

How we've done in 2020-21 Our Annual Report



Welcome to our Annual Report 2020-21

Welcome to the Adult Social Care Annual Report 2020-21. 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 2021-22.

The COVID-19 pandemic continues to have a significant impact on residents and communities and leaving a lasting impact on all aspects of life, including the economy, how services are delivered to residents and in the workplace. Both residents and the social care workforce have been touched by COVID-19 in many ways. Despite the impact of the COVID-19 crisis at the very end of the year, performance was maintained or improved in most areas.

Over the past 12 months, we have:

- **Provided social care to over 3,800 residents**
- **Supported over 750 carers**
- **Responded to over 2,400 safeguarding concerns.**

We established a Transforming the Future Programme to embed the immense learning from COVID-19 and adopt lasting improvements to the way vulnerable residents are supported. This achieved through changed approaches to service delivery and contingency planning to ensure preparedness for any future outbreak of COVID-19, linked to the local [Outbreak Control Plan](#). The Programme's ambitions include looking at new ways of working and transforming service arrangements, drawing on previous strengths-based work and the benefits from technological solutions and digital technology.

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 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.

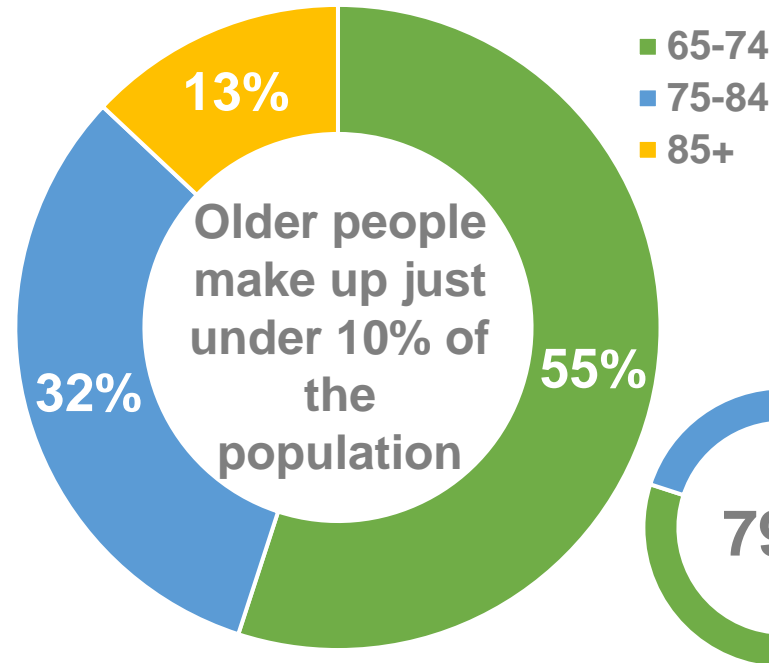
Reductions in the number of people supported is one of the outcomes of adopting a strengths-based approach as the use of own strengths and community resources is maximised. Increased use of voluntary and community sector might be another outcome.

Our population

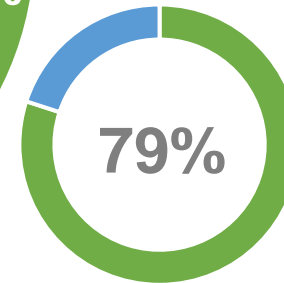
Wandsworth is the second largest inner London borough with population of 332,584.

Over 10,000 people aged 65 and over live alone

Almost 1 in 3 people are from a Black, Asian or Minority Ethnic group.



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



19,700 unpaid carers in Wandsworth. 20% provide more than 50 hours of care a week.



