

## EAST AYRSHIRE COUNCIL

### SOCIAL WORK COMMITTEE : 19 MAY 2005

#### CARE SERVICE PERFORMANCE 2004/2005

#### Report by the Executive Director of Educational and Social Services

### 1. PURPOSE OF REPORT

- 1.1 To inform Committee members of the Council's latest analysis of Social Work performance for period 2004 - 2005 in relation to a range of direct care services.
- 1.2 To seek Committee approval to commission a qualitative survey to seek views on Social Work performance from service users, carers, staff and other stakeholders.

### 2. BACKGROUND

- 2.1 The performance of Social Work services is audited through a number of systems external to the Council including annual statutory performance indicators, Joint Future local improvement targets and inspection through the Care Commission.
- 2.2 These Performance Indicators are a useful tool in benchmarking our services against other local authorities and in quantitative terms to demonstrate Best Value and continuous service improvement.

### 3 HOME CARE

- 3.1 The purpose of this indicator is to measure the flexibility of home care services in providing personal care, help with household tasks, and the provision of care outwith normal working hours. The indicator is based on a typical week's service provision and focuses on services to people aged 65 and over. The Audit Scotland publication identifies the following:

The number of homecare service users aged 65+ and the percentage receiving the following types of care

	2004-05	2003-04
Number of Service Users	1407	1395
Personal Care	76%	70%
A service during evening/overnight	34%	30%
A service at the weekend	61%	54%

3.2 These statistics demonstrate that the home care service in East Ayrshire rates well in terms of flexibility and availability to meet need. They also indicate a focus of working with the most vulnerable in our community with personal care needs. These factors were aims of the Home Care Best Value Service Review, demonstrating progress in the actions we have taken in implementing the review.

### 3.3 The Use of Qualified Staff in Care Homes

3.3.1 The extent to which care staff are qualified is a significant indicator of the quality of care provided. The Audit Scotland publication identifies the following:

The percentage of care staff in Local Authority Residential Homes who have appropriate qualifications

	2004-05	2003-04
In residential homes for older people	55%	46%
In residential homes for other adults	71%	39%
In residential homes for children	87%	78%

This indicator demonstrates improvement across all care services and also encompasses some additional qualifications now approved by Scottish Social Service Council.

### 3.4 Delayed Hospital discharge

3.4.1 The number of people who remain in hospital following a medical assessment that they are fit for discharge is a key national performance indicator. Statistical analysis of progress for East Ayrshire residents who have contact with Social Work is detailed below:

CENSUS DATE	INDIVIDUAL EXPERIENCING DELAYED DISCHARGE
April 2002	78
April 2003	68
April 2004	46
April 2005	(34)*

\* The 2005 figure is provisional further breakdown will be available from ISD

3.4.2 Analysis of this indicator demonstrates, strong and steady progress in ensuring that resources are being directed to meet the needs of vulnerable people at the key transitional time of hospital discharge.

### 3.5 Social Background Report

The percentage of Social Background Reports requested by the reporter which were submitted within 20 working days.

	2004-05	2003-04
Reports submitted	1844	1222
Percentage within 20 working days	51%	37%

This demonstrates a significant improvement in performance against a background of increasing demand for service.

## 4. QUALITY OF SERVICES

4.1 The above measures demonstrate positive progress in the performance of Social Work services to our communities in East Ayrshire. They are based on quantitative statistics gathered to measure the outcome of Social Work Activity. They do not measure the quality of the activity or the experience of those using services.

Increasingly to

- plan for future services
- measure best value and
- evidence quality of service against National care standards

4.2 We require to measure qualitative data. To achieve this we require to ascertain the views of service users, carers, staff and other stakeholder.

4.3 Whilst social work consistently consults with individual service users in respect of care plans and service reviews there is no systematic and aggregated consultation process with service users and other stakeholders.

4.4 It is proposed that a comprehensive survey of care services is commissioned to gather this qualitative information.

4.5 The survey will also contribute to the continuous monitoring of services purchased from independent providers.

## 5. FINANCIAL IMPLICATIONS

5.1 To be ascertained through commissioning process.

## 6. LEGAL AUTHORITY/IMPLICATIONS

6.1 Survey will contribute to Council requirement in terms of measuring Best Value and Social Work requirements in relation to regulation of care

## **7. POLICY IMPLICATIONS**

7.1 Nil.

## **8. RECOMMENDATIONS:**

8.1 Committee is requested to:

- (i) agree to commission a qualitative survey of care service as outlined in Section 4;
- (ii) note that the Council has performed well in respect of the majority of the reported performance indicators;
- (iii) note that with regard to Best Value, officers will pursue continuous improvement in all aspects of Social Work performance; and
- (iv) otherwise note the content of the report.

**John Mulgrew**  
**Executive Director of Educational and Social Services**  
**10 May 2005**  
**Enc (0)**

### **LIST OF BACKGROUND PAPERS**

Nil

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**IMPLEMENTATION OFFICER: JACKIE DONNELLY**