

Wandsworth Adult Social Services

How we've done in 2017-18



Contents

Welcome	3	Home care	11
Our vision	4	Care homes	12
Our population	5	Supported living	13
Population pressures	6	Safeguarding	14
Adult social services in numbers	7	Delayed transfers of care	15
Supporting carers	8	When things go wrong	16
Direct payments	9	Our priorities	17
Day services	10		

Welcome to our Annual Report 2017-18

Welcome to the Adult Social Services annual report 2017-18. Wandsworth Council is committed to providing meaningful ways of reporting back to residents and this report highlights the achievements and challenges over the last year and the priorities for 2018 – 19. 2018 also marks the 70th anniversary of adult social care and the Council has celebrated the contribution that adult social care makes to people's lives and has recognized the people who work in adult social care across Wandsworth, helping to improve the lives of thousands of people.

Over the past 12 months, we have:

- **Responded to over 33,000 calls from residents**
- **Supported over 4,200 people**
- **Supported 3,200 people to live in the community**
- **Given short term support to over 300 people when they have come out of hospital**

We are committed to supporting local residents to receive the high quality of care and support they deserve despite the increase in demand from people needing care and support, many of whom have increasingly complex health needs and disabilities.

We work with many local organisations to provide support directly in communities, all of which provide valued support to many families. Without them, many more people would be lonely, isolated and would not be able to remain in their home.

Vision

Our aspiration is to “Deliver the best for residents” and for residents to be independent, resilient, healthy, active and physically and mentally well. When people become less independent or unwell, we want to ensure they can access care and support at the right time and in the right place. We do this by supporting people at home or in a home-like setting wherever possible and enabling them to access personal and community networks before introducing reliance on statutory services.

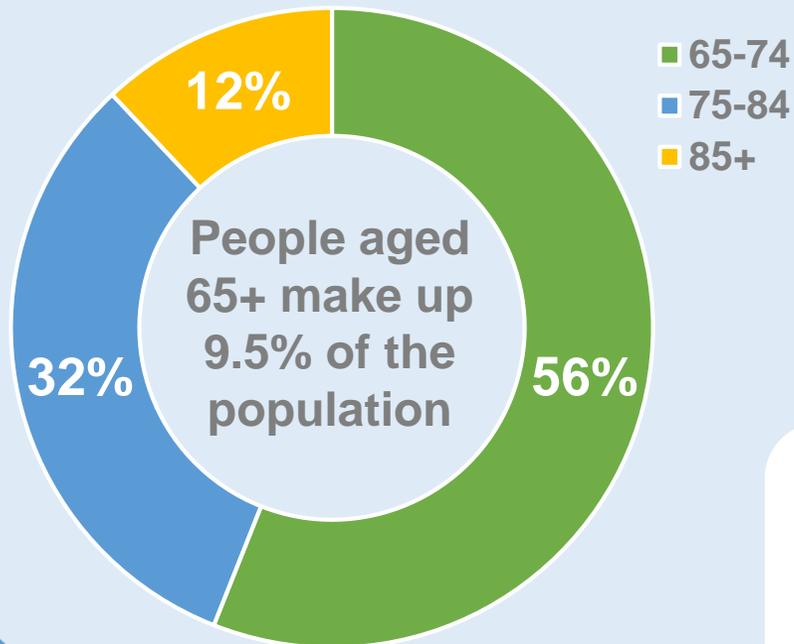
We aim to achieve this vision through a focus on:

- **Prevention** and support for residents to retain their independence.
- **Personalisation**, including increasing the uptake of Direct Payments and being more culturally responsive and offering choice and control to adults and carers.
- **Locality working** and making the best use of the voluntary sector and maximizing the use of community networks before statutory services.
- **Integration** with other services, such as the NHS and Housing where this makes sense and delivers better outcomes for residents.

Over the coming year, our focus will be to transform our services through our Promoting Independence programme by enabling people to retain, gain or regain independence and targeting resources at those most in need.

Our population

Wandsworth is the largest inner London borough with a population of 324,400 *.

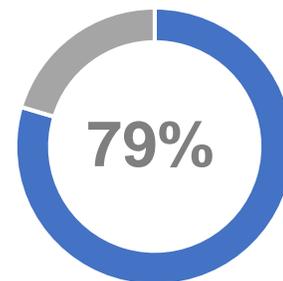


People aged 65 and over make up 9% of Wandsworth's population.

People from Black or Ethnic Minority (BME) communities make up 30% of the population.

Almost 40% of people aged 65 and over live alone.

There are an estimated **19,700** unpaid carers in Wandsworth. 20% of carers provide more than 50 hours of care a week.



