

APPENDIX 3

Adult Social care: Working Age Mental Health Performance

Summary of Performance

2010/11 performance has met or exceeded the set targets in relation to the following indicators :

- Carers receiving needs assessment or review and a specific carer's service, including advice and information (NI 135)
- Social care clients receiving Self Directed Support (NI 130)
- Timeliness of social care assessments
- Working age adults with a primary client type of mental health helped to live at home
- Permanent admissions to residential care

2010/11 performance has not met the targets in relation to the following indicators:

- Timeliness of social care packages
- Percentage of clients receiving a review

There is an action plan in place to improve performance, and this is reported on a quarterly basis to the Adult Social Care Performance Board.

Timeliness of social care assessments

The table below shows 2010/11 performance for Mental Health teams compared to overall Adult Social Care performance.

The target for 2010/11 was 90%. Therefore this target has been met.

	2009/10	2010/11
Mental Health performance	90.7%	90.0%
Overall Adult Social Care performance	88.2%	91.47%

Timeliness of social care packages

The table below shows 2010/11 performance for Mental Health teams compared to overall Adult Social Care performance.

The target for 2010/11 was 90%

	2009/10	2010/11
Mental Health performance	92.8%	75.6%
Overall Adult Social Care performance	95.08%	90.47%

2010/11 performance of 75.6% equates to 31 care packages provided within 28 days out of a total 41 care packages provided.

Carefirst has now been rolled out to wider users within Mental Health, who are still in the very early stages of using the system, and recording issues have been identified with Timeliness of Social Care Packages. In particular, there are cases where services are initially proposed but then deemed as inappropriate at Funding Panel, with the result that no services are provided. These cases have been inappropriately captured within the timescales for this indicator.

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

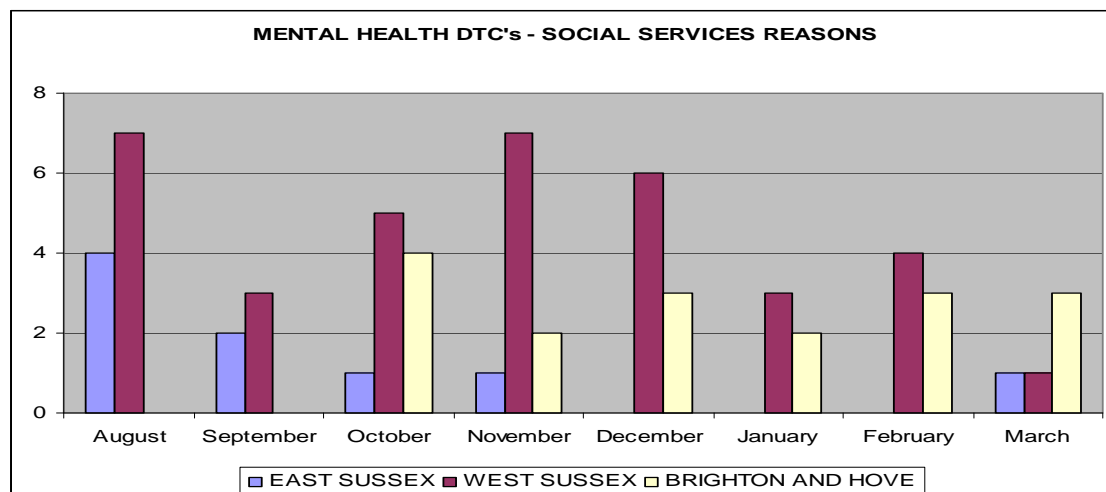
The number of carers whose needs were assessed or reviewed by the council in a year who received a specific carer's service, or advice and information in the same year as a percentage of people receiving a community based service in the year is 23.2%, therefore the 2010/11 target of 17% has been exceeded.

The table below shows 2010/11 performance for Mental Health teams compared to overall Adult Social Care performance.

	2009/10	2010/11
Mental Health performance	11%	23.2%
Overall Adult Social Care performance	23.31%	21.83%

Delayed transfers of care – due to Social Services reasons

Mental Health delayed transfers of care due to social services (taken from SITREP reported for last Thursday of each month, through STEIS) between August 2010 and March 2011, shows an average 1.1 delays per month in East Sussex, compared to 4.5 in West Sussex and 2.1 in Brighton and Hove.



Social care clients receiving Self Directed Support

The percentage of people receiving self directed support has improved from 12.1% in March 2010 to 28.4% in March 2011.

