

HEALTH & WELLBEING BOARD – 9 NOVEMBER 2017

Adult Social Care Outcome Framework Published Results for 2016-17

1. NHS Digital has published the findings from the Adult Social Care Outcomes Framework (ASCOF) in England for the period 1 April 2016 to 31 March 2017¹. This measure how well care and support services achieve the outcomes that matter most to people.
2. The framework reports on 27 measures. Oxfordshire performs above the national average on 14 of these measures; the same as the national average on 3 measures and below the national average on 10 measures. Overall Oxfordshire remains better than average, but is no longer in the top quartile ranking 61st out of the 152 authorities.
3. The areas where Oxfordshire performs better than average include:
 - a. The number of people who use social care who say that
 - i. they were satisfied with their services
 - ii. their services meet their needs
 - iii. their services helped them feel safe
 - iv. they have choice and control over their lives
 - b. The number of informal carers who say
 - i. they have been included or consulted in discussion about the person they care for
 - ii. they find it easy to find information about support
 - c. The number of people with personal budgets and those who receive a direct payment so they can organise their own care
 - d. The number of adults receiving services who are in paid employment
 - e. The number of people receiving services in their own homes as opposed to care homes
4. Areas where Oxfordshire needs to improve include²
 - a. Reducing delayed transfers of care from hospital (2 measures)
 - b. Improving the number of people who are offered a reablement service (i.e. a short term service to help them to return to independence) and the success of these services (3 measures)
 - c. Fewer service users and their carers report they have enough social contact (2 measures)
 - d. Helping adults in contact with mental health services to live independently (1 measure)
 - e. Provision of information to service users (1 measure)
5. On 14 of the measures performance improved and on 10 performance fell. On 6 of these measures performance deteriorated and we worse than national figure. These related to
 - a. Reablement (2 of the 3 measures)

¹ <http://digital.nhs.uk/pubs/adusoccareof1617>. published 25th October 2017

² Oxfordshire was also below average on % of service users who say services helped them feel safe, but more service users actually felt safe

- b. Service Users and carers saying they had enough social contact (2 measures)
 - c. Service users finding it easy to access information
 - d. People saying services make them feel safe
6. Although performance on delayed transfers of care remains poor. On the measures used in ASCOF; all delays, taken as an average of the snapshots Oxfordshire was 142 in the country; and social care delays (defined as social care and both) Oxfordshire was 136 in the country.
7. The percent of people over 65 who leave hospital with reablement has remained stable (2.5%), but nationally it has dropped for the second successive year.
8. The following tables show the best performing authorities in the areas where we are most challenged
- a. Delayed Transfers of Care
 - b. Access to reablement
 - c. Social Contact for people who use services
 - d. Provision of information to people who use services
 - e. Overall satisfaction of carers with social services

2C(1): All delayed transfers of care from hospital, per 100,000

	Local	Nationally Best	SE Best	SN ³ best	Shire Best
Authority	Oxon	Sunderland ⁴	Wokingham	Glos	Notts
Figure	25.5	1.7	7.7	9.8	9.0
Rank	143	2	37	55	45

2B(2): The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital

	Local	Nationally Best	SE Best	SN best	Shire Best
Authority	Oxon	Lambeth	Brighton & Hove	Bucks	Bucks
Figure	2.5	9.4	7.7	4.3	4.3
Rank	91	1	3	21	21

1I(1): The proportion of people who use services who reported that they had as much social contact as they would like

	Local	Nationally Best	SE Best	SN best	Shire Best
Authority	Oxon	Sefton	Glos	Isle of Wight	Glos
Figure	44.9	52.9	52.8	51.5	52.8
Rank	87	1	2	10	2

³ Statistical neighbours are areas most similar to Oxfordshire. These are: Bucks; Cambs; Warwicks; Glos; Hants; Herts; Leics; Worcs; Surrey; Northants; West Susses; Essex; Suffolk; North Yorks; Somerset

⁴ Isle of Scilly reports none

3D(1): The proportion of people who use services who find it easy to find information about support

	Local	Nationally Best	SE Best	SN best	Shire Best
Authority	Oxon	Rutland	Portsmouth	Worcs	Worcs
Figure	72.5	85.0	81.1	82.3	82.3
Rank	94	1	11	6	6

3B: Overall satisfaction of carers with social services

	Local	Nationally Best	SE Best	SN best	Shire Best
Authority	Oxon	Rutland	Bracknell Forest	Warks	Warks
Figure	39.0	62.1	49.2	46.3	46.3
Rank	68	1	10	12	12

