



COVID & Social Care:
Emerging from the crisis
and planning for the future

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Key Business Drivers

As a council we wanted to better understand and predict adult social care trends, needs and costs.

We wanted to:

- Quantify demand on adult social care services
- Understand trends in the care market
- Show and predict trends in citizens' wants and needs
- Better understand our costs in an era of restricted public finances, to improve value for the public purse

Challenges

Existing methods of analysing prevalence of need, service demand and trends in the care market relied upon various sources, including:

- The 2011 Census
- Academically-calculated prevalence rates for disability and need
- Performance statistics and government statistical returns
- Annual finance reviews

This was fragmentary, and we needed a reliable way of pulling this all together, in a way that was comprehensive, live, and predictive.

Social Care: Landscape helps with those challenges through

Granularity of analysis; the differing effects and trends on different groups of citizens and needs

Analysis across different service types and tenure

Predictive analysis, both in-terms of volume of need, complexity of need and likely costs

The information to work more effectively with citizens and the social care market, to develop and support the types of services that people want and need.

Support for strategic development, and financial planning

BUT...

We had commissioned a strategic tool to look at medium and long-term trends.

... But of course, things change slowly in adult social care don't they?...

... And what the app could not predict, was COVID-19.

As we know, COVID had an unprecedented effect on all aspects of life across the world, including social care.

| What we have seen since the start of the pandemic:

Initially, a huge effort to move people out of hospital and into social care settings (care homes and community).

Care homes on lockdown to protect citizens and staff

Costs increasing, due to PPE, staffing and additional pressures

Early in the pandemic: care homes filling up and vacancies limited.

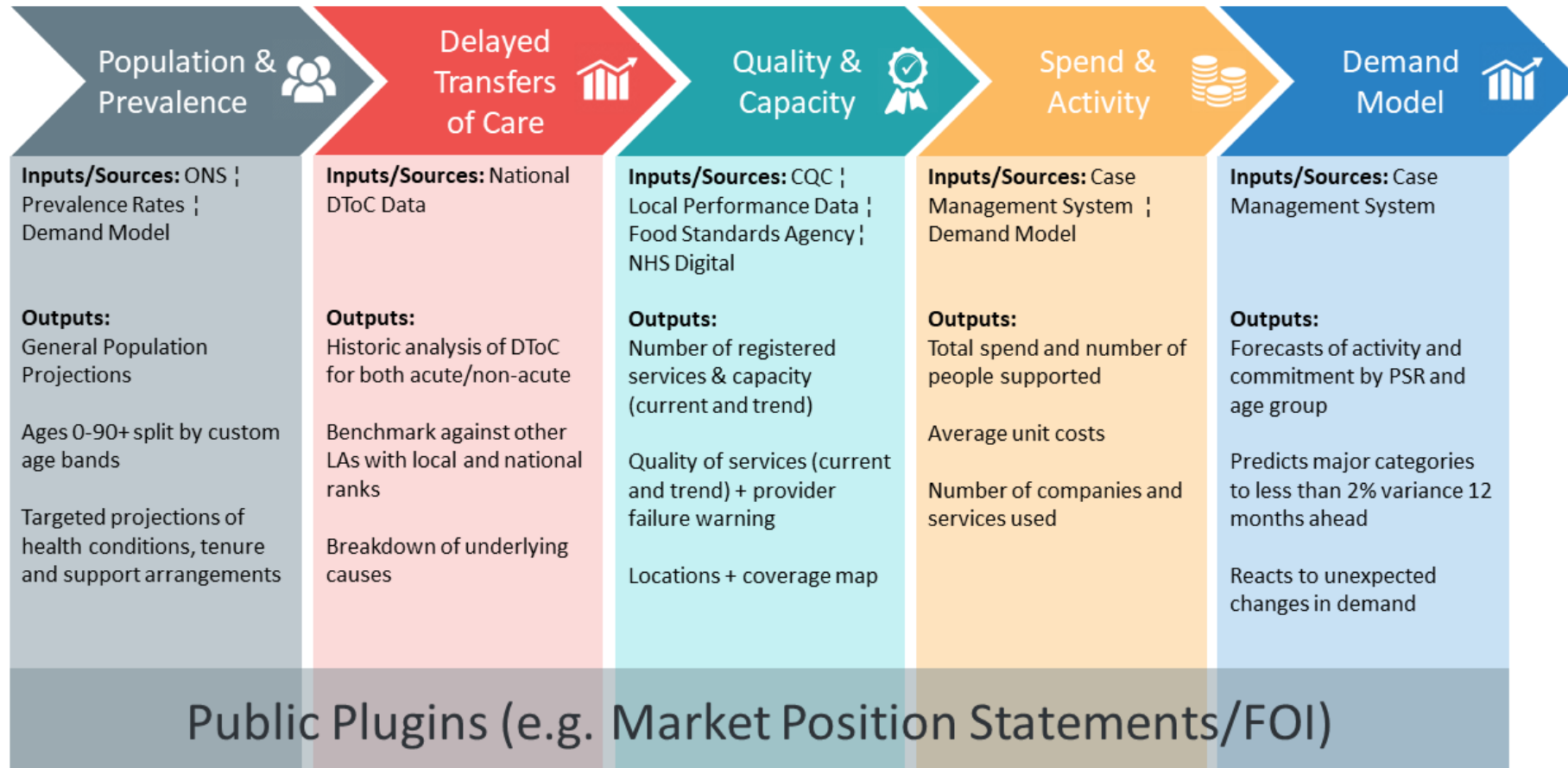
Now: care homes carrying more vacancies than normal, creating additional financial pressures.

The social care landscape is changing at a rapid pace – all of which needs careful monitoring so that we can assess the impact and plan our way forwards.

Social Care: Landscape

Landscape is a business intelligence product that offers a 360 degree view of insights related to social care

Social Care: Landscape



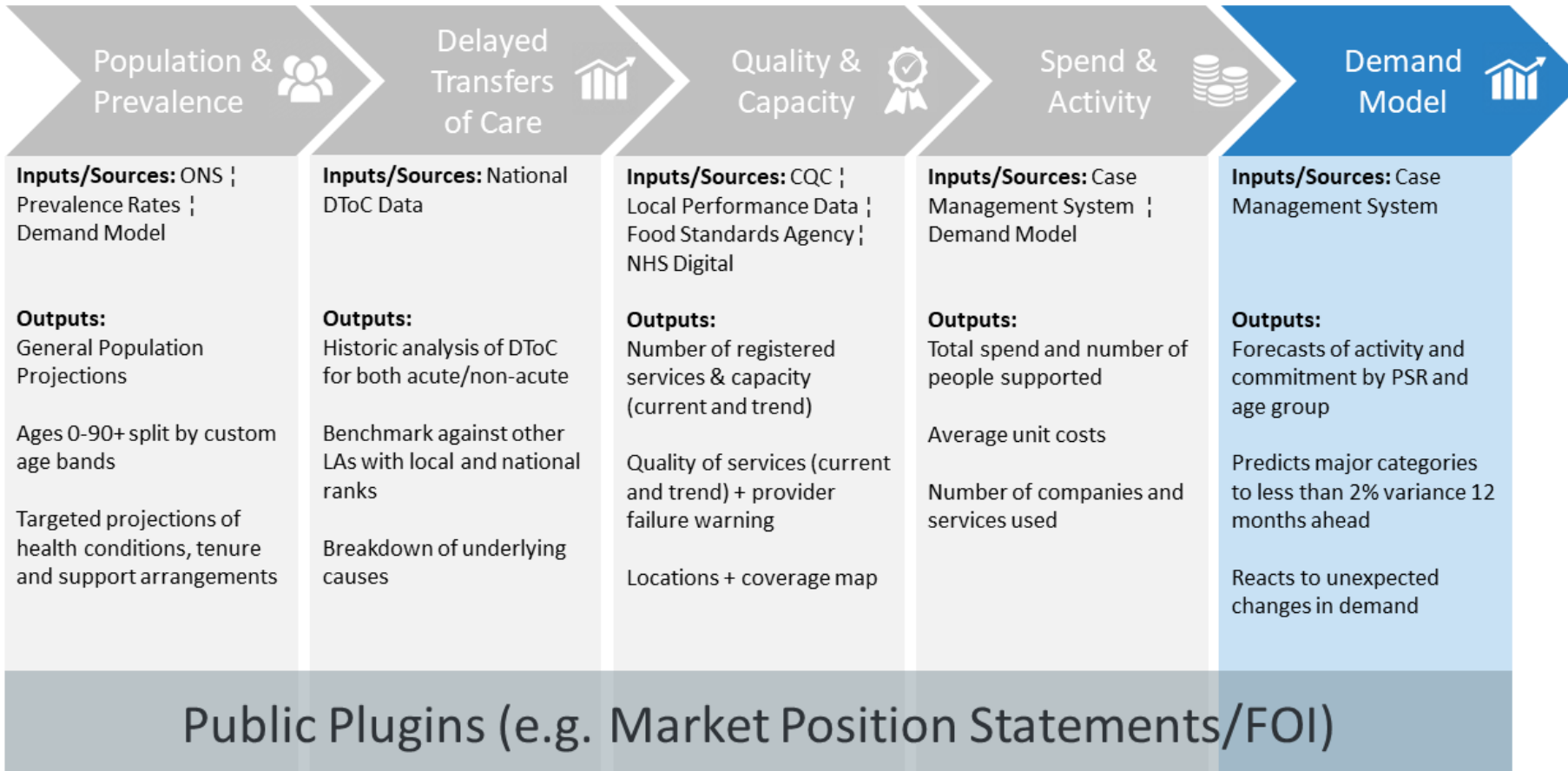
Key Points:

- Data is harvested from both open and private sources and consolidated into a single, coherent data model
- It's always up-to-date so key decisions can be based on the latest available data

Social Care: Landscape

The Demand Model looks at historic activity and produces forecasts based on identified trends and patterns found in the historic data

Social Care: Landscape

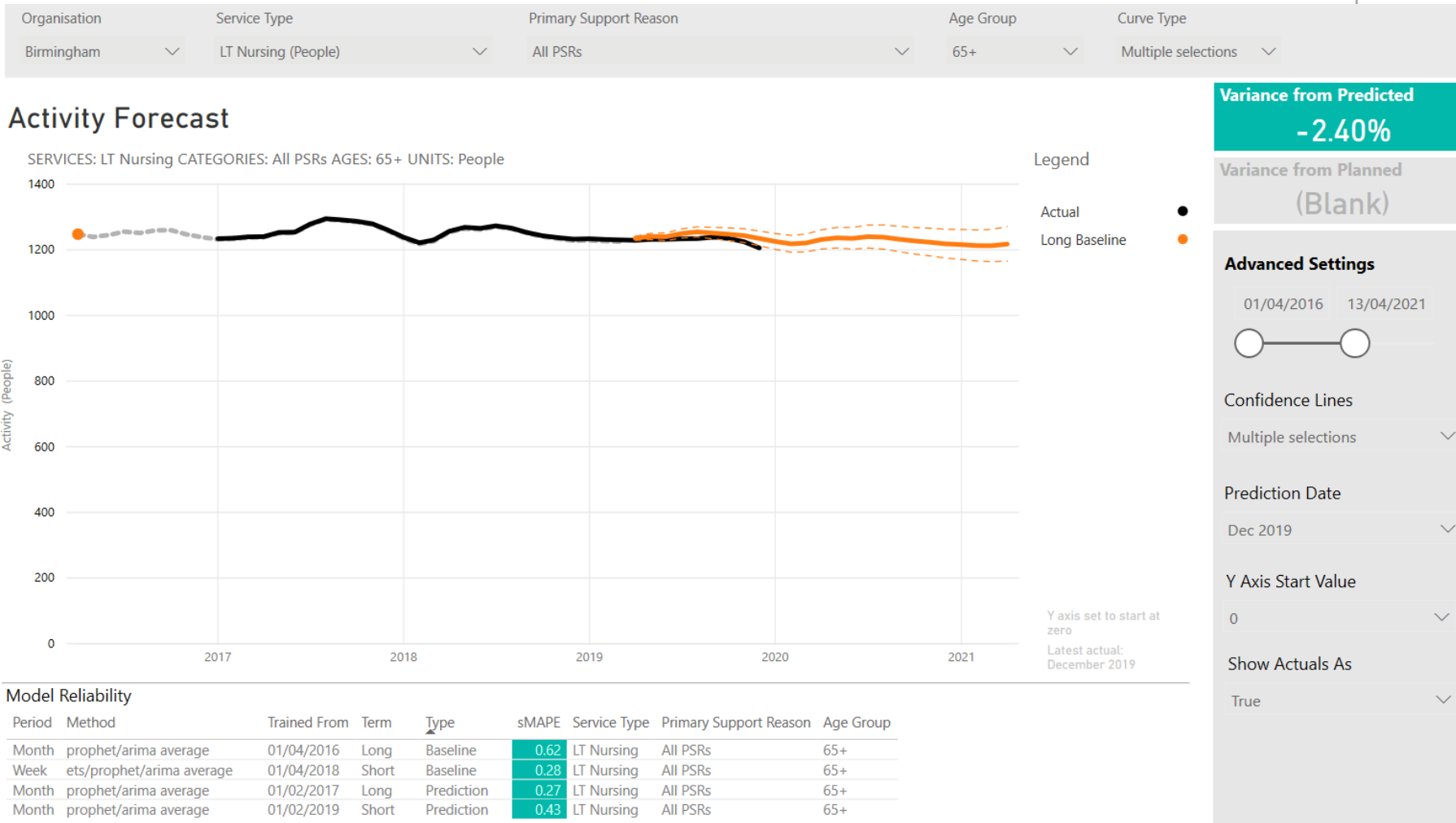


Key Points:

- In typical 'business as usual' scenarios the demand model can forecast major care categories to within 2% variance 1 year into the future
- This has been proven in real-world use across many care categories in multiple LAs

Demand Model – Pre COVID

- The demand model makes forecasts for any combination of service type, PSR and Age Group – which we call a demand category
- This forecast is a typical demand category prior to COVID 19