The Mental Health target for 2010/11 was 15%. Therefore target has been exceeded.

	2009/10	2010/11
Mental Health performance	12.1%	28.4%
Overall Adult Social Care performance	19.98%	42.31%

Social Care clients helped to live at home

The table below shows the number of working age adults with a primary client type of Mental Health, who received a community based service during the year.

The target for 2010/11 was greater than 769. Therefore this target has been exceeded.

	2009/10	2010/11
Working age adults with a primary client type of mental health helped to live at home	808	806

Clients receiving Reviews

The table below shows working age adults with a primary client type of mental health who were reviewed in the year, as a percentage of those receiving services in the year.

The target for 2010/11 was 85%. Therefore this target has not been met, although performance has improved since 2009/10.

	2009/10	2010/11
Working age adults with a primary client type of mental health reviewed in the year	73.4%	77.0%

Review activity has focused on high value, complex cases to deliver efficiency savings targets. These reviews are more resource-intensive to undertake, affecting the volume of reviews the department has been able to complete

Permanent admissions to residential care

The table below shows the number of working age adults with a primary client type of mental health who were permanently admitted to residential / nursing care during the year.

The target for 2010/11 was no more than 12 permanent admissions in the year. Therefore this target has been achieved.

	2009/10	2010/11
Working age adults with a primary client type of mental health permanently admitted to residential / nursing care	10	11

Plans to address performance issues in 2011/12

Timeliness of social care assessments and care packages

Recording issues in relation to timeliness of social care assessments and care packages have been identified.

To address this the Performance Manager will be meeting with the Head of Service, Operational Managers and Practice Managers, to discuss the recording process and the identified issues to ensure that there is a clear understanding of the recording pathway and that recorded performance reflects actual performance and practice.

Monthly reports will also be sent to Operational and Practice Managers of any cases outside of the 28 days, so this can be investigated and recording errors corrected in a timely manner, this will also identify teams and individual workers where additional training maybe required.

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

A Carers Performance Improvement Plan has been developed across Adult Social Care for 2011/12.

Actions have been identified in six key areas:

- Carers are identified and offered an assessment
- Carers activity is recorded and performance correctly reported
- Ensuring data available on carers (including performance monitoring and management) is fit for purpose
- Workforce is aware of service developments
- Workforce implements service developments
- Raising public awareness of carers' rights

Mental Health specific actions in this plan are :

- Requests for carers assessments for people open to Health in Mind (Primary care) and for carers of clients closed to Recovery teams will be dealt with by ASC staff in operational teams.
- Carers leaflets to be available in Memory Clinics

Client reviews

Focus on Safeguarding, statutory MHA and DOLS work have impacted on reviewing activity and this has been compounded by some recording difficulties.

All teams have now allocated specific resources to address outstanding reviews and, combined with improvements in recording, this will lead to improvements in 2011/2012.

Safeguarding Adults at Risk

There has been a considerable increase in safeguarding activity during 2010/11. This both reflects a greater focus and public awareness of safeguarding of adults at risk, and an increase in numbers of people needing to be protected.

In particular there has been a number of high profile, multiple complex investigations involving institutional abuse where Adult Social Care and CQC have worked closely together.

The table below shows the number of safeguarding alerts received for Mental Health

	2009/10	2010/11
Safeguarding alerts	356	554

Mental Health Act

There has been an increase in referrals for Mental Health Act (MHA) assessments by Approved Mental Health Professionals (AMHPs) year in year since 2007 and a decrease in the number of AMHPs employed in East Sussex.

Due to pressure of resources the six Practice Managers in the mental health service continue to operate as AMHPs (unlike their counterparts in other parts of the service) and this places additional strains on the teams resources.

The use of Community Treatment Orders (CTOs) – an additional responsibility for AMHPs - has increased considerably in line with the national picture since 2008.

The table below shows the referrals for Mental Health Act (MHA) Assessments:

	2007/08	2008/09	2009/10	2010/11
Referrals for MHA Assessments	824	1004	1012	903 (to end of December 2010)

The table below shows the number of Community Treatment Orders (East Sussex):

	November 2008	September 2009	September 2010
Community Treatment Orders	1	20	45

The table below shows the number of whole time equivalent (WTE) Approved Mental Health Professionals (AMHPs):

	2007/08	2008/09	2009/10	2010/11
Number of WTE AMHPs	48	45	47	40

Resettlement

A total of 23 people were resettled from Residential care during 2010/2011. Re-occurring savings accrued from this work totalled £388,000.