

Wandsworth Adult Social Care

How we've done in 2018-19 Our Annual Report



Welcome to our Annual Report 2018-19

Welcome to the Adult Social Care Annual Report 2018-19. 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 2019-20. 2018 marked 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:

- **Provided social care to over 3,900 residents**
- **Supported over 600 carers**
- **Responded to over 2,100 safeguarding concerns**

Our aspiration is to “Deliver the best for residents” and support people to stay as independent and well as possible. We want to support people to live the best life they can and only access the necessary support from the Council.

We know that this will not be the case for everyone, particularly for some of our older and more vulnerable residents who will require care and support. When people become less independent or unwell, we want to ensure they can access care and support at the right time and place.

Our approach to Adult Social Care

Our intention is to have positive conversations about what people can do for themselves to realise their ambitions, rather than focusing on what is not going so well in people's lives, and by taking the time to find out what people need to live the best life they can. We call this a strengths-based approach.

We all have strengths. These are the skills, experiences, networks and local facilities we all possess or can access. People can draw on these to keep themselves well, to stay connected and to maintain their independence.

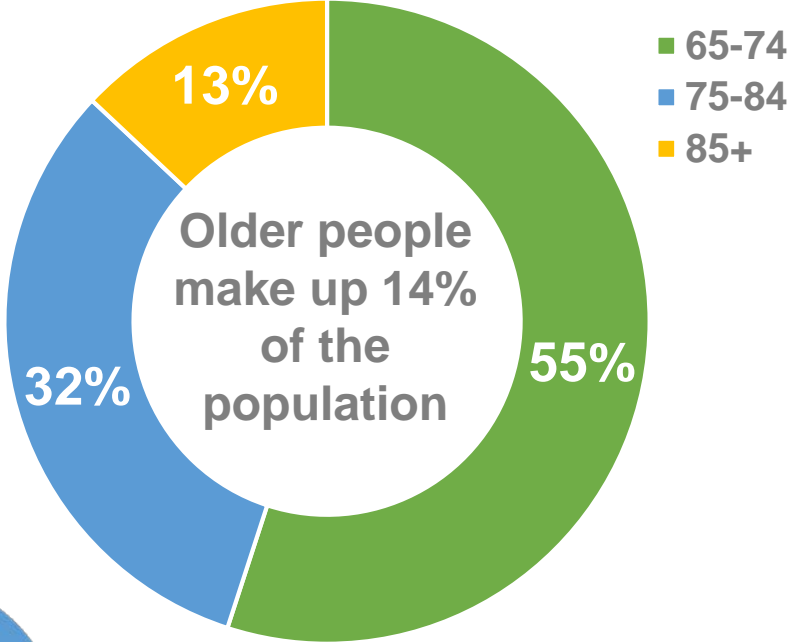
Strengths-based approaches aim to support an individual's independence, resilience and ability to make choices and connect them to support provided by the voluntary and community sector. It is fundamentally about taking an enabling approach and "working with" people to be as independent as possible, rather than providing help and services which "do things for" people.

Strengths-based approaches are not about giving people less support and services, but about working in partnership with people and their families to recognise and access their own strengths and resources. Where people do need ongoing support, it is about working together as a whole system to support people in the way they want.

Reductions in the number of people supported maybe one of the outcomes of adopting a strengths-based approach as the use of own strengths and community resources is maximised. Increased use of voluntary and community sector might be another outcome.

Our population

Wandsworth is the largest inner London borough with a population of 326,474*.



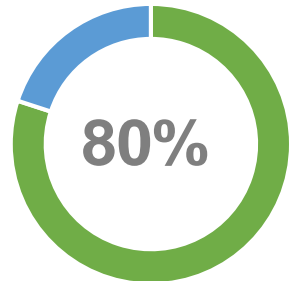
There are over **19,000** unpaid carers in Wandsworth. 20% of carers provide more than 50 hours of care a week.



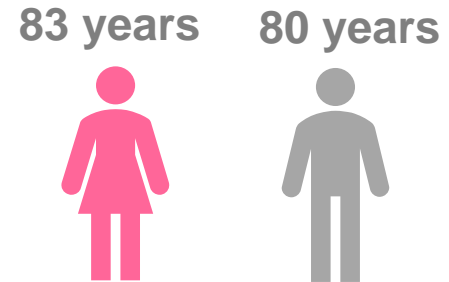
10,000 people aged 65 and over live alone

Older people from Black, Asian and Minority Ethnic (BAME) communities make up 27% of the population.