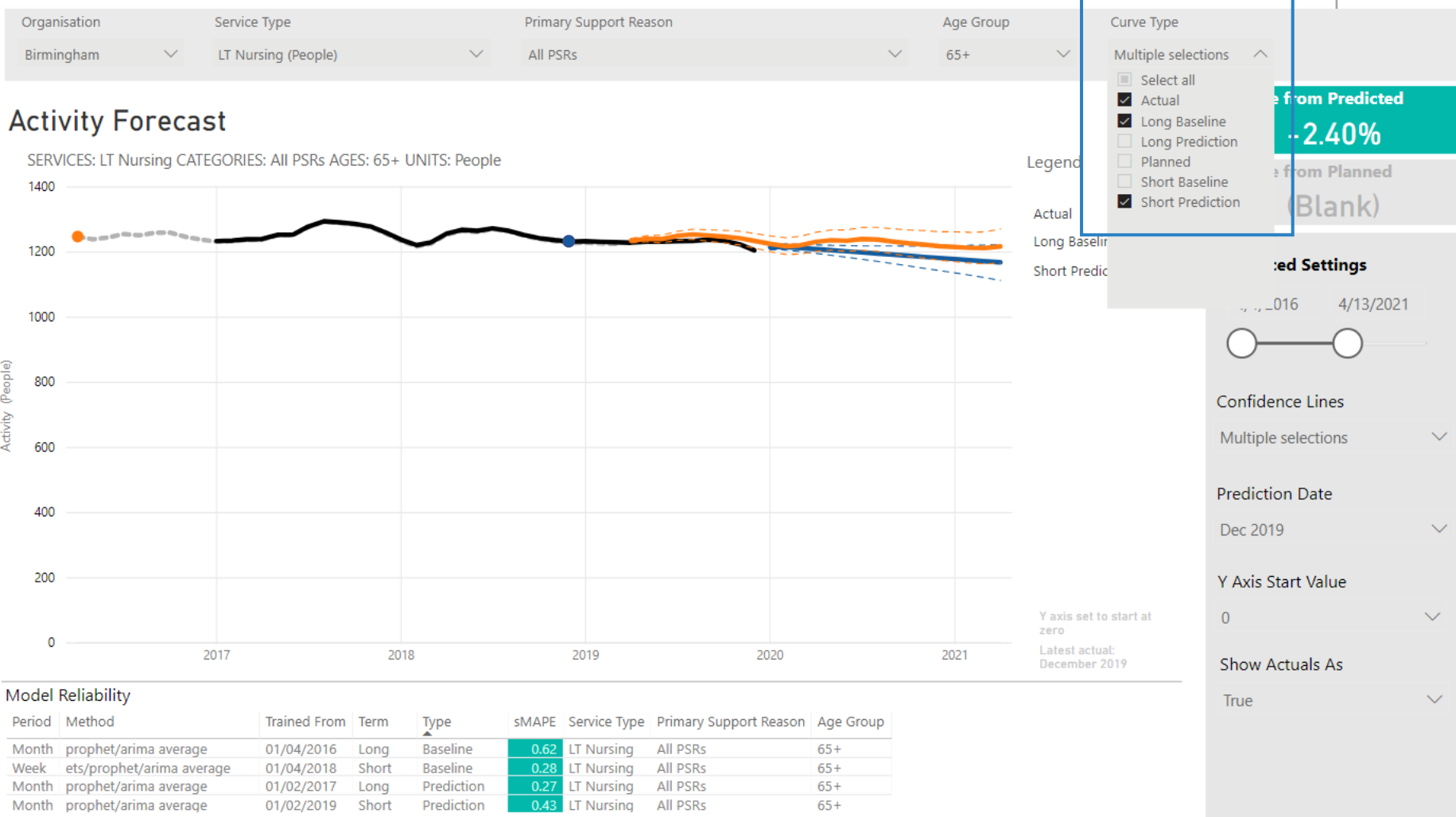


Key Points:

- Birmingham’s configuration currently support about 500 separate demand categories – all of which can be monitored individually or in groups

Demand Model – Pre COVID

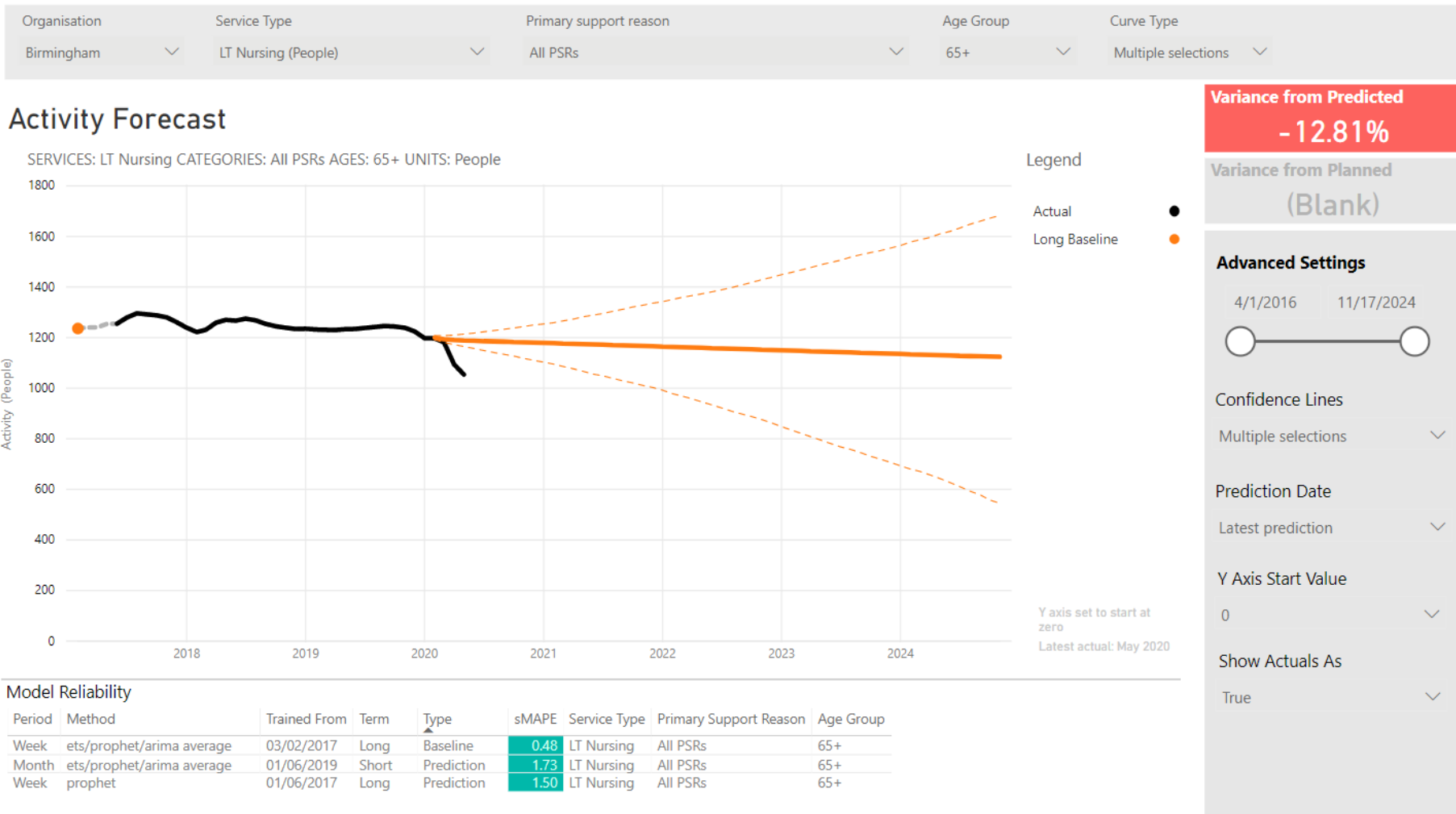
- A number of different forecasts can be deployed. These place more or less emphasis on recent events
- Plans can also be configured and visualised



"Everybody has a plan until they get punched in the mouth"
Mike Tyson

Demand Model – Current Position

- Baseline forecast made from January 20 (the latest pre-COVID position). The variance figure indicates a 13% drop in activity for this demand category
- Significant reductions only present in April/May (post lockdown) so this could well decrease further

