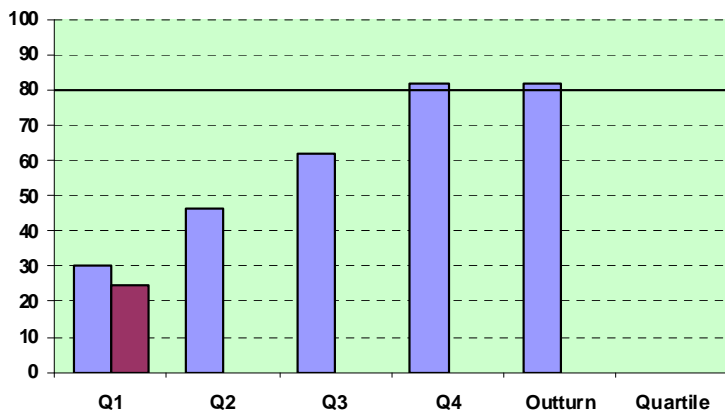
Trend	Red
Worse than this time last year	Unlikely to hit target for the year

Commentary

Performance for Q1 is falling below target. At current levels, the target figure is unlikely to be met.

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	
Worse than this time last year	Green
	Should hit target for the year

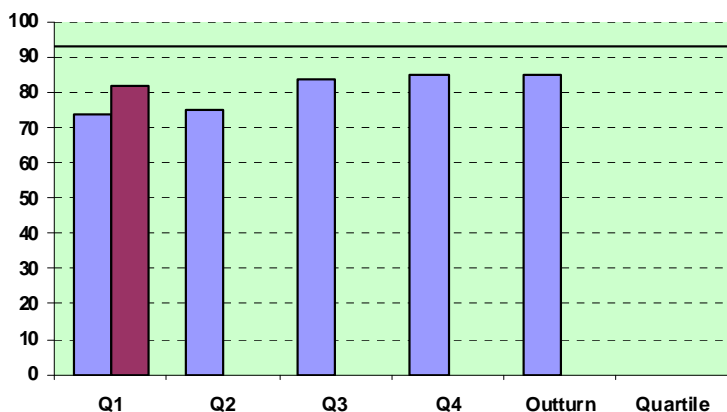
Commentary

Q1 figure is higher than expected in relation to cumulative performance and is expected to exceed target.

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

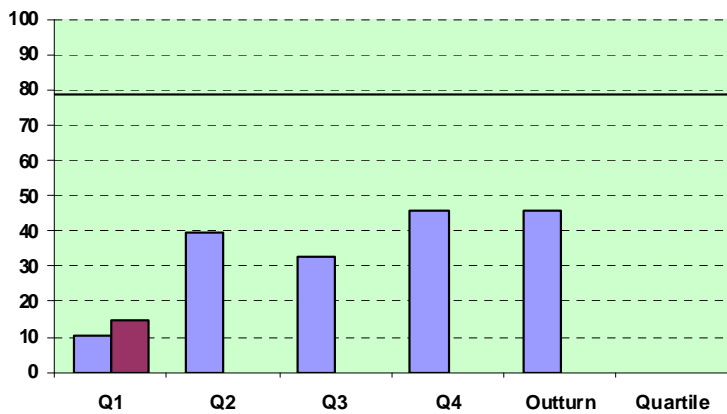
Trend	Red
Better than this time last year	Unlikely to hit target for the year

Commentary

Q1 performance month by months is variable. Combined Q1 performance is falling short of target and is significantly lower than target.