Almost 35% of people aged 65 and over live alone.



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

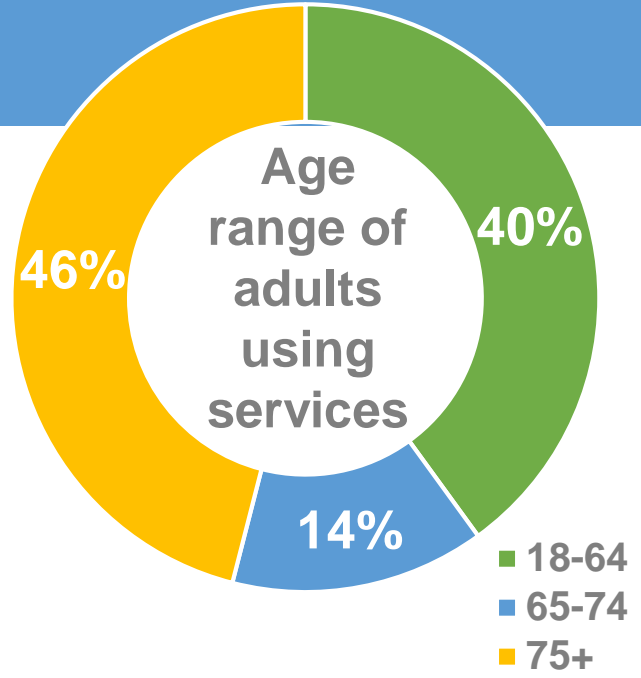


Life expectancy is in line with the London and England averages.

* ONS Midyear Estimate 2018

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 2023, it is expected that the number of people aged 65 and over will have increased by 2,263 with the largest increase in those aged 75-84 years.



Age group	2019	2020	2021	2022	2023	% increase
65-74	17,246	17,499	17,841	17,827	17,996	4%
75-84	9,965	10,144	10,332	10,795	11,081	11%
85+	3,921	3,978	4,067	4,199	4,318	10%
All 65+	31,132	31,621	32,240	32,821	33,395	7%

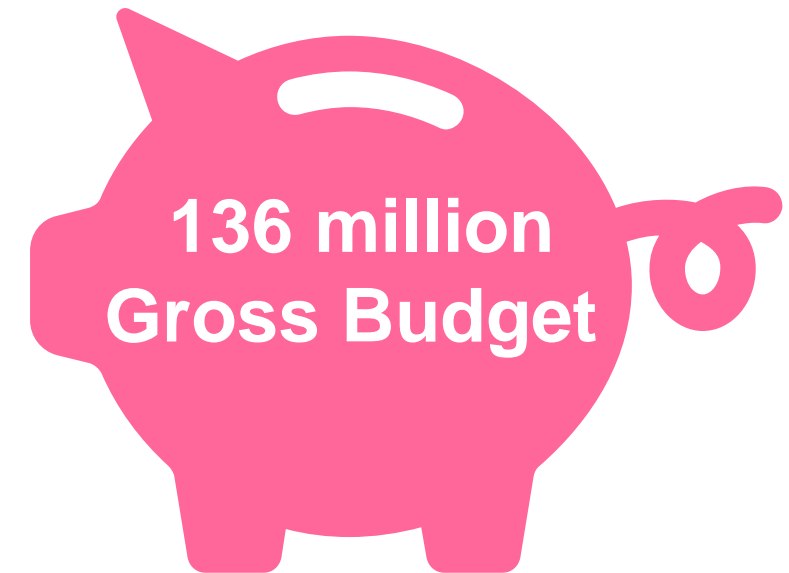
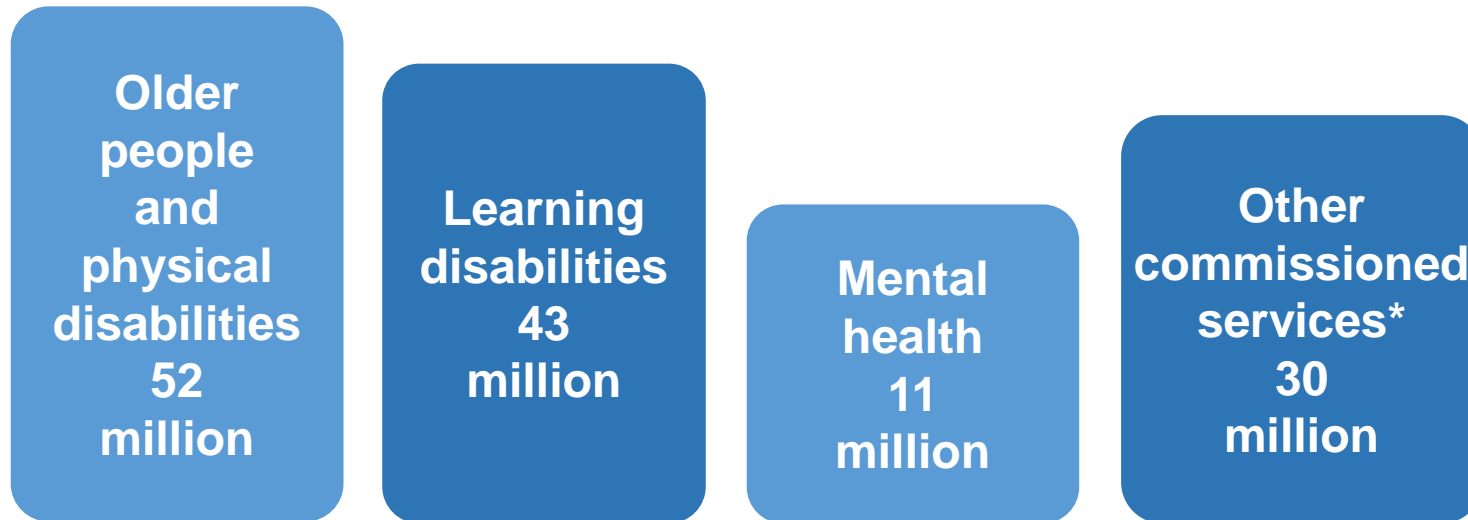
Total number of people receiving services	
2016-17	4,211
2017-18	4,246
2018-19	3,975

