

Cumbria County Council

ASC Update
24th June 2022

Current Position

- Cumbria experience reflective of national picture
- Consistently higher demand than pre pandemic
- Recruitment and retention challenges
- Fragile social care sector
- Volatile fast moving environment - covid surges
- Staff wellbeing - increasing level of stress related absences

Adult Social Care Current Position

	Q4	Q3
Contacts	1,300	1059
Assessed and waiting start of package of Care at Home	399	328
Home Care Hours needed	3946	3558
Safeguarding	38% increase in referrals since this time last year. 140 contacts, 577 open cases w/c 6.6.22	
Hospital (No medical criteria to reside)	10.6.22 - 227 people awaiting appropriate support/service to facilitate discharge from hospital (166 in N.Cumbria, 61 in S.Cumbria)	

System Coordination

- Strong strategic engagement and partnership working countywide
- Good representation at strategic and operational system board and meetings
- Robust processes in place to mitigate risks associated with unmet need
- North and South reset sessions – agreed short, medium and long term priorities & plans

Residential Care

Establishment	COVID adjusted beds (Registered beds)	Average Occupancy of COVID adjusted beds	Number of beds out of commission (average May)	Average occupancy of available beds
Applethwaite Green	25 (27)	45%	12	85%
Bridge House	37 (37)	55%	13	85%
Burnrigg Court	59 (60)	75%	14	98%
Christian Head	25 (28)	56%	11	98%
Croftside	32 (33)	68%	9	95%
Elmhurst	38 (40)	76%	9	100%
Eskdale House	Refurbishment program			
Grisedale Croft	10 (13)	60%	3	80%
Inglewood	38 (40)	76%	9	100%
Lapstone House	23 (23)	78%	5	100%
Maudes Meadow	Temp dormant			
Moot Lodge	19 (19)	89%	1	94%
Park Lodge	14 (15)	68%	0	68%
Parkside	Refurbishment program			
Parkview Gardens	58 (60)	69%	18	100%
Richmond Park	28 (29)	70%	9	100%
Riverside House	30 (32)	93%	2	100%
The Gables	57 (60)	67%	9	79%
Totals	493 (516)	70%	122	93%

Support at Home Services Cumbria Care

- Service performance is starting to return to a pre pandemic level

Outcomes (completed cases)	Measure following Reablement intervention	South			West			East			Cumbria		
		2019-2020	2020-2021	2021-2022	2019-2020	2020-2021	2021-2022	2019-2020	2020-2021	2021-2022	2019-2020	2020-2021	2021-2022
	No. No further care needs	688	525	384	558	354	449	329	190	290	1575	1069	1123
	No. Care needs reduced	242	237	163	80	116	79	121	166	104	443	519	346
	No. Care needs remained the same	61	143	95	54	53	69	80	99	101	195	295	265
	No. Care needs increased	5	15	11	19	1	13	14	23	15	38	39	39
	Total No. Completed	996	920	653	711	524	610	544	478	510	2251	1922	1773
	% cases no further care needs	70%	57%	59%	78%	68%	74%	60%	40%	57%	70%	56%	63%

Day Services CC

Post Lockdown

Easing out of the Covid-19 restrictions resulting in more incidents/outbreaks in services.

Day Services staff still supporting Supported Living services which has an impact on staffing levels in day services.

Resuming Services

Services struggling to reach pre-pandemic capacity levels. The South East has experienced more pressures due to more staffing placed in supported living than other areas and the refurbishment of the day centre building

In the north a landlord gave notice on a building we are trying to secure a lease for a different location

Some people choosing not to return to Day Services.

Opportunity to re-model

Opportunity to re-model. We are learning from Covid-19 and model future practice and community opportunity offer as other Local Authorities. E.g. Further develop virtual and digital offer.

Day Services – Independent Sector

- **Day Opportunities** many people have not yet returned to all the activities they enjoyed before the pandemic as COVID 19 guidance recommends that there should be a limit on group size based on the room/building size, layout and ventilation
- **Staff** – recruitment and retention challenges impacting on capacity.
- **Transport:** Availability of suitable vehicles & drivers/escorts to support people to access day opportunities on the days/times requested.
- **Providers** The combination of challenges currently being faced by providers is having a significant financial impact for some with risks around viability.