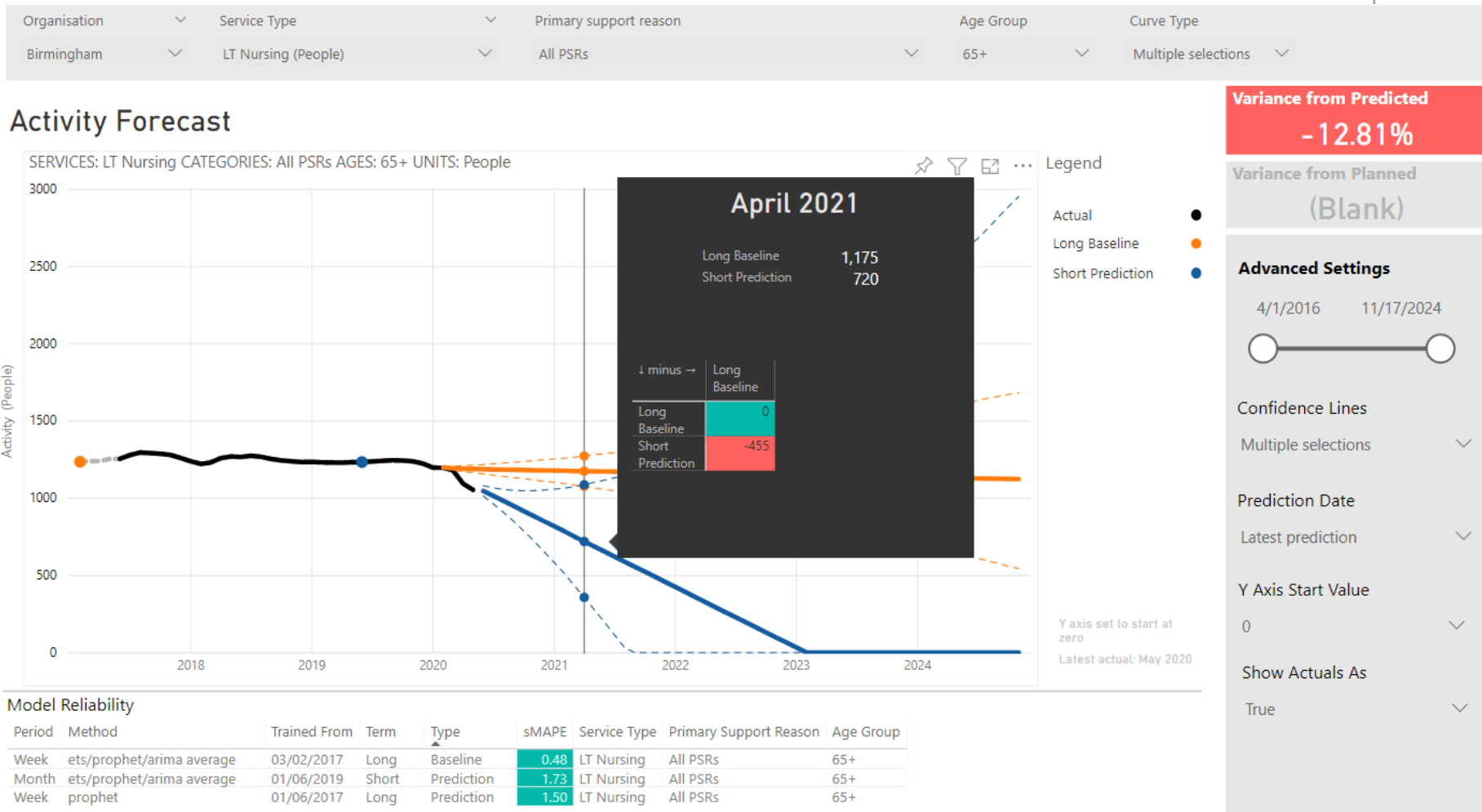


Key Points:

- Activity snapshots are taken weekly but presented as monthly averages to reduce jitter

Demand Model – Current Position

- Using the short prediction we can estimate that the number of older people using long-term Nursing **could** be down by 450 people (39%) at the end of 20/21

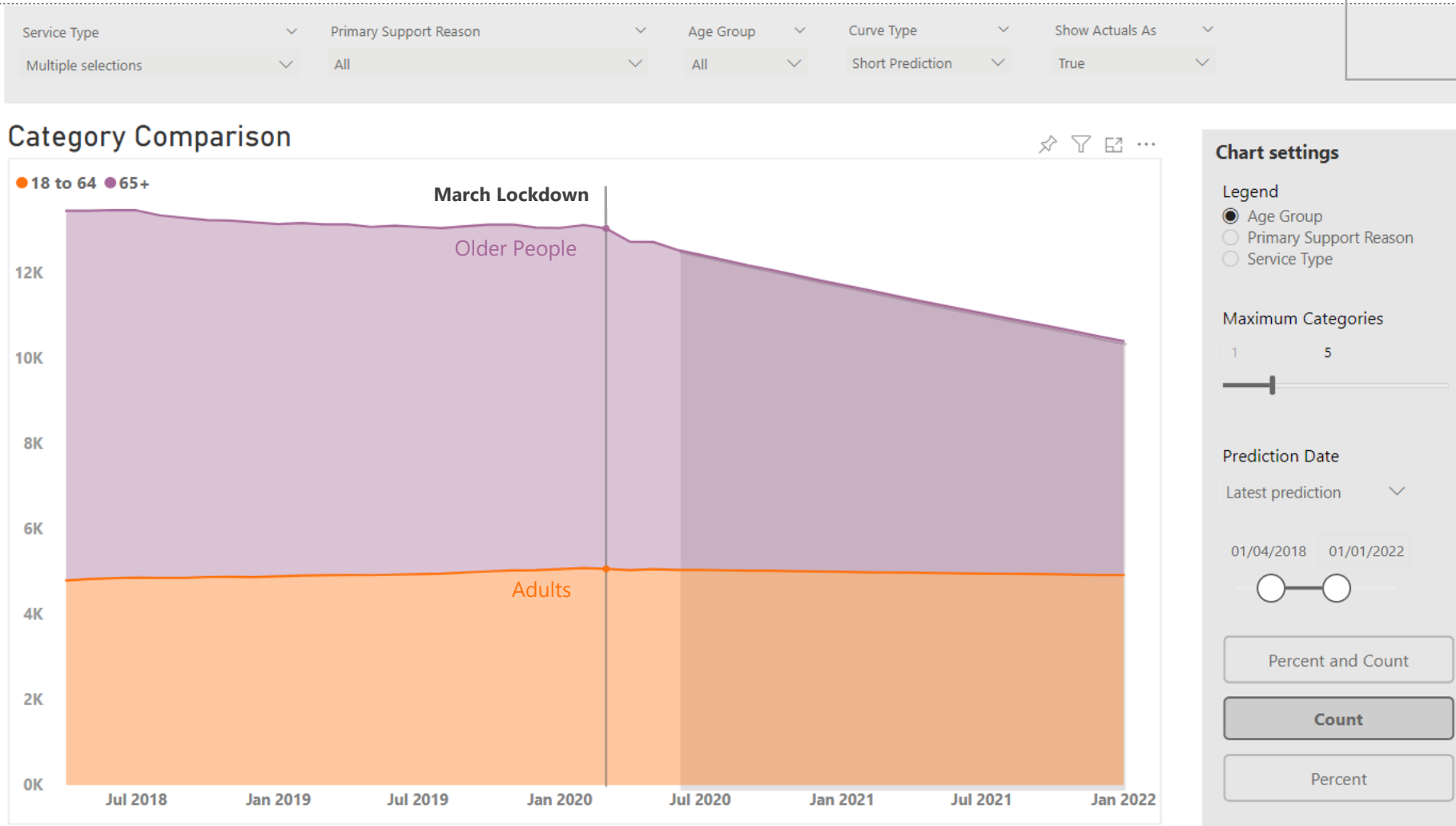


"Your goal right now isn't predictions. It's preparation for what comes next. We must shift our mindset from making predictions to being prepared."

Amy Webb
How futurist cope with COVID

Demand Model – Whole of Market Analysis (Age)

- Changes can also be viewed across a broader cross-section of social care
- The projected impact on people 65+ is quite dramatic. This is not exclusively due to COVID deaths – in many cases is it due to a reduction in take-up of social care services

