

Community Care

Community Care

These pages contain a range of performance information from across the Health and Social Care Partnership's (formerly the Community Health and Care Partnership) Community Care Services which will allow you to assess how we are performing in this area.

The performance information that is provided here comes from a number of sources:

- Local Government Benchmarking Framework (LGBF)
- Inverclyde Council Citizens' Panel (CP)
- Service key performance indicators (KPIs)

The key performance information (KPIs) has been extracted from the Community Health and Care Partnership's own performance information systems.

You can view more information on the LGBF indicators on the Improvement Service website:
<http://www.improvementservice.org.uk/benchmarking/>

Performance Overview 2017/18

The overall number of people receiving homecare decreased in 2017/18, 1,216 clients received a service in 2017/18.

The number of clients in long term care reduced by 44 in 2017/18.

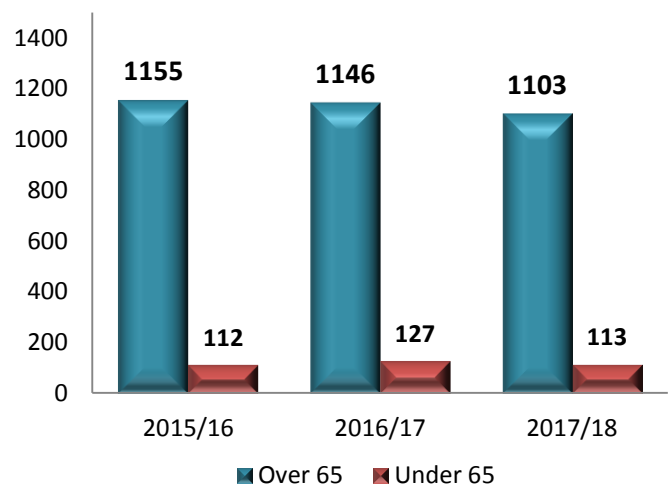
LGBF data shows that our SDS spend continues to be lower than the Scottish average. There has also been a significant decrease in the percentage of adults supported at home who agree that their services and support had an impact on improving or maintaining their quality of life.

The number of clients receiving homecare (KPI)

In 2017/18, there was a decrease of 43 in the number of people aged 65+ receiving homecare. There was a decrease of 14 in the number of people aged under-65 receiving homecare.

The number of service users receiving home care has remained steady during the past three years, however, there is an identified trend that shows an increase in the *under 65* category; this is partly due to the increase in referrals for service users with life limiting conditions. The slight decrease for this 2017/18 Census Week data is in part down to the effectiveness of the *Reablement* service (which is designed to assist people to remain as independent as possible by supporting them to regain their daily living skills and confidence following a period of illness, accident or disability). Following *Reablement*, at least a third of service users do not require a support package in terms of ongoing service.

Number of clients receiving homecare



We have not set a target for this indicator.

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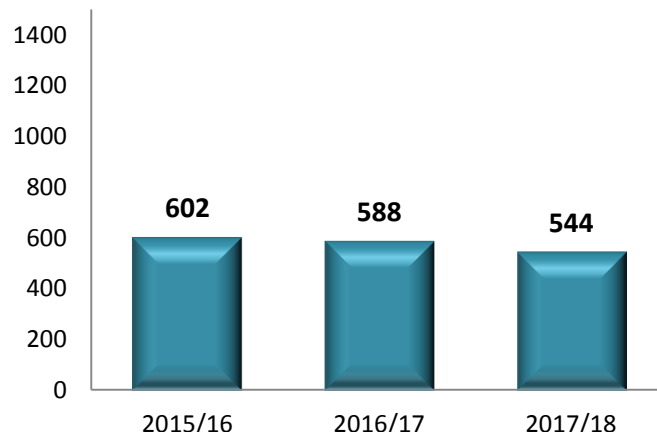
The number of clients aged 65+ in long term care (KPI)

This is a new indicator introduced in 2017/18.

This is a measure of the total number of people over the age of 65 who are permanently residing in a long term care home as at 31 March each year. Between 2016/17 and 2017/18 there was a further reduction in the number of clients in long term care.

We have not set a target for this indicator however the Service is working towards achieving a downward trend in the number of clients requiring residential support as more people are supported to live as independently as possible in their own home.