OP LI10

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



Key

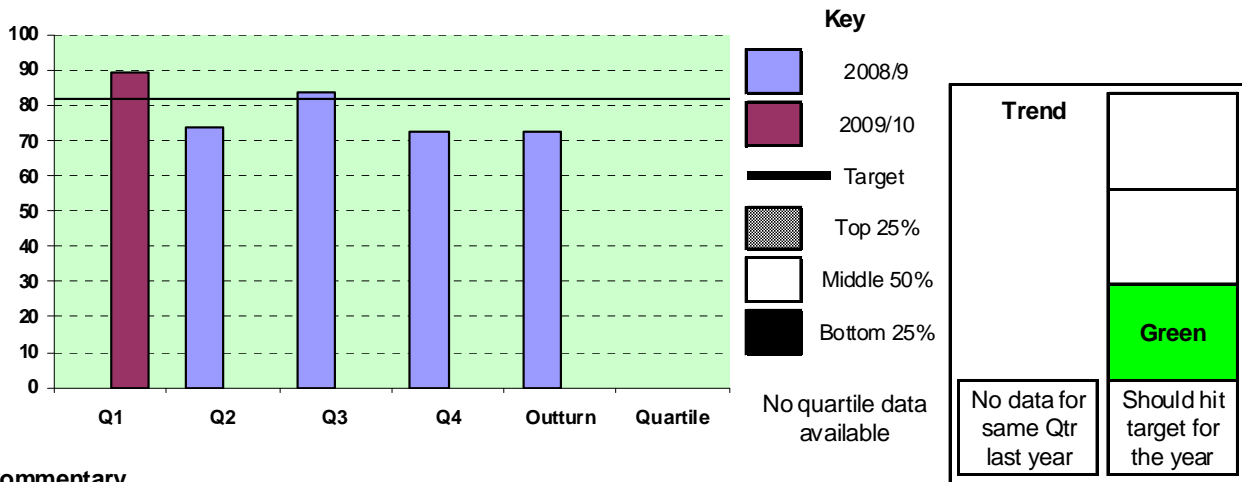
- 2008/9
 - 2009/10
 - Target
 - Top 25%
 - Middle 50%
 - Bottom 25%
- No quartile data available

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

Commentary

25 older people have been admitted to permanent residential and nursing care in Q1. At current levels, performance is expected to be lower than target at year end. Lower admissions to residential and nursing care equates to good performance.

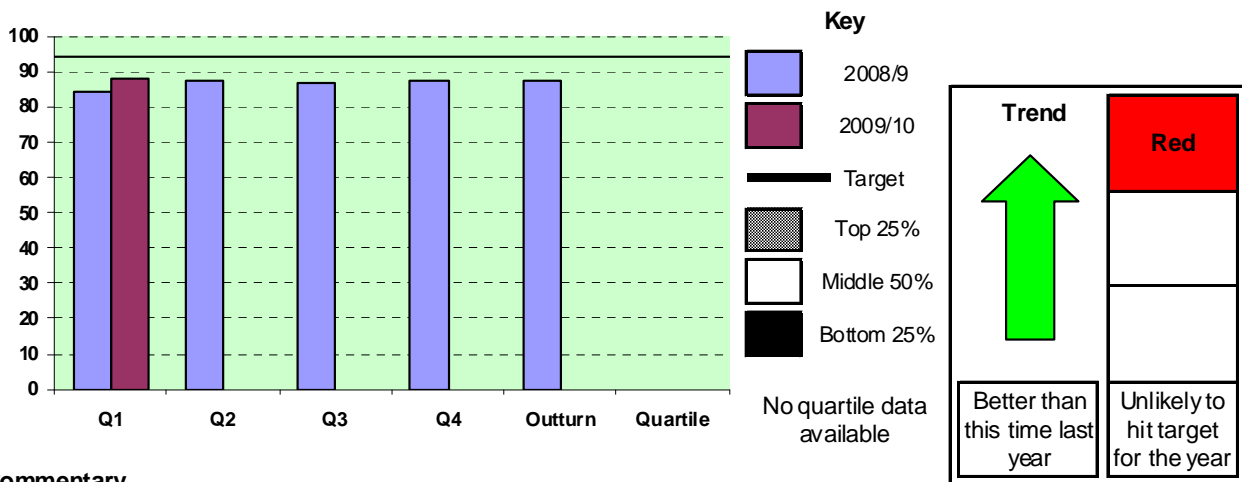
OP NI 132 **Timeliness of social care assessment DH DSO**



Commentary

Q1 figure is higher than expected in correlation to increased performance for the HHILS team. Performance is expected to exceed target.