Wandsworth has the second highest proportion of working adults in London.

84 years 80 years

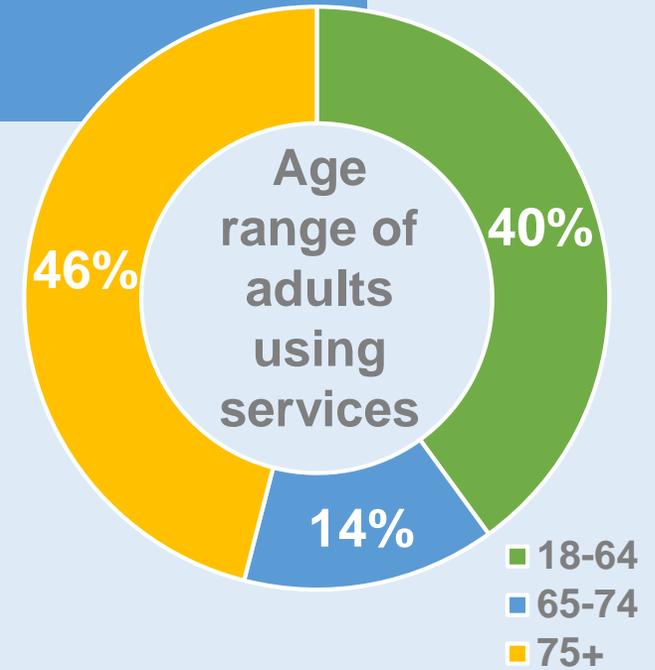


Life expectancy for men is lower than the London average but in line with England averages.

* GLA 2016-based Demographic Projection 2017

Population pressures

The Office of National Statistics is projecting further increases in the older people's population in the borough over the next few years. By 2021, it is expected that the number of people aged 65 and over will have increased by 2,100 with the largest increase in those aged 75-84 years.



Age group	2017	2018	2019	2020	2021	% increase
65-74	16,800	16,900	17,300	17,500	17,800	6%
75-84	9,600	9,900	10,000	10,100	10,300	7%
85+	3,800	3,900	3,900	3,900	4,000	5%
All 65+	30,200	30,700	31,200	31,500	32,100	6%

Total number of people receiving services	
2015-16	3,960
2016-17	4,211
2017-18	4,246

* Office of National Statistics, population projections, 2016

How we spent our money

Adults Social Services represents the largest area of Council spend, excluding schools. Budgets are particularly complex due to the demand-led nature of services, the complexity of individual users' needs.



* This includes voluntary sector funding, supporting people, public health and other commissioned services.

Adult social services in numbers

Over
33,000



calls made to the
Access team about
adult social
services

We supported over

4200

people with
a package of
care and
support
in
2017-18



812
people living in the
community receive
a direct payment
from us in the last
year



74%
of people needing
less or no care and
support after
receiving a
reablement service



68%
of people say they
find it easy to find
information about
care and support



93%
of people aged 65
and over remained
in their home 91
days after discharge
from hospital



89%
of people
who use our
services
received a
review
within the
last year

86%

of people say
that the
services they
use make them
feel safe and
secure.



57% **43%**



Female



Male

Supporting carers

The Care Act 2014 put carers on the same legal footing as those they care for meaning carers can be eligible for services in their own right. Carers needs are often met through additional care and support to the person they care for or provided through universal services available in the community, such as those offered by the Carers Centre.



Carers receiving support	2016-17	2017 - 18
Number of carer assessments	486	314
Number of carers supported	559	583
Number of carers with a Direct Payment	236	155
Number of carers receiving respite	50	61

Direct payments

In 2018 a new Direct Payment Support Service was launched offering a range of information and advice and support including helping people to recruit and employ a Personal Assistant. This service can also support people to manage their direct payment if they are not able to do so themselves, thus giving more people the opportunity to have a direct payment.

27%

of people with care and support needs received a direct payment last year.

People receiving a Direct Payment	2015-16	2016-17	2017 - 18
Older people	206	221	212
Adults with a physical disability	165	187	182
Adults with mental health needs	104	156	152
Adults with a learning disability	214	253	266
Total	689	817	812

Day services

The Council funds more than 10 centres offering day opportunities for people in Wandsworth.

People receiving day care	2016-17	2017 - 18
Older people	41	51
Adults with a physical disability	7	12
Adults with mental health needs	23	36
Adults with a learning disability	125	113
Total	196	212

Home care

The number of people receiving home care has increased year on year as more people are supported to live independently in their own homes with demand for more complex support increasing. In 2017-18 the Council worked with local providers to improve the quality of services and in July 2019 a new contract for home care services will come into effect.