Number of clients in long term care



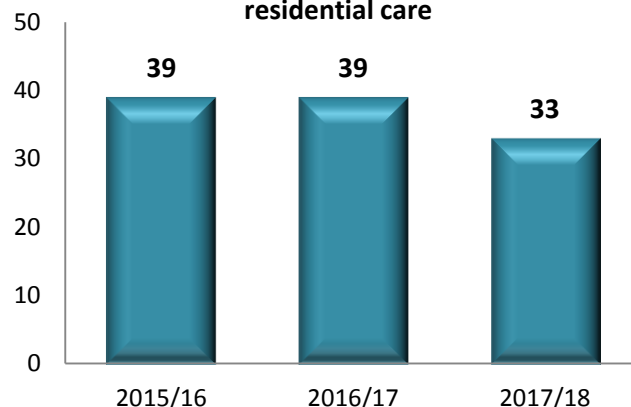
The number of learning disability clients in residential care (KPI)

This is a new indicator introduced in 2016/17.

The number of people with a learning disability within residential care remains constant due to the focus on supporting people in their own tenancies. Residential care will only be utilised where the assessed need for the individual is for a 24/7 support package due to the complexity of their needs.

The Service is working towards achieving a downward trend in the number of clients requiring residential support.

Number of learning disability clients in residential care



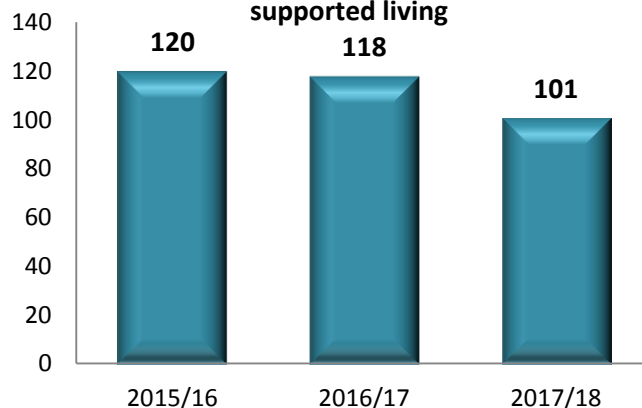
The number of learning disability clients in supported living (KPI)

This is a new indicator introduced in 2016/17.

The number of people with a learning disability within residential care remains constant due to the focus on supporting people in their own tenancies. Residential care will only be utilised where the assessed need for the individual is for a 24/7 support package due to the complexity of their needs.

The majority of people with a learning disability are supported by a commissioned service in their own tenancies.

Number of learning disability clients in supported living



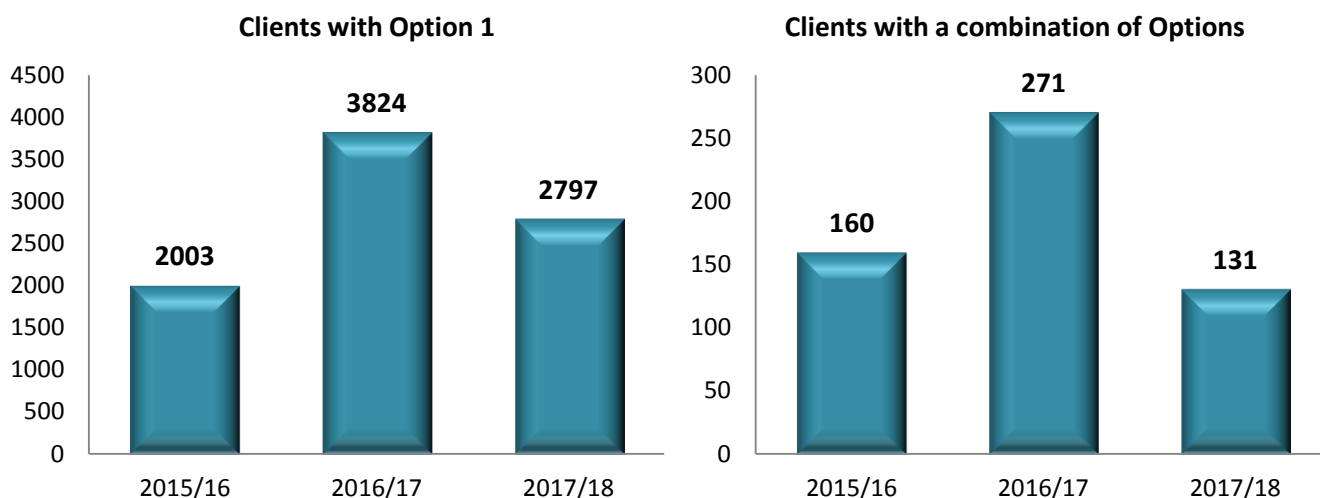
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Self-directed support packages (KPI)

The Social Care (Self-Directed Support) (Scotland) Act 2013 imposes a duty on local authorities to offer greater choice and control over the support package provided for the cared-for person. The data tells us about the choice of how care is provided for the cared-for person during the previous three years.