84 years



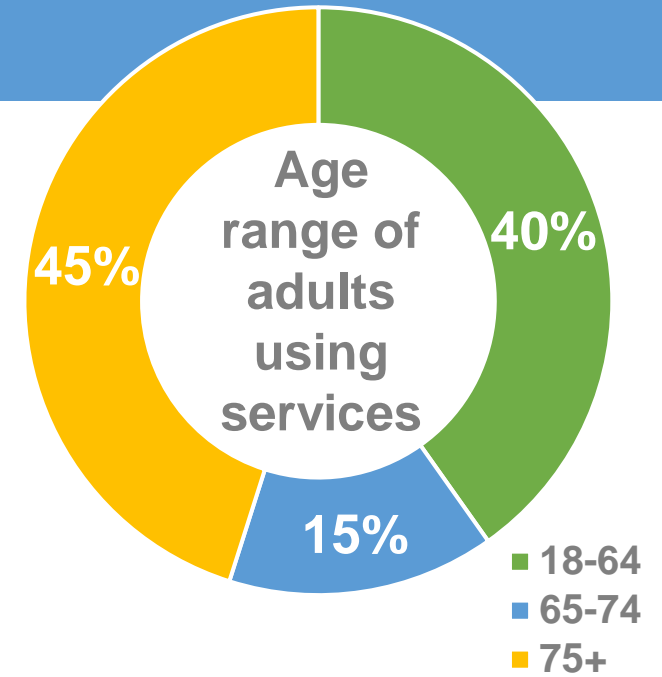
80 years



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

Population pressures

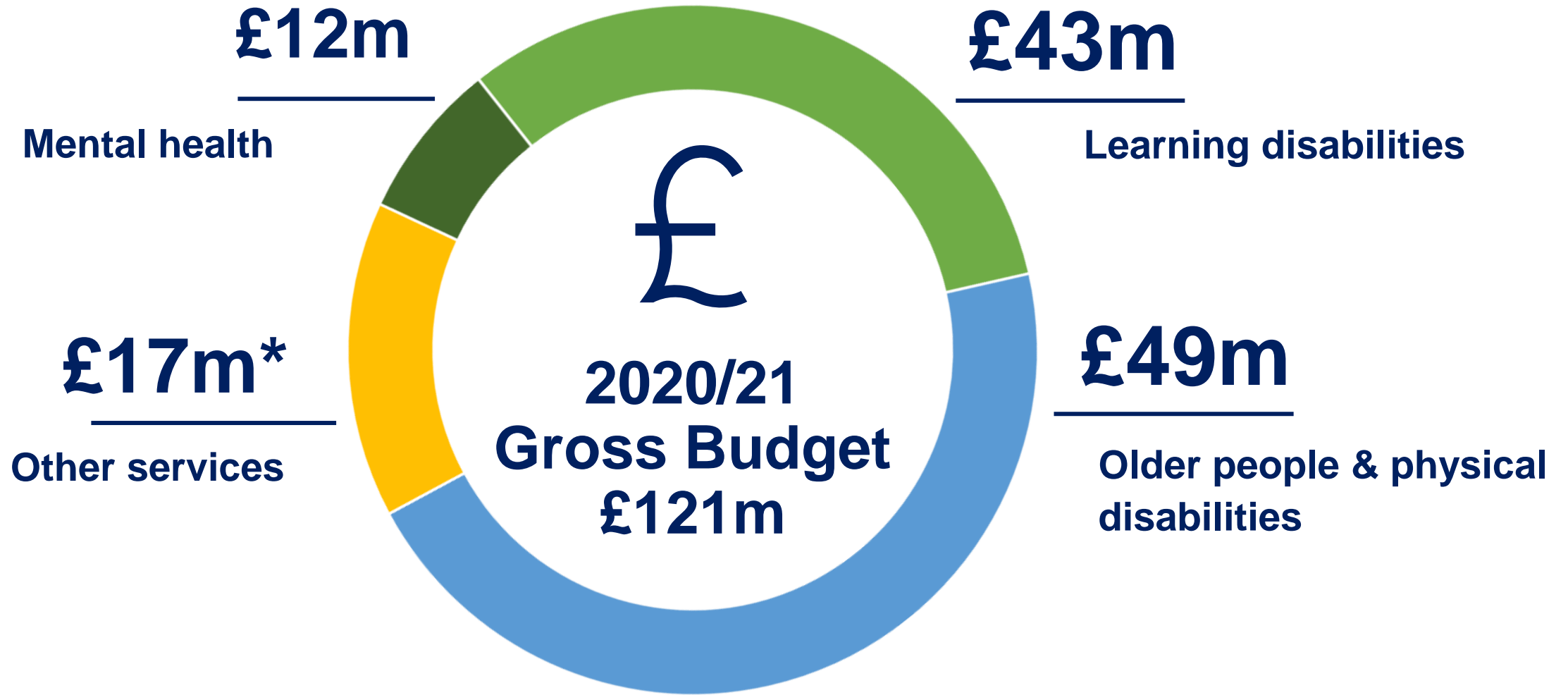
The Greater London Authority is projecting further increases in the older people's population in the borough over the next few years. By 2024, it is expected that the number of people aged 65 and over will have increased by 2,536 with the largest increase in those aged 75-84 years.