* 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 and the complexity of individuals' needs.



* Includes voluntary sector funding, prevention and wellbeing services, other commissioned services and back office functions

Adult social services in numbers

We supported over

3,000



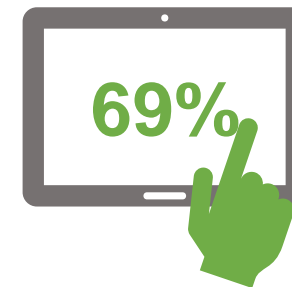
people with care & support in their own home in the last year



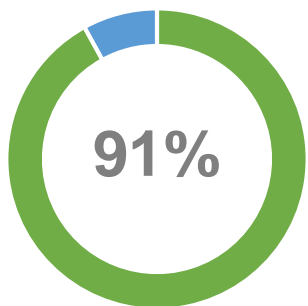
people living in their own home received a direct payment from us in the last year



of people needing less care or no care after receiving short-term support



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



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



of people say that our services helped to make them feel safe and secure



78% of people who use services have control over their daily life



of people outcomes were achieved as a result of a safeguarding enquiry

Supporting carers

The Care Act 2014 put carers on the same legal footing as those they care for so that 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 services available in the community, such as those offered by the Carers Centre.

Carers receiving support	2016-17	2017-18	2018-19
Number of carer assessments	486	314	294
Number of carers supported	559	583	691
Number of carers with a Direct Payment	236	155	117
Number of carers receiving respite	50	61	102

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 also supports 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.



People receiving a Direct Payment	2016-17	2017-18	2018-19
Older people	221	212	184
Adults with a physical disability	187	182	174
Adults with mental health needs	156	152	277
Adults with a learning disability	253	266	137
Total	817	812	772

Short-term enablement support

Enablement is a short-term service for people who have either been taken ill suddenly or had an accident or simply growing older and are struggling to carry out daily activities at home. Enablement support is delivered through the Keeping Independent Through Enablement service (KITE).

Outcomes for people receiving reablement	2018-19
Number of people requiring no ongoing support	340
Number of people with reduced support	33
Number of people with increased support	7
Number of people with same level of support	13
Total	396

Day services

The Council funds a number of centres offering day opportunities for people in Wandsworth. These primarily support older people with physical needs or dementia and people with learning disabilities.

Over
750
residents take part in
activities on a weekly
basis.

People receiving day care	2017-18	2018-19
Older people	190	155
Adults with a physical disability	39	30
Adults with mental health needs	51	50
Adults with a learning disability	268	246
Total	548	481

Support at home

Home support is provided in people’s own homes to enable them to remain independent and live in their own homes for as long as possible. Our aim is to support as many people as possible to stay in their own homes and in their communities.