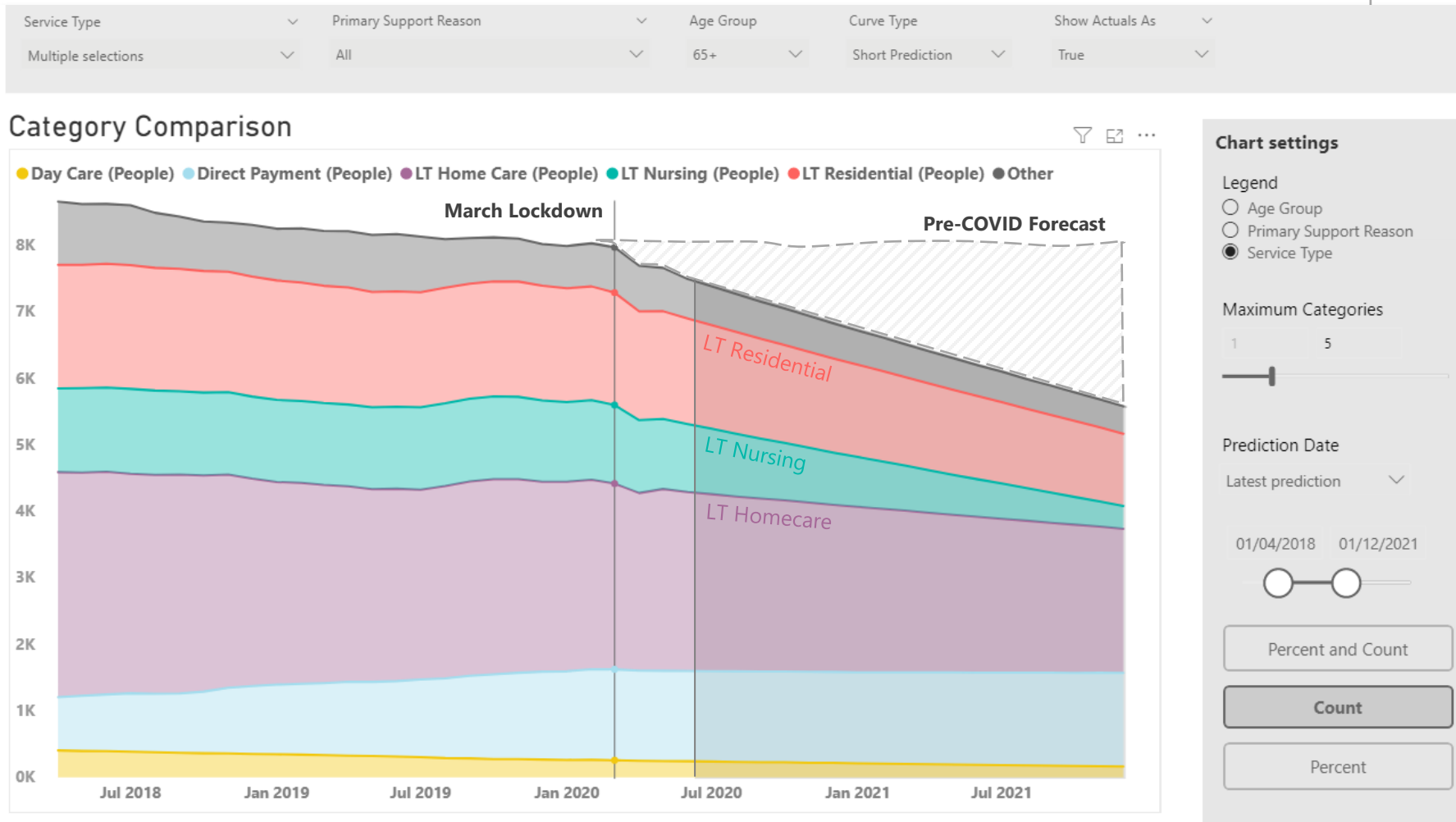


Key Points:

- The darker shaded area is based on the short prediction and therefore highly susceptible to change (in either direction) as the situation progresses

Demand Model – Whole of Market Analysis (Service Type)

- Switching the breakdown enables us to view the same impact across either Primary Support Reason, or Service Type



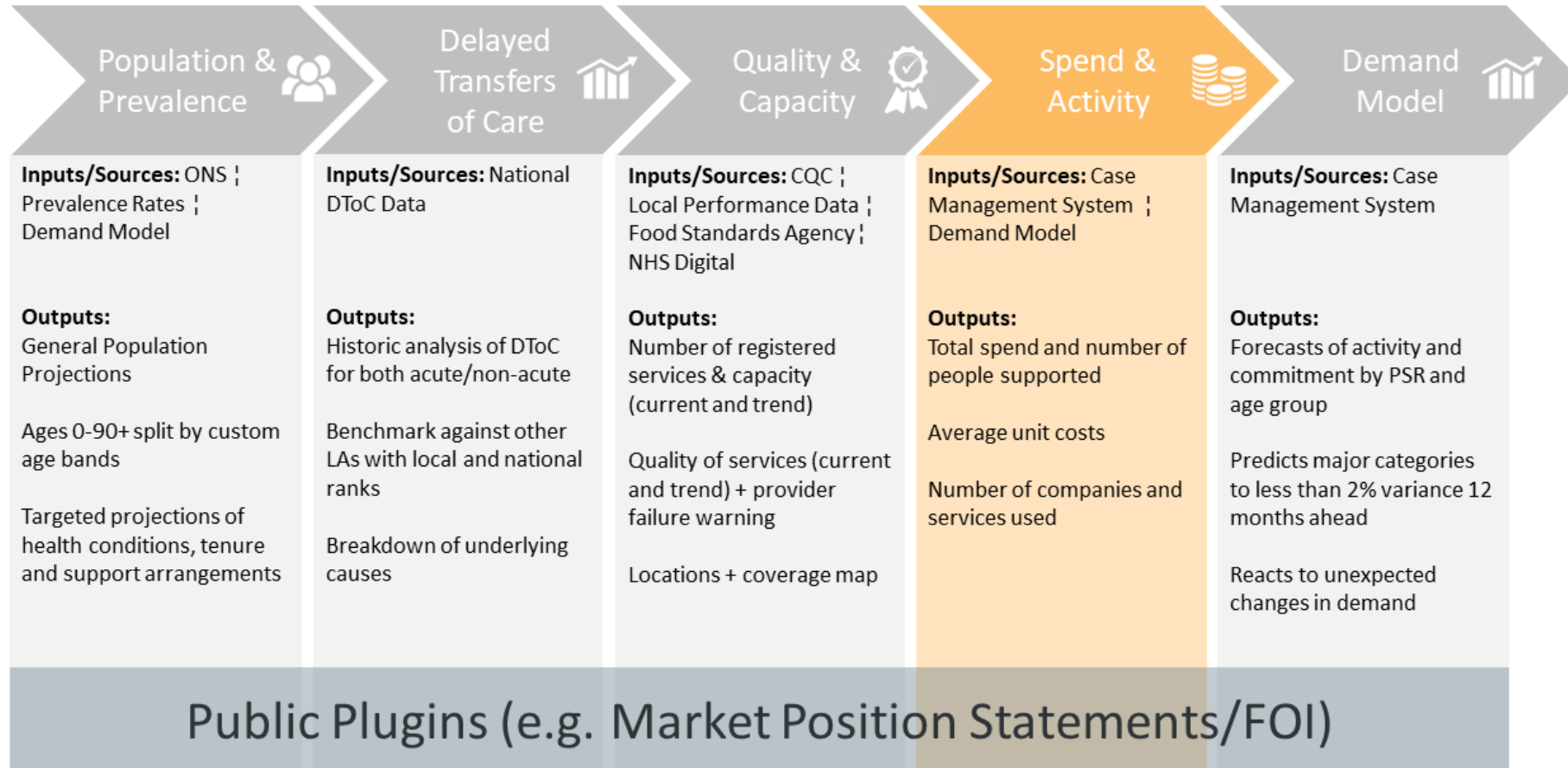
Key Points:

- Activity can be viewed in-terms of the number of people using the service, the number of units (e.g. Homecare hours) or as percent of total

Spend & Activity

- Spend and activity is another key area where change can be viewed and measured

Social Care: Landscape



Spend and Activity

- For any demand category KPIs relating to the number of people, agreements, unit costs, annual commitment can be explored
- These can all be compared to any previous period to measure change

KPIs

Show Finance As

Gross Cost

Date

May 2020

472

Services Used

7,360

Clients

8,741

Agreements

£2.72M

Weekly Commitment

£141.66M

Estimated Annual Commitment

PSR

Geography

Service Type

Month

01 January 2020

Show Activity

Clients

Activity or Commitment

Commitment

Finance Aggregation

Annually

Service Type	Count	Current Value	Previous period	Previous Period Value Comparison	% Difference	Comparison bars
ST Residential	4	£55,848	£425,166	-\$369,318	661.3 %	
ST Nursing	3	£64,168	£32,834	£31,334	48.8 %	
LT Shared Lives	14	£269,556	£185,740	£83,816	31.1 %	
LT Nursing	1,053	£33,967,801	£39,431,019	-\$5,463,217	16.1 %	
ST Home Care	151	£1,534,829	£1,745,455	-\$210,625	13.7 %	
LT Extra Care	204	£2,506,846	£2,780,995	-\$274,149	10.9 %	
LT Home Care	2,768	£31,200,667	£33,349,013	-\$2,148,346	6.9 %	
LT Supported Living	122	£3,492,928	£3,719,032	-\$226,104	6.5 %	
LT Residential	1,623	£50,778,765	£53,734,791	-\$2,956,026	5.8 %	
LT Day Care	250	£1,201,778	£1,248,056	-\$46,278	3.9 %	
LT Direct Payment	1,382	£16,588,830	£16,065,357	£523,473	3.2 %	