Age group	2021	2022	2023	2024	2025	% increase
65-74	18,159	18,175	18,372	18,654	19,067	5%
75-84	10,555	11,061	11,359	11,691	11,976	13%
85+	4,187	4,337	4,479	4,635	4,762	14%
All 65+	32,901	33,573	34,210	39,980	35,805	9%

Total number of people receiving services	
2018-19	3,975
2019-20	3,785
2020-21	3,861

How we spent our money



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

Adult social services in numbers

We supported nearly

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

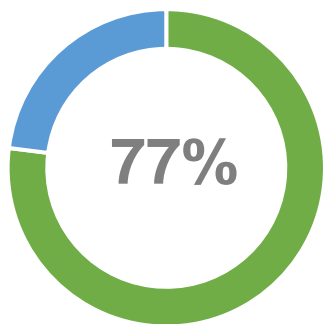


1,043

people supported to return home after a period of stay from hospital



people were supported in a care home during the last year



of adults in contact with secondary mental health services, living independently



2nd

In England for people aged 65+ remaining in their home 91 days after discharge from hospital



of people's 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	2018-19	2019-20	2020-21
Number of carer assessments	294	633	691
Number of carers supported	691	738	770
Number of carers with a Direct Payment	117	142	94
Number of carers receiving respite	102	102	105

Direct payments

In 2018 a 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.

32%

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

People receiving a Direct Payment	2018-19	2019-20	2020-21
Older people	184	307	365
Adults with a physical disability	174	180	186
Adults with a learning disability	277	236	227
Adults with mental health needs	137	120	100
Total	772	843	878

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). In response to the COVID-19 pandemic, additional capacity was commissioned from external homecare providers in March 2020 to ensure sufficient capacity to support hospital discharge.

Outcomes for people receiving reablement	2019-20	2020-21
No ongoing support required	273	262
Reduced support	32	136
Increased support	9	40
Having the same level of support	20	31
Total	334	469

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.

Day centres were temporarily closed during the Covid-19 lockdown periods which led to fewer people attending day centres this year.

People receiving day care	2018-19	2019-20	2020-21
Older people	152	140	97
Adults with a physical disability	30	27	22
Adults with a learning disability	251	263	186
Adults with mental health needs	46	36	26
Total	479	466	331

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.

50%
of people receiving home care receive 10 or more hours a week.

People receiving home care	2018-19	2019-20	2020-21
Older people	973	734	758
Adults with a physical disability	200	147	155
Adults with a learning disability	51	41	61
Adults with mental health needs	89	83	113
Total	1313	1005	1087

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 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.

22%

of people supported were in a care home in 2020-21. Wandsworth is doing well at supporting people to stay in their own home.

Number of people supported in a care home @	31/03/19	31/03/20	31/03/21
Older people	372	337	298
Adults with a physical disability	34	28	28
Adults with mental health needs	98	97	103
Adults with a learning disability	245	238	232
Total	749	700	661

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	2018-18	2019-20	2020-21
Adults with mental health needs	122	157	180
Adults with a learning disability	185	191	197
Older people & people with a physical disability	5	6	5
Total	312	354	382

Safeguarding

Concerns about safeguarding	2018-19	2019-20	2020-21
Concerns raised	2137	2435	2478
Enquiries made	693	719	875
% of concerns progressed to enquiry	32%	30%	35%
Enquiries completed	656	642	773