People receiving home care	2016-17	2017-18	2018-19
Older people	1020	1065	973
Adults with a physical disability	188	222	200
Adults with mental health needs	85	81	89
Adults with a learning disability	41	43	51
Total	1334	1411	1313

Care homes

Residential homes 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. Our aim is to reduce the number of people supported in care homes and for people to remain in their own homes for as long as they can.

23%

of people supported were in a care home in 2018-19. Wandsworth is doing well at supporting people to stay in their own home.

Number of people supported in a care home	31/03/17	31/03/18	31/03/19
Older people	359	367	372
Adults with a physical disability	32	32	34
Adults with mental health needs	106	106	98
Adults with a learning disability	267	249	245
Total	764	754	749

Supported living

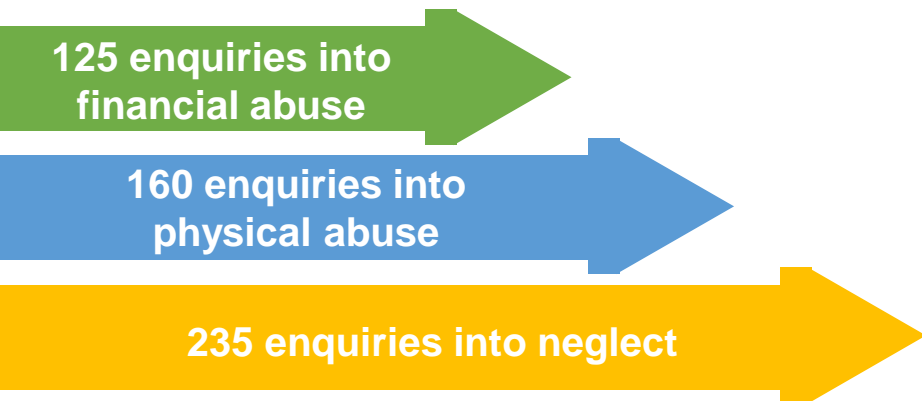
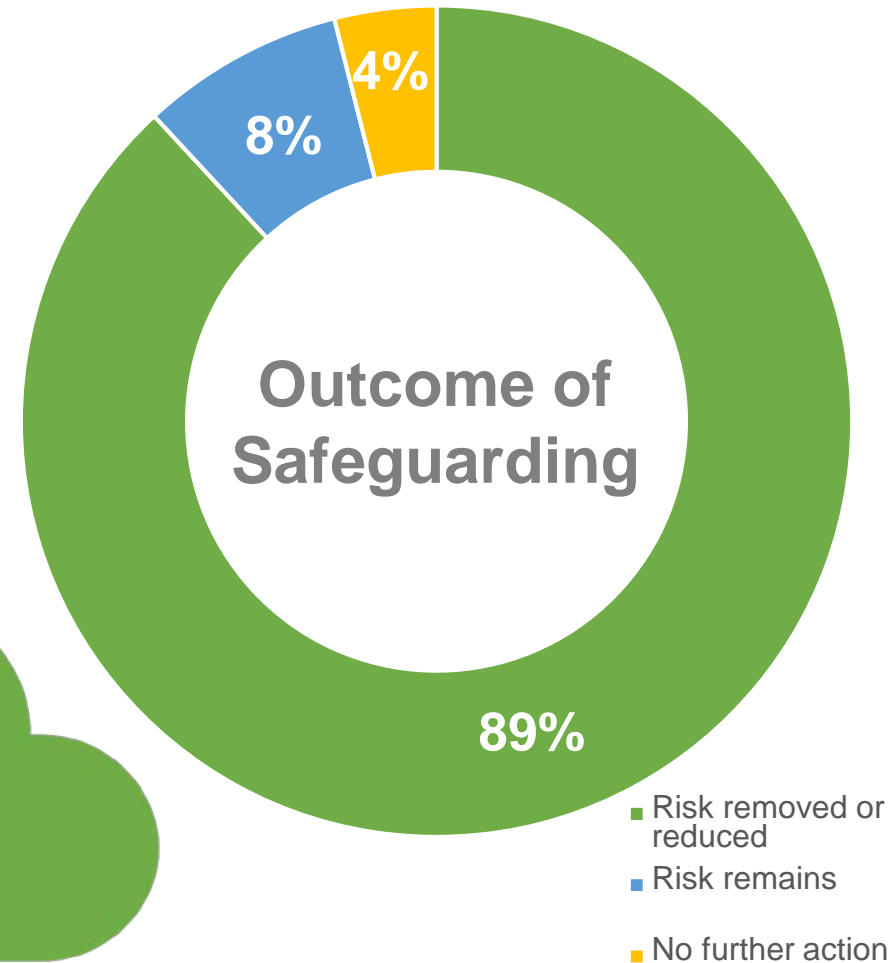
Supported living provides the opportunity for people who don't want to live in a care home to live as independently as possible with support available on site by a dedicated team. Supported living services are mainly provided for people with learning disabilities or mental health problems.