54%

of people receiving home care are intensive users receiving 10 or more hours a week.

People receiving home care	2015-16	2016-17	2017-18
Older people	944	1020	1065
Adults with a physical disability	187	188	222
Adults with mental health needs	65	85	81
Adults with a learning disability	34	41	43
Total	1230	1334	1411

Care homes

Residential homes provide accommodation for people on either a long or short term basis. They provide help with personal care such as washing, dressing, feeding, and toileting. Nursing homes are similar to residential homes but they also have registered nurses on duty at all times to provide care for people with more complex needs.

24%

of people supported were in a care home in 2017-18. Year on year Wandsworth is supporting less people in a care home and more people in their own home.

Number of people supported in a care home	31/03/16	31/03/17	31/03/18
Older people	373	359	367
Adults with a physical disability	30	32	32
Adults with mental health needs	133	106	105
Adults with a learning disability	271	267	238
Total	807	764	742

Supported living

Supported living provides the opportunity for people who don't want to live in a care home to live as independently as possible in suitable accommodation with support available on site by a dedicated team. There has been an increase in supported living services thus reducing the number of people living in a care home.

People in supported living	2015-16	2016-17	2017 - 18
Adults with mental health needs	84	97	108
Adults with a learning disability	172	195	194
Total	256	292	302

Safeguarding

Concerns about safeguarding	2015-16	2016-17	2017-18
Concerns raised	1269	1591	1561
Enquiries made	269	251	635
% of concerns progressed to enquiry	40%	29%	40.7