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

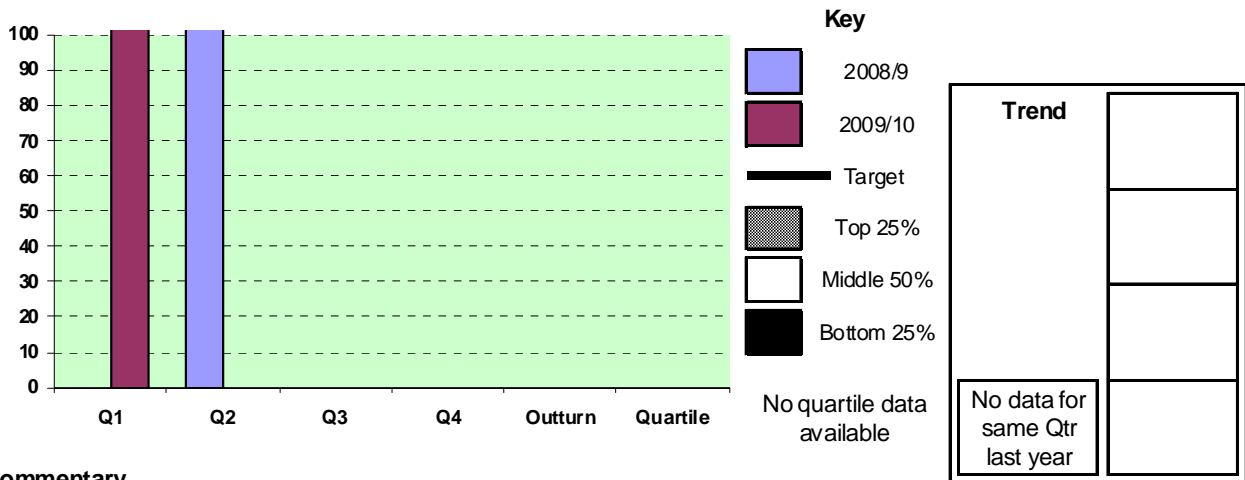


Commentary

Q1 figure is falling below target and is unlikely to be met at current levels. Action is being able to raise awareness and discuss actions to improve performance for this indicator.

OP NI 136

People supported to live independently through social services (all ages) PSA 18

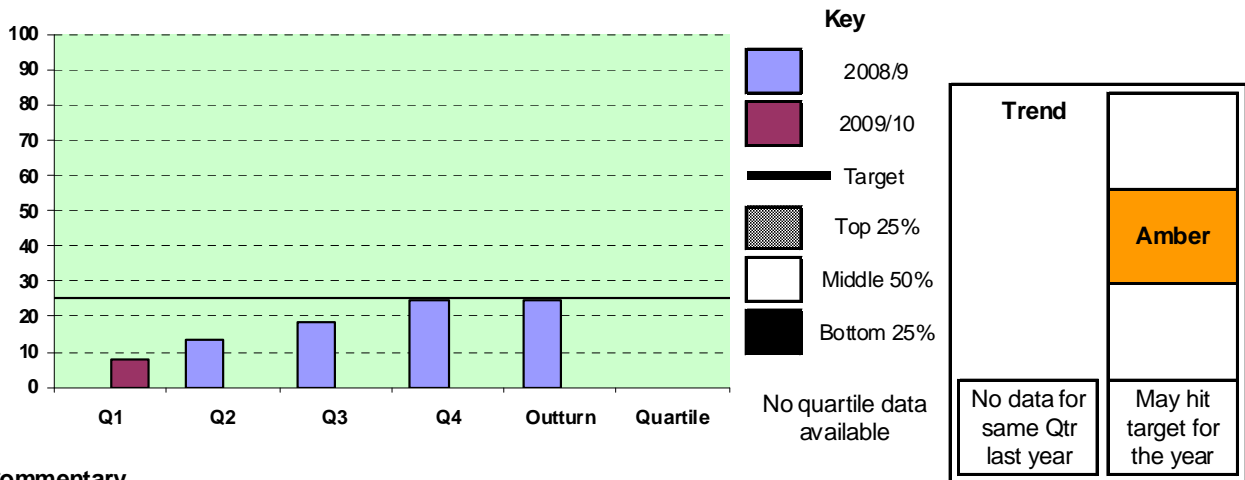


Commentary

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

OP NI 135

Carers receiving needs assessment or review and a specific carer's service, or advice and information DH DSO



Commentary



Q1 figure demonstrates performance above target for the first quarter. Based on current performance the target is expected to be met. However, changes in the definition of Professional Support may reduce the number of clients supported with a service, thus impacting adversely against this indicator. Based on this factor, a cautious amber judgement has been identified.