Our aim is to support more people in supported living and reduce the numbers of people living in a care home.

People in supported living	2016-17	2017-18	2018-19
Adults with mental health needs	97	108	122
Adults with a learning disability	195	194	185
Older people & people with a physical disability	0	3	5
Total	292	305	312

Safeguarding

Concerns about safeguarding	2016-17	2017-18	2018-19
Concerns raised	1920	1876	2137
Enquiries made	260	692	693
% of concerns progressed to enquiry	14%	37%	32%
Enquiries completed	231	521	656



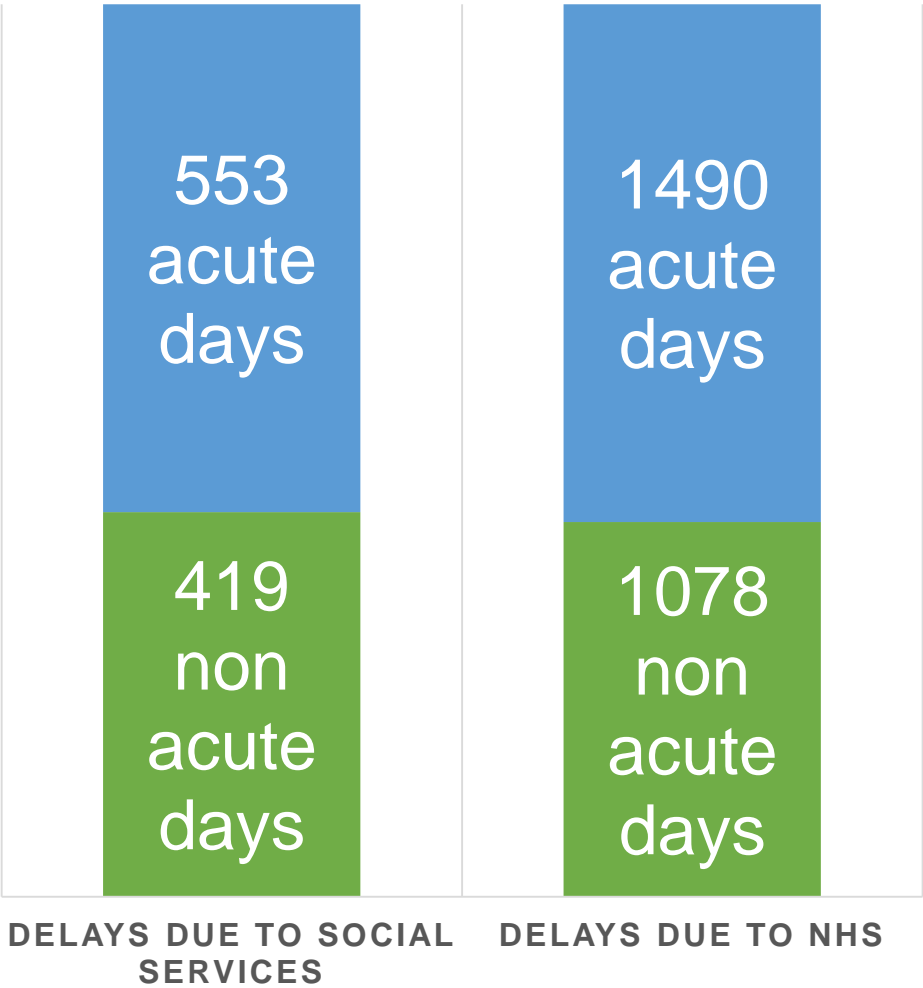
54%
 took place in people's own homes making it the most likely place for people to be at risk of harm.

- Risk removed or reduced
- Risk remains
- No further action

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. Delays are attributed to social services, the NHS or to both providers.