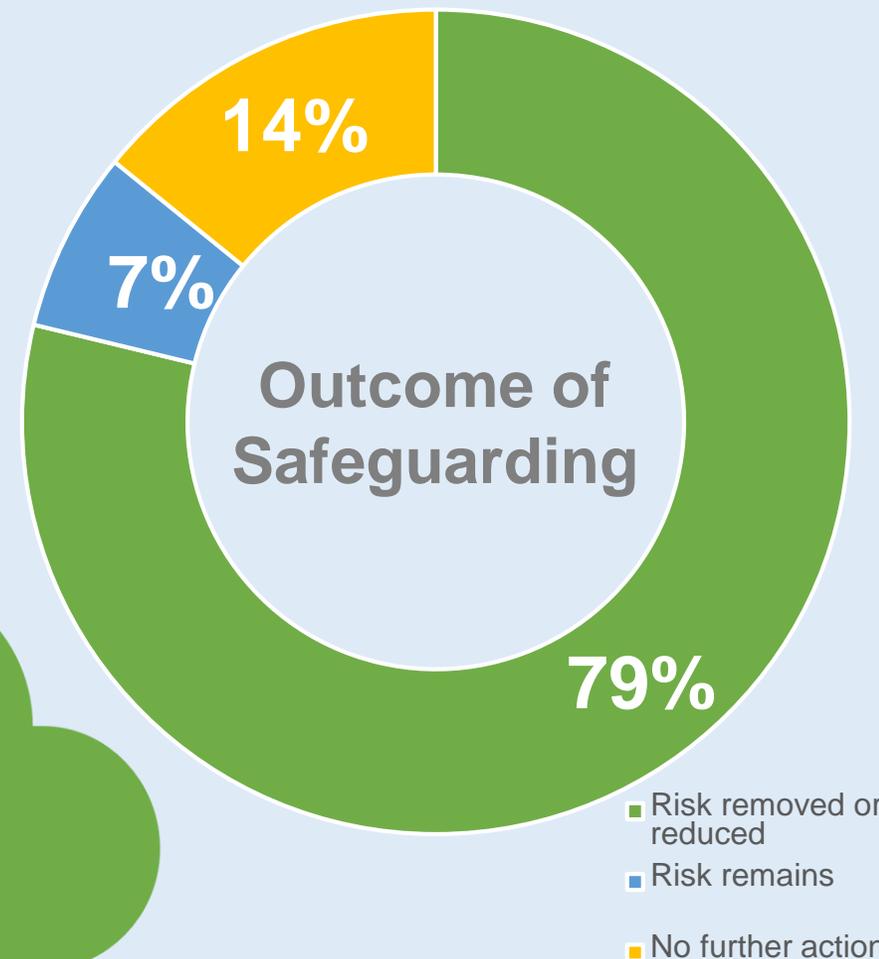
44 enquiries into financial abuse

61 enquiries into physical abuse

81 enquiries into neglect

50%

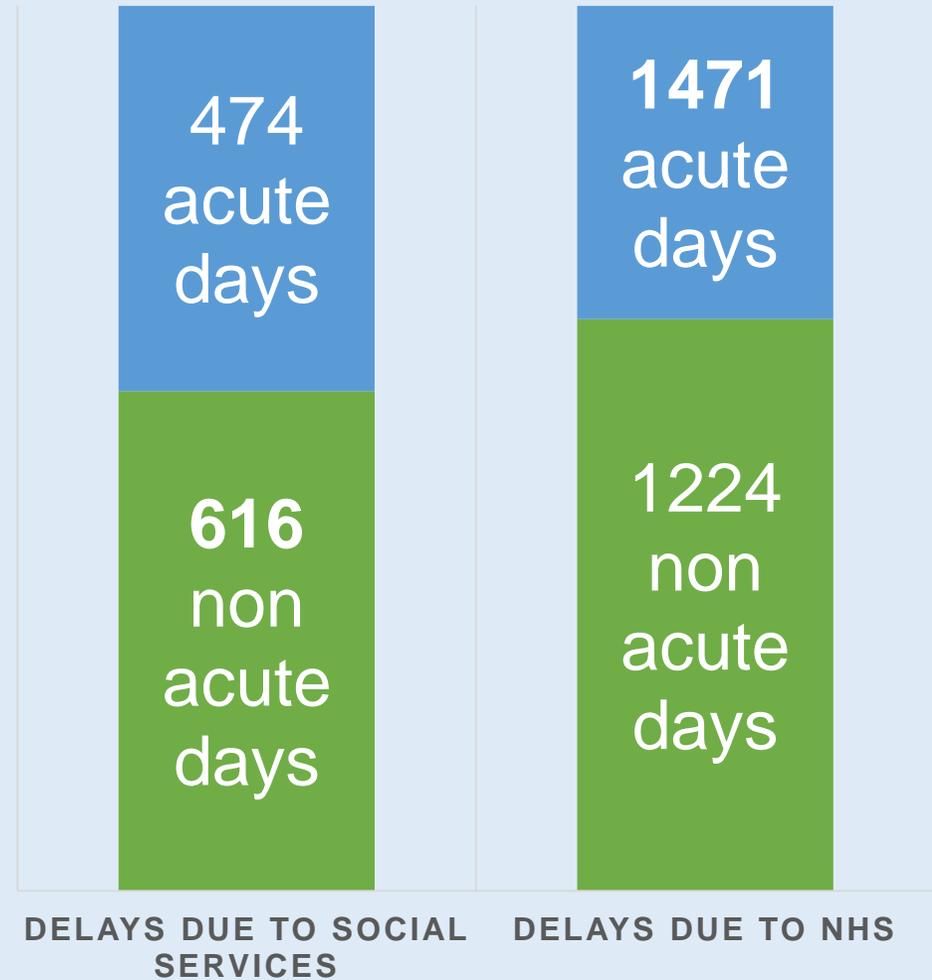
of cases took place in people's own homes making it the most likely place for people to be at risk of harm.



Delayed transfers of care from hospital

A delayed transfer happens when a person in hospital is medically fit to leave hospital but cannot do so because appropriate services are not available. Such delays are attributed to social services, the NHS or to both providers.