The combined option figure relates to service users who have chosen a combination of how they are supported and evidence that service users are exercising greater choice and control. Four options are available to clients:

- Option 1 Direct payment
- Option 2 Individual Service Fund
- Option 3 Service arranged and provided by the local authority
- Option 4 Combination of all of the above

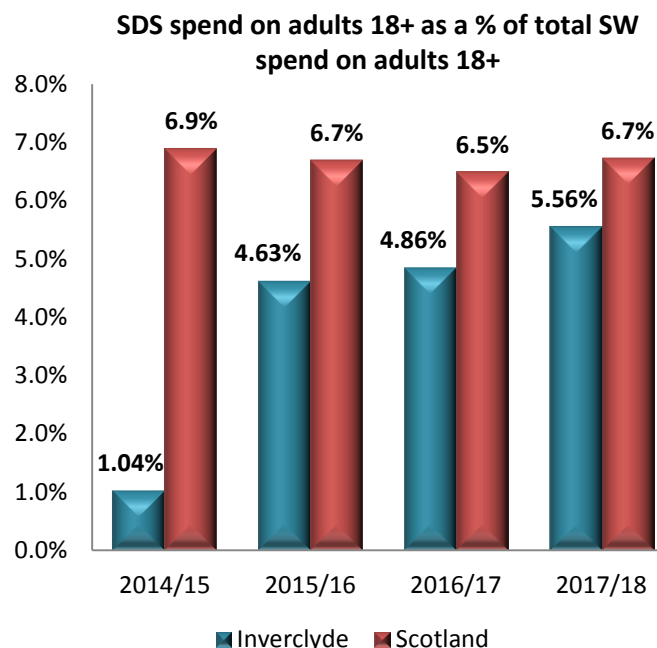


Self-directed Support (SDS) Spending on Adults 18+ as a percentage of total Social Work spend on adults 18+ (LGBF)

This indicator is part of the Local Government Benchmarking Framework. The 2017/18 data shows a further increase in SDS spending on adults aged 18+ as a percentage of total SW spend. Whilst the data shows that our SDS spend continues to be lower than the Scottish national figure, there has been a narrowing of the gap. In 2017/18 we ranked in 12th position nationally for SDS spend compared to 31st in 2014/15, which is a significant change.

This is a priority area for the Council in that the SDS Bill requires local authorities to offer people four choices on how they can get their social care. There has been a noted slow uptake in SDS in Inverclyde to date.

The focus has been on the development of processes to ensure that people have been made aware of the options and that this is supported with fair and equitable access to services. Staff training is currently



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being undertaken to tie outcome-based assessments with the options for SDS.

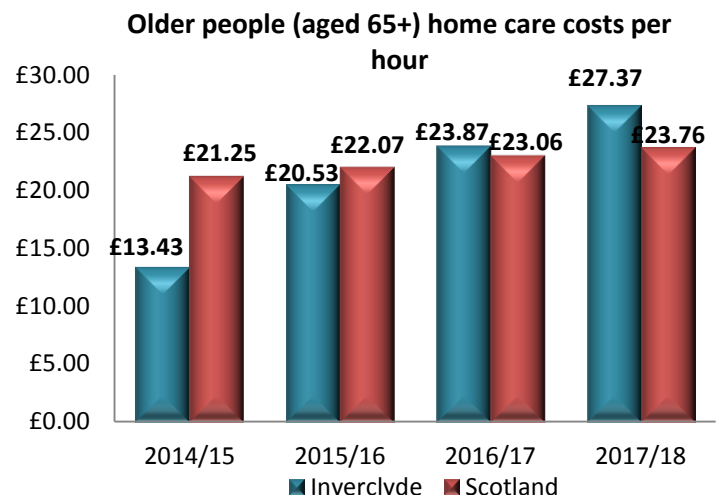
Robust resource allocations are being developed along with public information and briefing sessions for providers. Performance is monitored through quarterly performance service reviews and the SDS Steering Group.

Older people (aged 65+) Home Care Costs Per Hour (LGBF)

This indicator is part of the Local Government Benchmarking Framework. In 2017/18 our home care costs increased and for the second time were higher than the Scottish average. In terms of costs, Inverclyde 11th highest costs in Scotland.