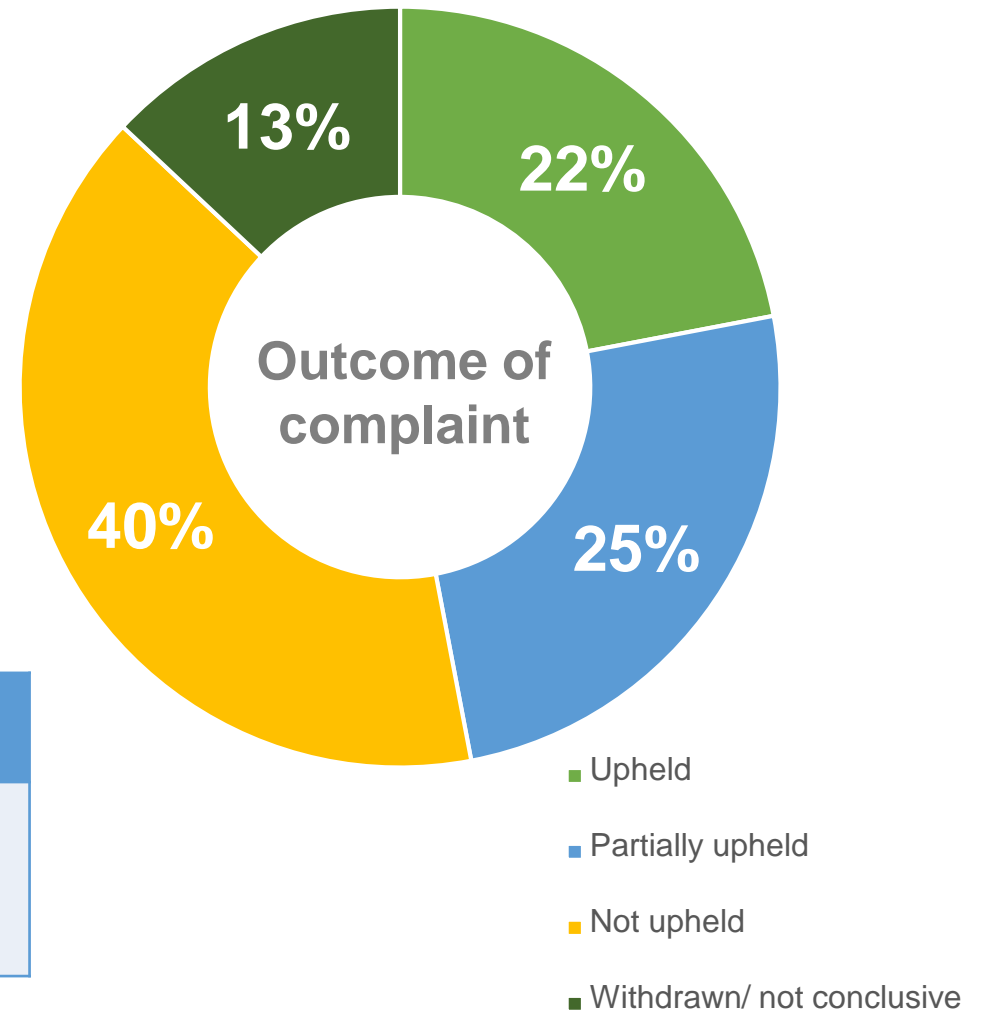
In March 2019, Wandsworth was 7th in London for delays attributed to social care. Most of these delays were due to people waiting for a package of care in their own home.



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 25 working days.



	2016-17	2017-18	2018-19
Number of complaints made	99	93	90

Our Priorities for 2019-20

1. Put prevention and wellbeing at the heart of what we do
2. Transform our services by reviewing pathways into our 'Front Door', the effectiveness of our reablement services and by supporting residents through strengths-based practice enabling them to retain, gain and regain independence
3. Improve transitions for young people into adulthood
4. Ensure homecare services are stable and provide good quality services to residents
5. Continue to promote and encourage direct payments
6. Develop integrated and partnership working with our health partners through implementation of the Local Health & Care Plan
7. Develop a 10-year learning disability strategy with Wandsworth CCG including a review of key learning disabilities provision
8. Develop an accommodation strategy for all residents with care and support needs
9. Ensure planned savings are achieved and reduce pressure on budgets
10. Retain our good performance and focus on improving performance in any underperforming areas
11. Increase the number of carers assessed and supported; provide a broad range of services and support to meet individual carers needs.