The following KPIS have not been represented graphically: -

NI 125; Achieving independence for older people – relies on survey, no survey taken in Q1

OP LI3; Insufficient data to report on Q1

NI 131; Delayed transfers of care – PCT are unable to report on this indicator

Ref.	Description	Actual 2008/09	Target 2009/10	Quarter 1	Progress	Commentary
Fair Access						
OP LPI 4	Ethnicity of older people receiving assessment	1.7	1.5	0		No older people 'other than white' have been assessed in Quarter 1.
Quality						
OP LI 11	Household (all adults) receiving intensive homecare (per 1000 population aged 65 or over) Key Threshold > 8	11.43	13	10.3		Q1 figure is based on HH1 (Home Care) sample week in September 2008. An updated figure is not available. The HH1 is not longer reported as a statutory return. From 09/10 the data is based on planned activity from Carefirst. Gaps in data capture exist in carefirst and action is being taken to ensure data is captured for 09/10.

HEALTH & COMMUNITY – OLDER PEOPLE

Revenue Budget as at 30th June 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	5,750	1,517	1,511	6	1,614
Premises Support	234	58	58	0	58
Other Premises	58	11	7	4	49
Food Provisions	173	43	71	(28)	259
Supplies & Services	311	115	112	3	164
Transport	242	14	11	3	11
Departmental Support Services	1,704	0	0	0	0
Central Support Services	592	148	148	0	148
Community Care:					
Residential Care	6,764	1,149	796	353	796
Home Care	2,360	256	203	53	203
Supported Living	405	87	86	1	86
Day Care	39	8	6	2	6
Direct Payments	352	75	50	25	50
Other Agency	250	13	14	(1)	15
Specific Grants	64	0	0	0	0
Asset Charges	52	0	0	0	0
Total Expenditure	19,350	3,495	3,073	422	3,459
<u>Income</u>					
Residential Fees	-2,426	-560	-366	(194)	-366
Fees & Charges	-989	-228	-193	(35)	-193

Preserved Rights Grant	-144	-36	-36	0	-36
Supporting People Grant	-857	-150	-141	(9)	-141
PCT Reimbursement	-21	-5	-5	0	-5
Minor Repairs & Adaptations Funding	-50	-50	-50	0	-50
Joint Finance – PCT	-33	-8	-9	1	-9
Adult Stroke Services Grant	-85	-85	-85	0	-85
Reimbursements from PCT	-42	-11	-12	1	-12
Other Income	-174	-174	-213	39	-213
Total Income	-4,821	-1,307	-1,110	(197)	-1,110
Net Expenditure	14,529	2,188	1,963	225	2,349

Comments on the above figures:

In overall terms revenue spending at the end of quarter 1 is under budget profile by £225k. This is mainly due to expenditure on community care being lower than anticipated at this stage of the year although this has been offset slightly by a corresponding underachievement of residential fees and associated charges.

Expenditure on food provisions is currently over budget profile due to an increase in the demand for the meals on wheels service as the shift away from residential care to homecare continues. However this in turn has resulted in additional income being earned. This budget will be closely monitored throughout the year and will be realigned accordingly.




The success in gaining continuing health care continues to be realised throughout the first quarter of this financial year which has resulted in expenditure on the community care budget being less than anticipated. However this is still a volatile budget and will be subject to a number of pressures throughout the year and must therefore be continued to be monitored carefully.

Older People

Capital Budget as at 30th June 2009

	2009/10 Capital Allocation £000	Allocation To Date £000	Actual Spend To Date £000	Allocation Remaining £000
Redesign Oakmeadow Phase 2	60	2	2	58
Major Adaptations for Equity release/Loan Schemes	100	34	34	66
ILC market garden canopy	16	0	0	16
Bridgewater	2	0	0	2
Total Spending	178	36	36	142

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 at this stage 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 will not be achieved</u> within the appropriate timeframe.</p>	<p>Indicates that the <u>target will not be achieved</u> unless there is an intervention or remedial action taken.</p>