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 1st November 2017

Comparative performance 16/17 on each measure

	Oxon	SE	Shire	National
1A: Social care-related quality of life score	19.5	19.4	19.3	19.1
1B: The proportion of people who use services who have control over their daily life	82.9	80.1	79.4	77.7
1C(1A): The proportion of people who use services who receive self-directed support	92.1	93.6	89.2	89.4
1C(1B): The proportion of carers who receive self-directed support	100.0	94.6	82.8	83.1
1C(2A): The proportion of people who use services who receive direct payments	33.6	30.5	31.8	28.3
1D: Carer-reported quality of life	7.7	7.6	7.7	7.7
1E: The proportion of adults with a learning disability in paid employment	8.6	6.1	5.3	5.7
1F: Proportion of working age adults (18-69) who are receiving secondary mental health services and who are on the Care Programme Approach at the end of the month who are recorded as being employed (%)	10.0	n/a	n/a	7.0
1G: The proportion of adults with a learning disability who live in their own home or with their family	83.0	71.3	75.1	76.2
1H: Proportion of working age adults (18-69) who are receiving secondary mental health services and who are on the Care Programme Approach at the end of the month, who are recorded as living independently (with or without support) (%)	44.0	n/a	n/a	54.0
1I(1): The proportion of people who use services who reported that they had as much social contact as they would like	44.9	46.4	46.7	45.4
1I(2): The proportion of carers who reported that they had as much social contact as they would like	33.1	33.2	33.6	35.5
1J: Adjusted social care quality of life - impact of adult social care services	0.4	0.4	0.4	0.4
2A(1): Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population	9.3	11.0	11.4	12.8
2A(2): Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population	483.6	565.4	560.4	610.7
2B(1): The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	79.8	80.1	81.5	82.5
2B(2): The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital	2.5	2.6	2.2	2.7
2C(1): Delayed transfers of care from hospital, per 100,000	25.5	16.9	17.4	14.9
2C(2): Delayed transfers of care from hospital that are attributable to adult social care, per 100,000 population	11.0	6.9	7.2	6.3
2D: The outcome of short-term services: sequel to service	68.2	80.1	82.4	77.8
3A: Overall satisfaction of people who use services with their care and support	67.6	65.9	66.6	64.7
3B: Overall satisfaction of carers with social services	39.0	37.9	38.7	39.0
3C: The proportion of carers who report that they have been included or consulted in discussion about the person they care for	72.3	70.6	70.5	70.6
3D(1): The proportion of people who use services who find it easy to find information about support	72.5	74.5	73.8	73.5
3D(2): The proportion of carers who find it easy to find information about support	64.6	63.6	63.0	64.2
4A: The proportion of people who use services who feel safe	73.6	72.1	71.4	70.1
4B: The proportion of people who use services who say that those services have made them feel safe and secure	85.6	86.3	87.3	86.4

Trend data on each measure

	Oxon			Compared to national	Direction of travel
	14/15	15/16	16/17		
1A: Social care-related quality of life score	19.2	19.3	19.5	Better	Improving
1B: The proportion of people who use services who have control over their daily life	80.6	77.1	82.9	Better	Improving
1C(1A): The proportion of people who use services who receive self-directed support	81.6	81.3	92.1	Better	Improving
1C(1B): The proportion of carers who receive self-directed support	100.0	94.6	100.0	Better	Stable
1C(2A): The proportion of people who use services who receive direct payments	31.2	34.7	33.6	Better	Dropping
1D: Carer-reported quality of life	8.0		7.7	Same	Dropping
1E: The proportion of adults with a learning disability in paid employment	8.7	7.7	8.6	Better	Improving
1F: Proportion of working age adults (18-69) who are receiving secondary mental health services and who are on the Care Programme Approach at the end of the month who are recorded as being employed (%)	9.6	8.0	10.0	Better	Improving
1G: The proportion of adults with a learning disability who live in their own home or with their family	82.5	80.1	83.0	Better	Improving
1H: Proportion of working age adults (18-69) who are receiving secondary mental health services and who are on the Care Programme Approach at the end of the month, who are recorded as living independently (with or without support) (%)	54.5	37.9	44.0	Worse	Improving
1I(1): The proportion of people who use services who reported that they had as much social contact as they would like	46.1	47.5	44.9	Worse	Dropping
1I(2): The proportion of carers who reported that they had as much social contact as they would like	38.5		33.1	Worse	Dropping
1J: Adjusted social care quality of life - impact of adult social care services	0.4	0.4	0.4	Same	new
2A(1): Long-term support needs of younger adults (aged 18-64) met by admission to residential and nursing care homes, per 100,000 population	6.5	10.1	9.3	Better	Improving
2A(2): Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population	514.9	530.4	483.6	Better	Improving
2B(1): The proportion of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	83.2	81.2	79.8	Worse	Dropping
2B(2): The proportion of older people (aged 65 and over) who received reablement/rehabilitation services after discharge from hospital	3.2	2.5	2.5	Worse	Stable
2C(1): Delayed transfers of care from hospital, per 100,000	27.2	29.4	25.5	Worse	Improving
2C(2): Delayed transfers of care from hospital that are attributable to adult social care, per 100,000 population	11.2	11.7	11.0	Worse	Improving
2D: The outcome of short-term services: sequel to service	64.1	70.9	68.2	Worse	Dropping
3A: Overall satisfaction of people who use services with their care and support	60.6	66.7	67.7	Better	Improving
3B: Overall satisfaction of carers with social services	43.6		39.0	Same	Dropping
3C: The proportion of carers who report that they have been included or consulted in discussion about the person they care for	72.2		72.3	Better	Improving
3D(1): The proportion of people who use services who find it easy to find information about support	76.5	76.7	72.5	Worse	Dropping
3D(2): The proportion of carers who find it easy to find information about support	69.2		64.6	Better	Dropping
4A: The proportion of people who use services who feel safe	70.1	71.6	73.6	Better	Improving
4B: The proportion of people who use services who say that those services have made them feel safe and secure	86.0	86.5	85.6	Worse	Dropping