Key Performance Measures for Homecare Re-ablement

Key performance measures and their inter-relationships are outlined in the diagram below. As the diagram suggests, the key outcomes the service should be looking to improve are those that increase independent living (measured by the number of service users needing no homecare package or a reduced homecare package) and that therefore have financial benefits. Below are listed some of the measures which every service should be defining and reporting.

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1. **Service outcomes**

What percentage of service users leave the service with
1. no ongoing homecare package;
2. a reduced homecare package;
3. no change to their homecare package;
4. an increase to their homecare package;
5. did not complete the service;
A further option is to track returns to the service to monitor the long-term effectiveness of re-ablement, although this should take a lower priority than the above.

2. Intake volumes

1. How many service users are referred to the service per month?
2. Of these, how many complete their phase of homecare re-ablement?
3. In parallel, it is important for a service manager to understand the number of people referred directly to homecare, without going through homecare re-ablement. This demonstrates the size of the additional pool of potential service users who could benefit from re-ablement.
4. Finally, the percentage of referrals who were selected / deselected for the service is another measure to show the total size of the potential client group.
Is there any correlation between area and team, and any of the above measures?

3. Average weeks duration of re-ablement (affects overall capacity of the service)

1. What is the average length of time in the service for service users
2. How does this compare to planned length of time, e.g: up to 6 weeks?
   This is important, as an increased number of weeks limits capacity. Service managers could track those service users who stay over 6 weeks, and conduct an analysis to determine the root causes for delays in discharge.

4. Staff contact hours

What percentage of time are staff spending with service users? Bear in mind that there is an optimum level for ‘contact time’ – 100% is neither practical nor desirable, given administration, travel and other considerations. It is important to recognise that one should not be measuring contact time based on the traditional homecare measures.

5. Source of intake

As well as total intake volumes, some councils track where intake comes from, e.g. hospital discharge, area offices, etc. to see how each compares to total intake of new service users. For some councils, this could be an important measure to ensure that the service is getting all the service users it is planning to receive.

6. Staff measures

This should cover training hours, levels of absenteeism and number of staff on flexible working hours.
7. Service user feedback

1. How do service users feel about the service they are receiving?
2. What has been their ‘customer experience’?
3. How many complaints were received, and what were they?

8. Demographics

What is the profile of service users? Many local authorities track age, gender, ethnic background etc, to ensure their service is inclusive and represents the population it serves.

For all the performance measures, it is important that a council has a clear definition, supporting data sources, targets and an agreed reporting and review frequency.