Homecare is a priority area for the council to enact a shift in the balance of care and the move to rehabilitation and meeting the intensive needs of the client base.

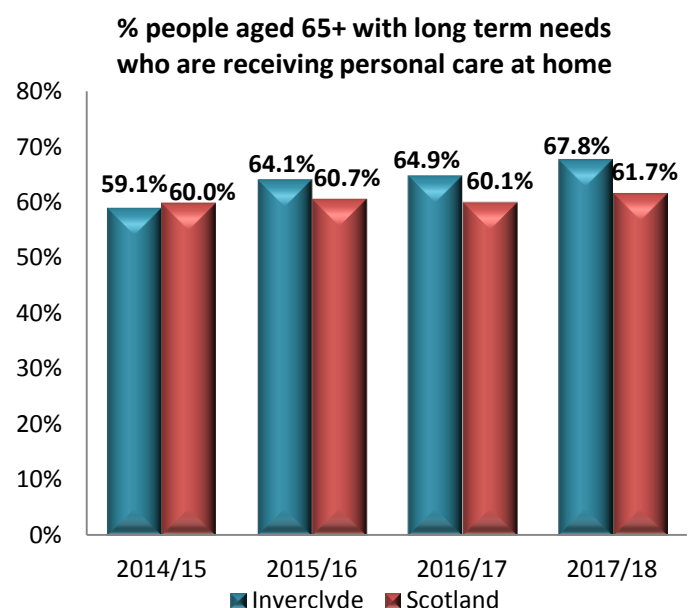
Benchmarking continues to take place via the National Community Care Benchmarking Network and quarterly performance service reviews.



Percentage of people aged 65+ with long term care needs who are receiving personal care at home (LGBF)

This indicator is part of the Local Government Benchmarking Framework and measures the extent to which the council is maintaining people with long term care needs in the community.

The data shows that the percentage of people with long term needs who are receiving personal care at home has increased year on year and has been higher than the Scottish average for the past three years. In 2017/18, Inverclyde had the 6th highest percentage of people aged 65+ with long term needs receiving personal care at home.

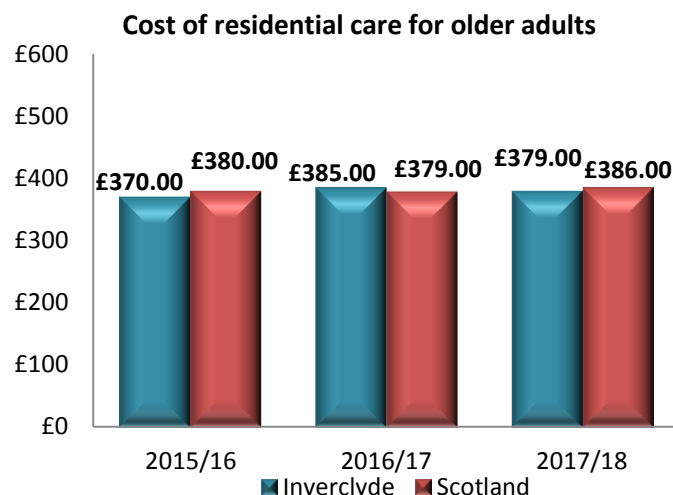


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Cost of residential care per week for older adults (65+) (LGBF)

This indicator is part of the Local Government Benchmarking Framework.

The data shows that our average weekly cost of residential care per resident fell slightly in 2017/18. Costs were also slightly below the national average. This resulted in a change in our national ranking for costs, from a ranking of 18th out of 32 Councils in 2016/17 to 15th in 2017/18.

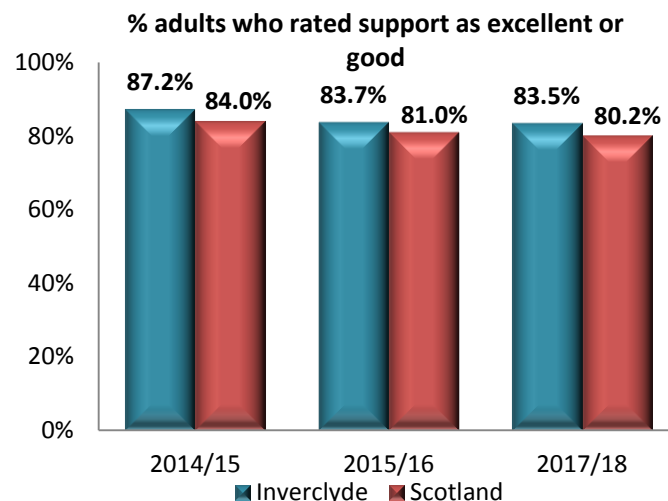


Percentage of adults receiving any care or support who rate it as excellent or good (LGBF)

This indicator is part of the Local Government Benchmarking Framework.