Commissioning Update – Independent Sector

Homecare Services

- Unmet Demand for Independent Homecare Services - 3,818 weekly hours (350 people).
- Current level of delivery stable around - 20,400 weekly hours (1,860 Service Agreements)
- 42 contracted providers are registered on the Homecare Framework, but only 28 have picked up new homecare packages of care in the last 3 months

Residential & Nursing Services

- 15.6.22 - Number of Care Homes in an Active Outbreak has reduced to 6 homes.
- Currently 238 vacancies recorded across the county, primarily in the North (178), compared with the South (60)

Commissioning Update – Market Challenges

- **Care Staff Employed** continues to decline - number employed in Care Homes decreased from 4,250 to 3,870 (reduction of 380) and Community decreased from 3,880 to 3,640 (reduction of 240).
- **Staff Recruitment and Retention** - Reducing capacity in the sector.
- **Overseas Recruitment** – limited success
- **Increased Travel/Fuel Costs** negatively impacting Providers and Care Staff.
- **Travel Support Grant Programme** established by Commissioners as temporary support to homecare providers to assist with increased travel costs.

Commissioning Update – Market Challenges

- The additional temporary **Financial Support** offered to Care Homes and Community Providers through the national support grants (such as the Infection Control & Testing Fund and Workforce Recruitment and Retention Fund) and the Council's Market Sustainability Grant Fund has now ended.
- The cessation of additional national financial support available to the Council to support providers is now impacting on some providers ability to support care staff to meet the increased cost of living.
- Commissioners are working with providers and finance colleges to identify alternative short-term measures (such as the Travel Support Grant) to maintain service delivery.

Commissioning Update – Fair Cost of Care (FCOC)

- All councils in England are required to complete a Fair Cost of Care (FCOC) exercise to gain an understanding with providers of the local cost of providing care as part of Market Sustainability and Fair Cost of Care Fund.
- Cumbria County Council is currently working with authorities in the North East and North West of England to understand how best to comply with completing this exercise, and to identify a Fair Cost of Care (FCOC) for 65+ Care Homes and 18+ Domiciliary Care.
- The council will be looking at using both the Care Home Cost of Care Tools commissioned by the Local Government Association (LGA)
- The council will then be required to publish a Market Sustainability Plan in October detailing how they plan on working towards the Fair Cost of Care (where this is not already being paid) over the next 3 years.

Social Care and NHS plans

- Winter 2021/22 plans ceased
- Winter planning 22/23 underway
- ASC Promoting Independence Programme Relaunch – oversight at Executive Director level with Assistant Director Leads for each workstream.
- North and South social care and NHS reset sessions held – actions built into Promoting Independence Programme
- The ASC Winter Plan replaced with Promoting Independence Programme to provide ongoing strategic direction and leadership for Adults for the next 12 months in delivering the joint work with health partners

ASC into Promoting Independence

Managing Demand

- Development of models to support D2A and admission avoidance
 - ToC
 - 2 Hour Crisis Response
 - True D2A model
- Re-ablement Capacity
- Identify Gaps and barriers
- Alternatives to Regulated Care
- Direct Payments – continuation of Hospital Discharge Grant & review of longer term care policy
- Quality and Improvement Framework – CQC
- MH Community Transformation
- Learning Disability Transitions

Workforce

- Workforce strategy for social care to retain/attract/develop social care workforce
- Joint working with health system to identify shared workforce actions/strategy
- Proud To Care Campaign
- Workforce Benefits – wider benefits for SC workforce
- Streamlined recruitment – CC pilot learning across Adults
- Social Care Workforce – continue to progress area groups and links to DWP
- Mobilisation of non SC workforce – CCC volunteers
- Overseas Recruitment for hard to recruit posts

Market Sustainability

- Winter Sustainability Funding & Impact of Uplifts for 22/23
- Provider Stability and hand back of packages
- GDC Review – review of GDC packages to free up social care capacity
- Improve use of AT to support delivery of care packages
- Demand modelling for community care
- Identification of gaps in commissioned services and alternatives for regulated care

Thank You

Questions