171 enquiries into financial abuse

168 enquiries into physical abuse

225 enquiries into neglect

58%

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



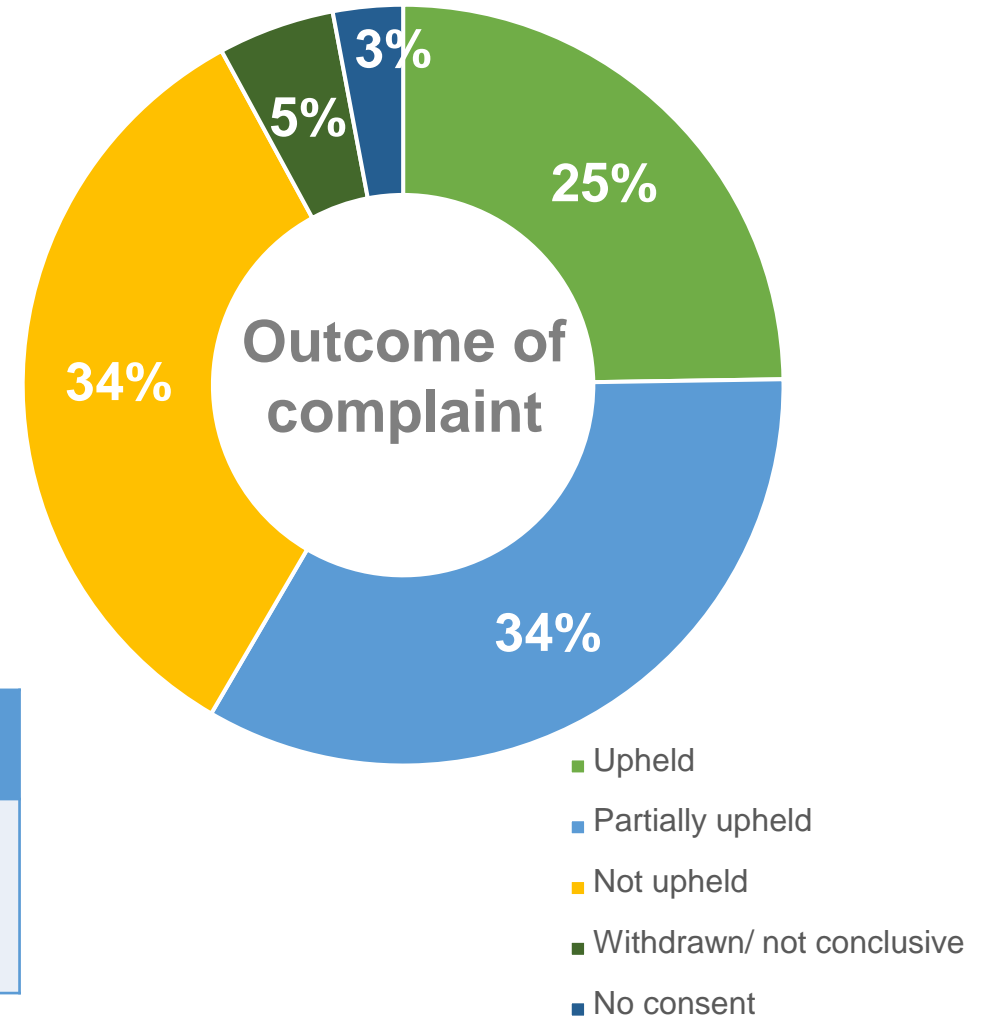
- Risk removed or reduced
- Risk remains
- No further action

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.

	2018-19	2019-20	2020-21
Number of complaints made	90	86	79



Our Priorities for 2021-22

1. Support the most vulnerable in society with the best care and help.
2. Implementation of the Council's Prevention Framework
3. Identify key factors contributing to poor health outcomes and missed opportunities for good health in Wandsworth, through the refresh of the JSNA and take forward actions to address them.
4. Implement the Learning Disability Strategy including emerging priorities from COVID-19.
5. Develop strategic partnerships with the NHS, both at a sub-regional level in SW London as a designated Integrated Care System, and at a borough level developing Integrated Care Partnerships to achieve the best outcomes for residents through integration of health and care.
6. Improve access to effective support for carers and ensure carers are recognised and valued and can access support when they need it.
7. Develop an integrated, discharge to assess and community response model based on the principles of prevention, recovery, and strengths-based approaches
8. Transform the 'front door' by implementing a service based on principles of early intervention and prevention, that will manage demand and meet more people's needs at the initial point of contact.

Our Priorities for 2021-22

9. Following publication of position statements on accommodation-based care, implement action plan covering development needs, service oversight and positive move-on.
10. Improve and develop transition arrangements with Children's Services.
11. Support and sustain the local provider market post COVID-19 to ensure sufficient capacity to meet demand, delivered by a highly skilled and competent workforce
12. Develop plans for expansion of fuel poverty programme, targeting energy efficiency measures for vulnerable residents' homes
13. Review progress around dementia prevention, support and care, for people with dementia and their carers.
14. Maintain a sufficient, diverse, professionally confident adult social care workforce to meet on-going statutory duties, complete restorative work and ensure consistency of practice.
15. Embed immense learning from COVID-19 and adopt lasting improvements to the way residents are supported.
16. Restoration, development, and transformation of Adult Social Care following the COVID-19 crisis through the Transforming the Future Programme. This includes workforce development and wellbeing and embedding, supporting, and accelerating digital transformation.