

Appendix A

# Introduction to Adult Social Care Performance Indicators

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# Adult Social Care Outcome Framework Indicators

- Introduced 6 years ago
- Designed to measure the impact and difference adult social care makes
- All adult social care providing councils are measured using the ASCOF
- Calculated from 3 main sources
  - Statutory data submissions (SALT)
  - Adult User Survey (every year)
  - Adult Carer Survey (every 2 years)

# Indicators reported to Care Panel

- Key indicators that we can collate information on a quarterly basis
- However, how Hertfordshire performance in all ASCOF indicators will be presented to Care Panel when available

# Percentage of people/carers self-directed support

- Looks at all clients receiving a long term service on the last day of the year
- How many of those had the following:
  - Been informed about a clear upfront allocation of funding
  - An agreed care and support plan about what needs to be met and outcomes achieved
  - They can use the funding in ways and at times of their choosing
- Indicator for carers is the same except counts all carers throughout the year
- Higher % = better performance

# Percentage of people/carers receiving direct payments

- Same cohort of clients as for self-directed support (all clients receiving a long term service on the last day of the year)
- Client received their allocation of funding directly through a direct payment
- Same for carers except counts carers receiving a service throughout the year
- Higher % = better performance

# Permanent Admissions to Care Homes

- How many people have we placed in either a residential or nursing care home within the year? Indicator split over 2 age groups
- Converted to a rate per 100,000 population to allow us to compare against other authorities
- Lower rate = better performance

# Older People at home 91 days after leaving hospital into reablement

- Cohort is clients aged 65+ who have been discharged from hospital into a social care funded reablement service
- 91 days after that discharge, is the client back at home?
- Higher % = better performance

# Delayed Transfers of Care attributable to social care

- At midnight on the last Thursday of every month, how many patients are in a bed but...
  - Have been medically assessed as ready to be discharged
  - Have not been discharged as they are waiting for social care activity (assessment, putting a service in place etc)
- Converted to a rate per 100,000 for comparison purposes
- Lower the better



# Number of DOLS applications

- Deprivation of Liberty Standards introduced as a result of European Court of Human Rights case
- If a client loses mental capacity than it may be in best interests for other people to decide what's best for them. However, a lack of mental capacity must be established before a decision can be made on your behalf. DOLS designed to protect your rights if you need to be detained in hospital or care home.
- No target set, for information purposes allowing members to have an overview of DOLS activity

# Number of safeguarding concerns

- A sign of suspected abuse or neglect that is reported to the council or identified by the council. Safeguarding concerns can include cases of domestic abuse, sexual exploitation, modern slavery, and self-neglect
- No target set, for information purposes allowing members to have an overview of safeguarding activity