Blank PSRs = No PSR data given

Blank Geography = Location outside Birmingham constituencies

Set Previous Periods

Custom Previous Periods



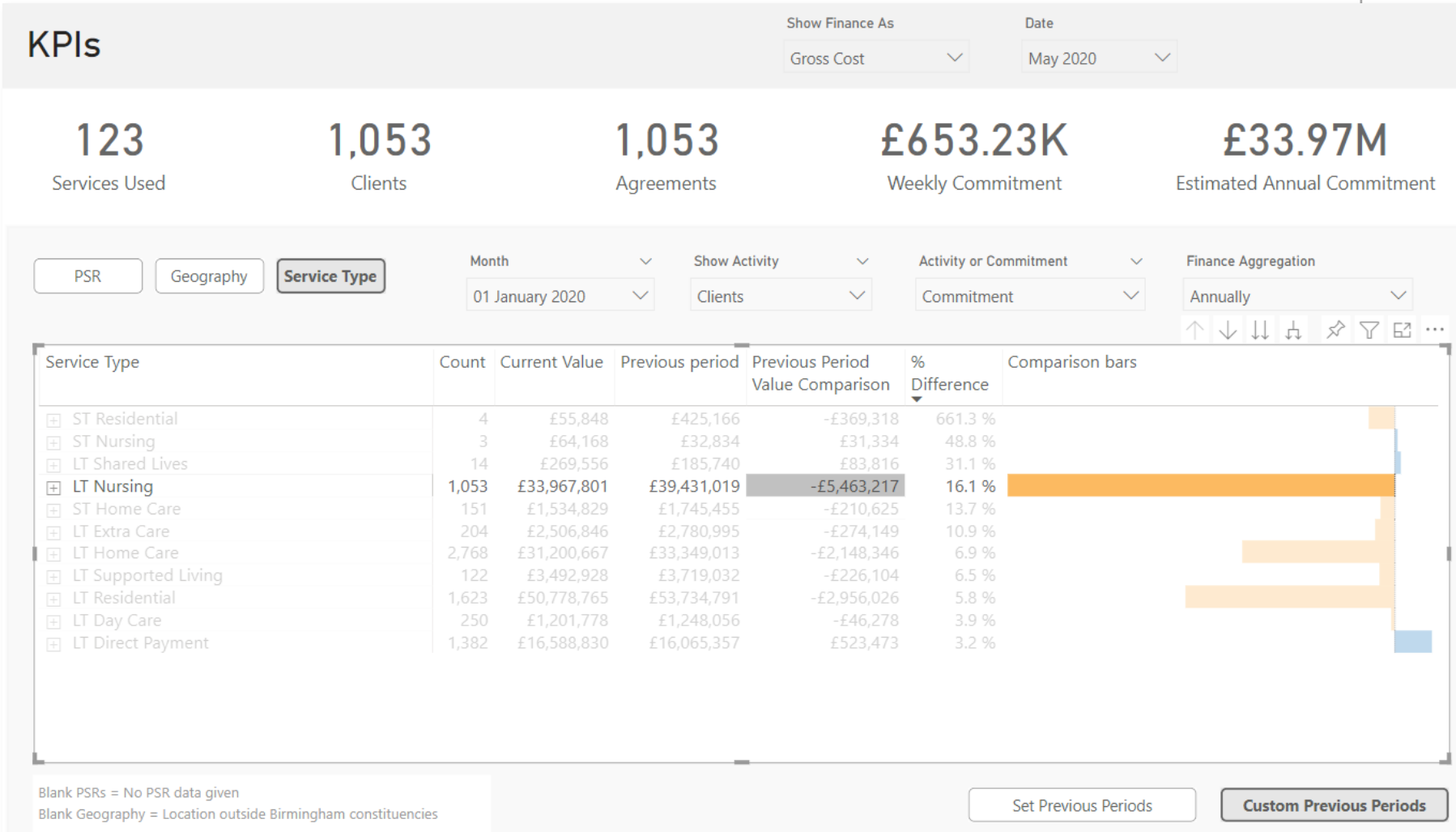
Birmingham City Council



Affinity Works

Spend and Activity

- We can look at the number of services used for each category (and who/where those services are), and cross reference that with capacity data to highlight potential problem areas



Social Care: Landscape



Population Projection

Use the filters below to select a demographic and generate a population projection.

Choose an Area

Birmingham

Choose a group and category:

Whole Population		
Support	Health	Tenure

Dementia

Age Bands

All Grouped Ungrouped

Sex

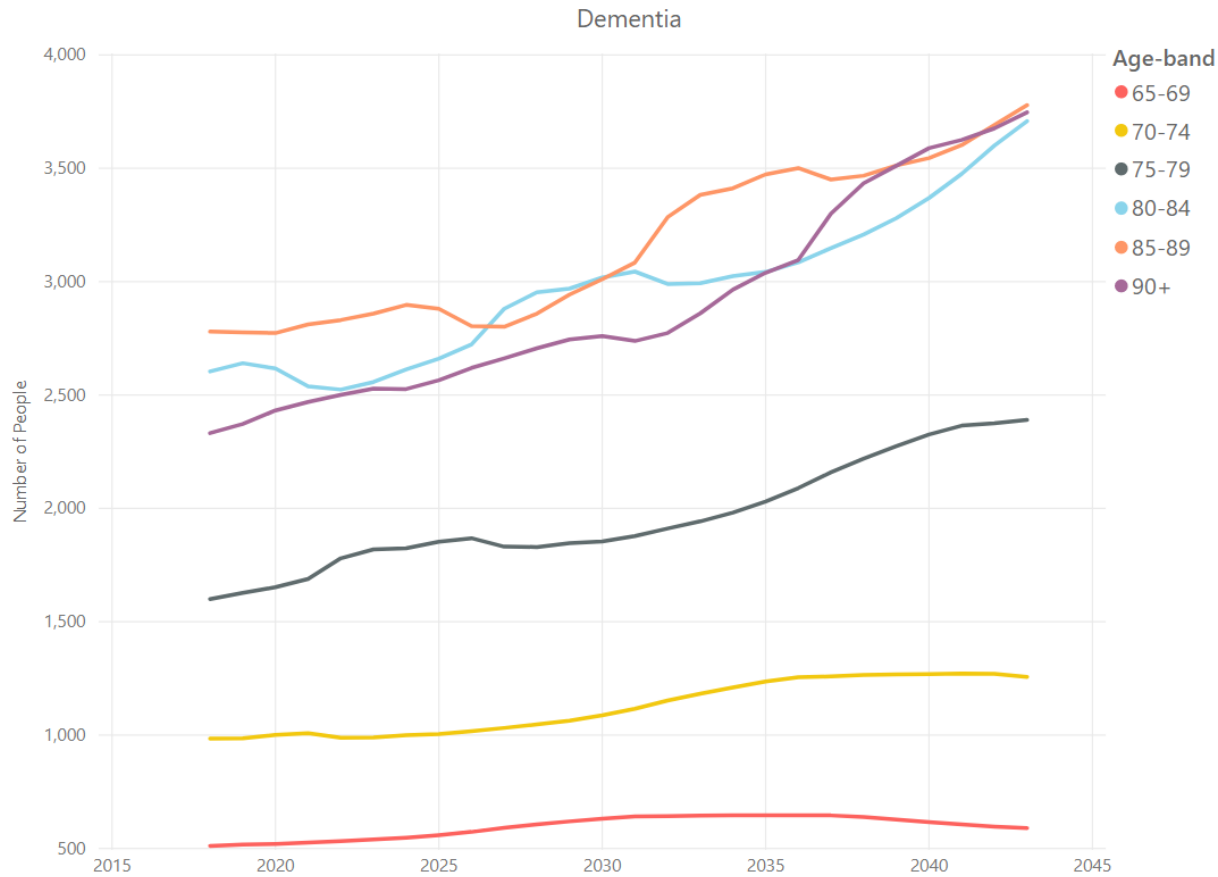
- Select all
- Female
- Male

Source

- National

Change the length of the forecast

2018 2043



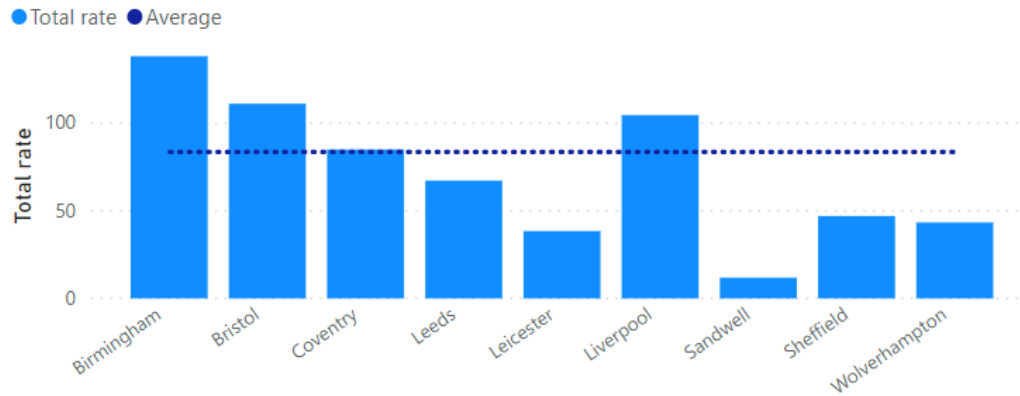
Source: ONS Population projections and POPPI and PANSI prevalence rates

Social Care: Landscape



Total rate per 100,000

By area



By area and reason for delay

Reason For Delay	Birmingham	Bristol	Coventry	Leeds	Leicester	Liverpool	Sandwell	Sheffield	Wolverhampton
Care Package In Home	8%	19%	21%	6%	7%	19%	15%	45%	22%
Community Equip Adapt	3%	3%	2%	3%	2%	3%	4%	3%	6%
Completion Assessment	13%	35%	15%	14%	22%	9%	13%	24%	20%
Disputes	1%	0%	0%	5%	1%	4%	2%	0%	1%
Further Non Acute Nhs	13%	5%	36%	11%	18%	19%	11%	17%	12%
Housing	3%	3%	2%	6%	2%	6%	7%	1%	1%
Nursing Home	27%	17%	8%	16%	13%	9%	10%	7%	12%
Other	1%	1%	0%	1%	0%	4%	0%	0%	0%
Patient Family Choice	11%	3%	5%	31%	8%	17%	21%	0%	12%
Public Funding	5%	1%	2%	2%	14%	4%	5%	1%	6%
Residential Home	15%	12%	9%	7%	12%	7%	12%	3%	8%

Social Care: Landscape



Care Quality in Birmingham – Dynamic Executive Summary

From 1 February 2018 to 1 June 2020, the number of care home and community based locations rated as 'Good' or 'Outstanding' has increased from 325 to 385. This is an increase of 60 or 18%.

In the same time period, the number of care home and community based locations rated as 'Requires Improvement' or 'Inadequate' has decreased from 115 to 99. This is a decrease of -16 or -14%.

The tables below can be used to compare similar changes between geographic areas.

Inspection Category: Metric:

2/1/2018

Good or Outstanding care home and community based locations

Geographic Area	From Count	To Count	Change (%)	Total location count change (%)
Birmingham	325	385	18%	10.0%
England	17,284	19,605	13%	8.6%
WM Metropolitan	885	965	9%	9.2%
WM Region	1,987	2,120	7%	8.2%

Requires Improvement or Inadequate care home and community based locations

Geographic Area	From Count	To Count	Change (%)	Total location count change (%)
Birmingham	115	99	-14%	10.0%
WM Metropolitan	248	272	10%	9.2%
England	4,184	3,701	-12%	8.6%
WM Region	481	550	14%	8.2%

Quantified quality changes after reinspection (e.g. Good to Outstanding = +1, Outstanding to Requires Improvement = -2)



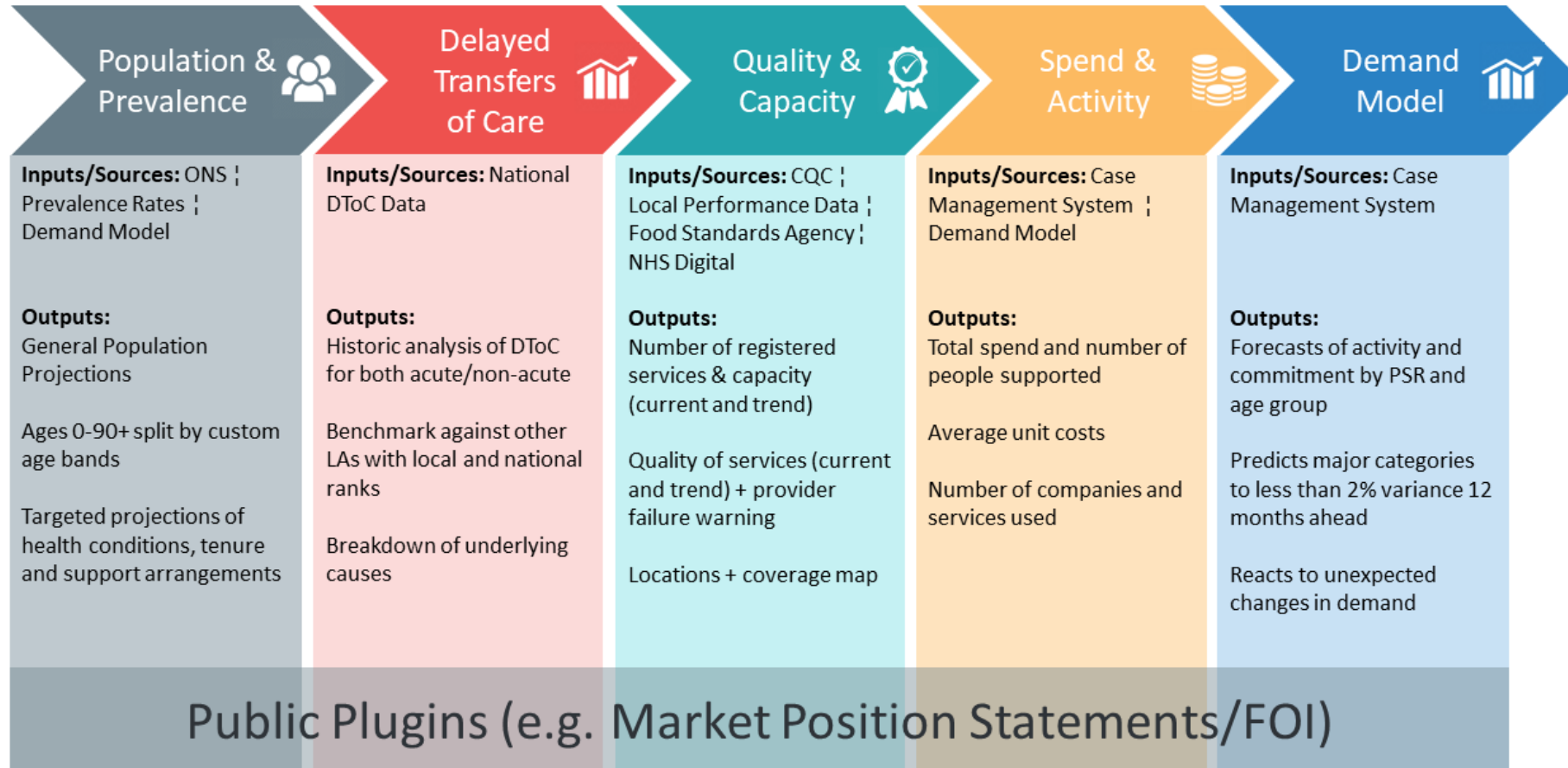
Key Points:

- **Landscape** has substantial insights on a wide range of quality metrics
- It is possible to benchmark against any LA/group in the country (e.g. statistical neighbours)
- AI-driven analysis can warn about care homes at risk of an inadequate rating before it happens

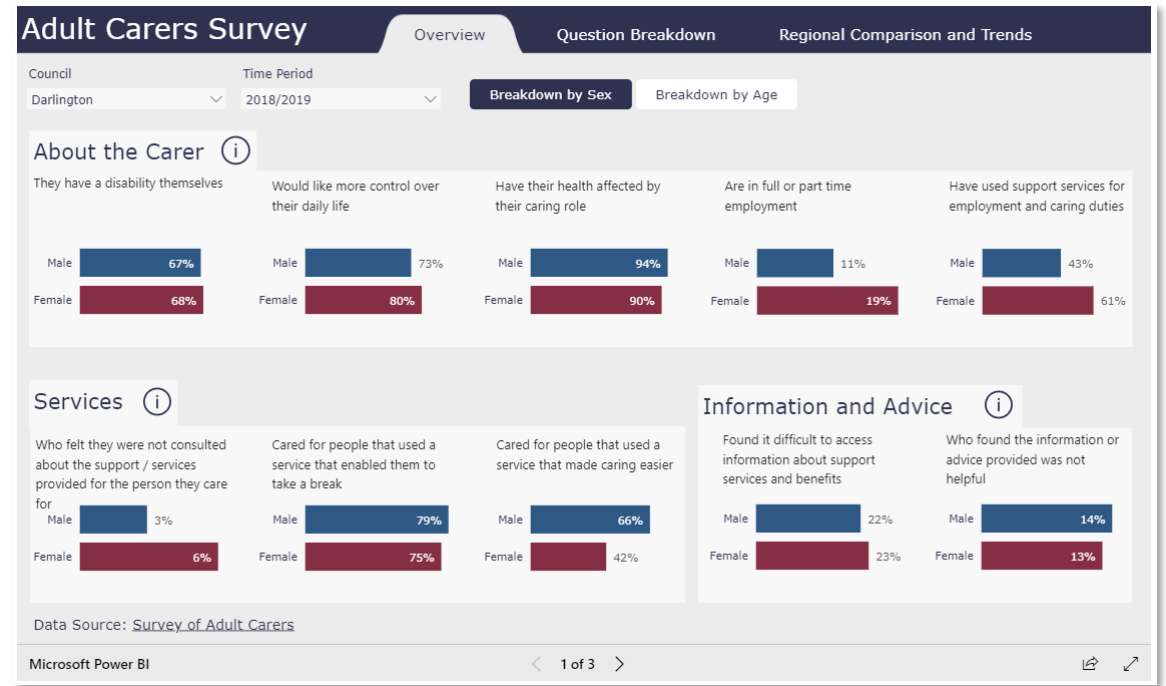
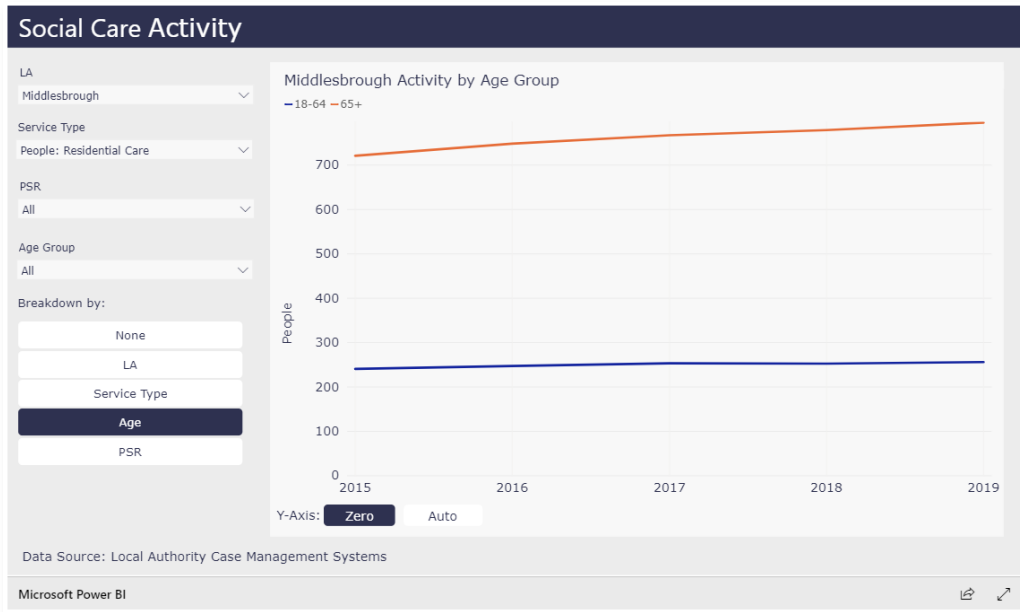
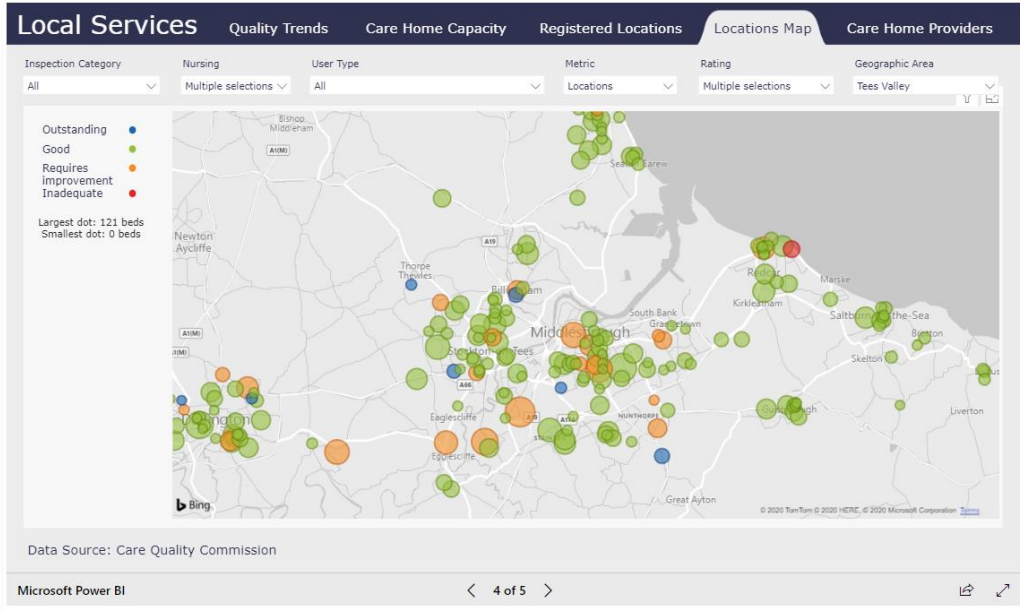
Public Plugins

- Public plugins allow you to surface insights outside your organisation.
- Example use cases include Market Position Statements and/or self-service FOI requests

Social Care: Landscape



Public Plugins – Share insights outside your organisation



COVID-19 has changed the world, and the way we all live and work, including adult social care

Changes to demand at a scale and at a pace which is unprecedented in modern times, changes to social care practice and financial pressures have made this very challenging for all in the sector.

Birmingham, and all local authorities, will continue to support and advocate for our citizens, for the care market and for the NHS and our other partners.

We will use the Social Care Landscape app, to help assess the short and medium term effects on social care, the market and peoples' needs and aspirations; using a logical, fact-based approach that is responsive to the fast pace of current change.

As well as COVID recovery BCC is resuming Brexit planning including further extensions to Landscape e.g. to monitor impact on the care workforce