The performance information here is taken from the Scottish Health and Care Experience Survey and is a measure of the proportion of adults surveyed who rated the care or support received as excellent or good.

The percentage of adults who rated their service as excellent or good in Inverclyde is slightly higher than the Scottish average. In 2017/18 we ranked in 8th position relative to all 32 Scottish local authorities, which places us in the top quartile, an improvement of 1 place from the previous year.

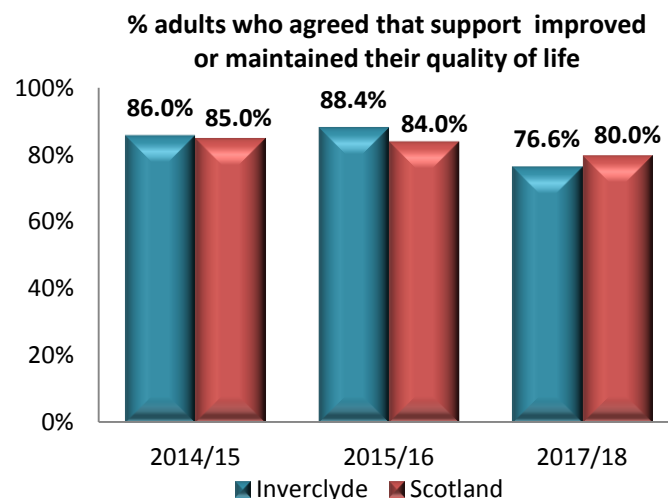


Percentage of adults supported at home who agree that their services and support had an impact in improving or maintaining their quality of life (LGBF)

This indicator is part of the Local Government Benchmarking Framework.

The performance information here is taken from the Scottish Health and Care Experience Survey and is a measure of the proportion of adults surveyed who agreed that their services and support have helped to improve or maintain their quality of life.

The percentage of adults who rated their service as excellent or good in Inverclyde fell by more than 11% in 2017/18. In 2017/18 we ranked in 25th position relative to all 32 Scottish local authorities, compared to having the 4th highest satisfaction levels in 2015/16.

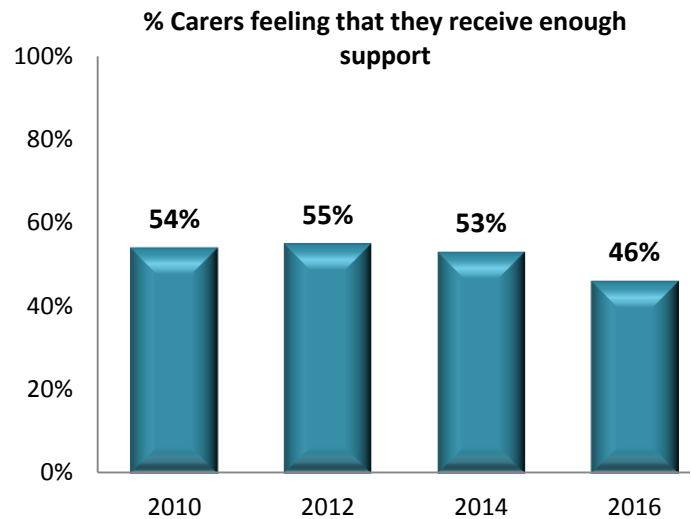


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Percentage of Carers feeling that they receive enough support in their caring role (KPI)

This performance information has been derived from Inverclyde Council's Citizens' Panel Survey. The percentage of carers feeling that they receive enough support dropped in 2016. It should be noted however that the membership of the Citizens' Panel is refreshed by a third every year, therefore the composition of the panel will be different each time this question is asked.

The Inverclyde Carers' Centre provides support to unpaid carers who look after relatives or friends who could not manage alone due to illness, disability, addiction or frailty. The Centre is a user-led organisation with directors drawn from existing membership which is open to all carers or former carers registered with the Centre.



You can find the Inverclyde Carers Strategy and details of support for carers on the Council's website: [Inverclyde Carer & Young Carer Strategy 2017/22](#)

To find out more about support available for carers:

- call the Inverclyde Carers' Centre on 01475 735180 or visit [Inverclyde Carers' Centre](#)
- Carers' Week: visit [Carers' Week](#)
- Carers' Rights Day: visit [Carers' Rights Day](#).