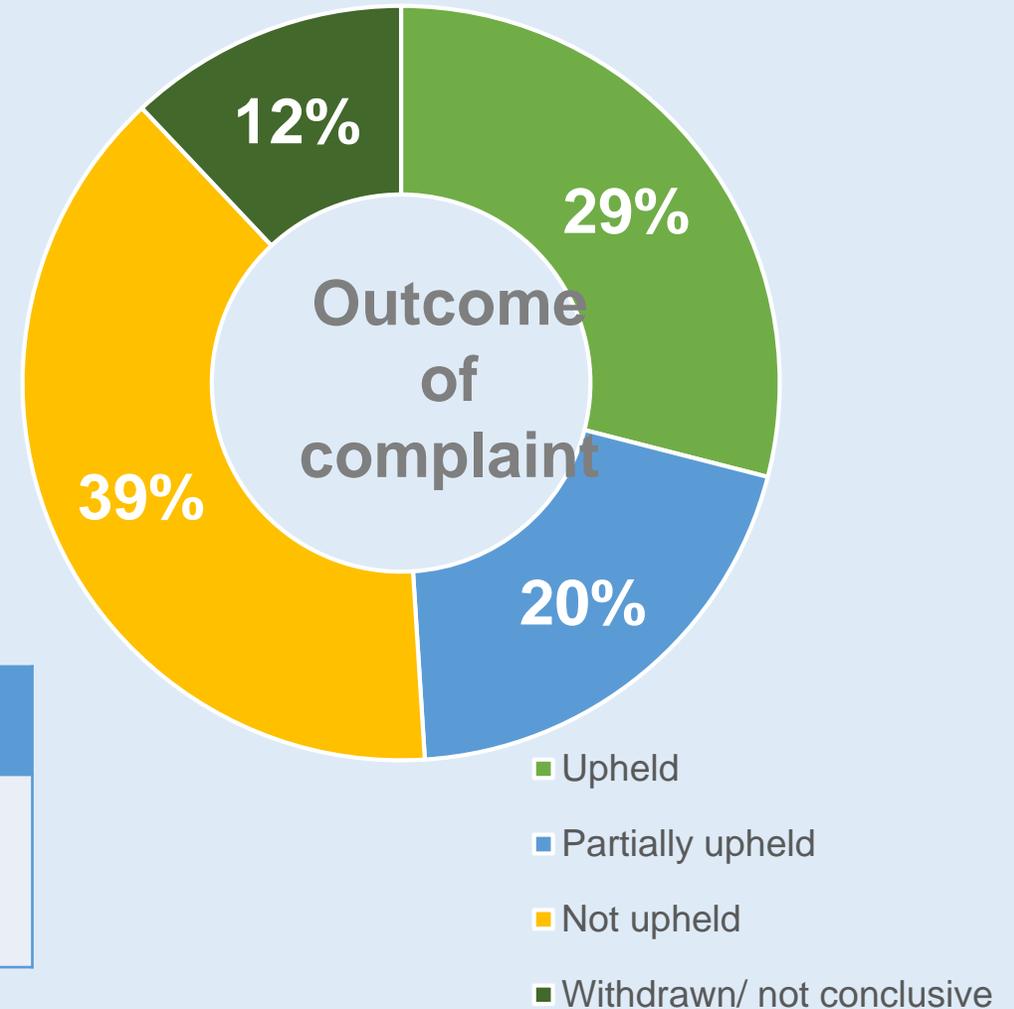
Wandsworth performed 6th best in London in 2017-18, with 75% of delays attributable to the NHS, 24% to Social Services and 1% joint. Most social care delays were due to patients waiting for a care package in their own home.



When things go wrong

All councils in England and Wales are required to provide a complaints service for people who receive a service from Adult Social Services.

While there are no national timescales for response times, Wandsworth aims to respond to complaints within 20 working days.



	2015-16	2016-17	2017 - 18
Number of complaints made	129	99	93

Our priorities for 2018-19

1. Implement actions to support 30% of service users receiving a Direct Payment and strengthen monitoring arrangements for Direct Payments to ensure appropriate use of public money.
2. Ensure the new hub site for substance misuse services opens in Summer 2018, and that operation of the site maintains good relationships with the local community and secures an increase in service uptake.
3. Work with the provider of the Integrated Sexual Health Services to commence delivery of services from a single hub site from October 2018, contributing to improved delivery evidenced by improved user satisfaction with services.
4. Review Learning Disability services by September 2018 to ensure best use of resources with particular focus on high cost packages including those services users receiving multiple services.

Our priorities for 2018-19

5. Monitor agreed actions in the BCF plan to ensure that they are delivered on time and within timescales and budget through quarterly reports to NHS England and the Health and Wellbeing Board.
6. Support transformation of health and social care services so that more residents receive their care in community settings; reducing unnecessary hospital admissions and supporting timely discharges from hospital.
7. To re-commission home care services with implementation in July 2019.
8. Ensure best use of Mosaic system by reviewing current processes, implementation of the Mosaic portal and to start the process of joining the systems in Wandsworth and Richmond for implementation in 2019.
9. Implement Carers' Strategy Action Plan, working with Carers' Centre to strengthen offer for carers of people with dementia.

Our priorities for 2018-19

10. Work with strategic partners to implement joint arrangements for Safeguarding Adults Board in Richmond and Wandsworth to ensure residents live in safety, free from abuse and the fear of abuse and with the rights of citizenship.
11. Review current model and service provision at first point of contact with Adult Social Services by December 2018 to ensure demand is managed effectively and residents are supported to be as independent as possible.
12. Review the impact of the Social Care Green Paper in autumn 2018 for implementation in line with timescales set out by the Department of Health.
13. To support the Older People Champion to promote key services and initiatives aimed at older people in the borough including tackling loneliness and isolation.
14. Deliver the Promoting Independence Programme to better manage demand and to assist in addressing the budget pressures within the Department.