

How we've done in 2021-22 Our Annual Report



Welcome to our Annual Report 2021-22

Welcome to the Adult Social Care Annual Report 2021-22. 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 2022-23. Previous years data has been updated in this report to provide a more accurate comparison over time.

Over the past 12 months, we have:

- **Provided social care to over 3,700 residents**
- **Supported over 750 carers**
- **Responded to over 3,400 safeguarding concerns.**

Our vision for Adult Social Care

Our aspiration is to “Deliver the best for residents” and support people to stay as independent and well for as long as possible. This means we want to support people to live the best life they can and only have support from the council if necessary.

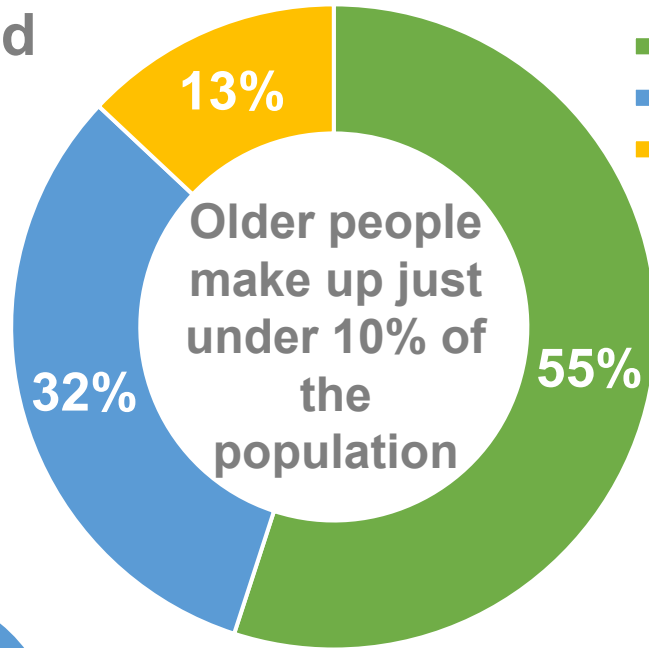
We know this will not be the case for everyone, particularly for older and more vulnerable residents who will require care and support from the Council. When people become less independent or unwell, we will ensure they access care and support at the right time and the right place.

Our population

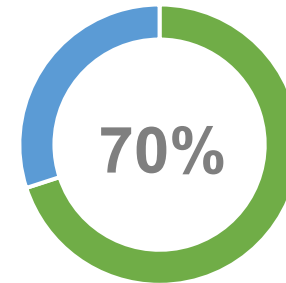
Wandsworth is the second largest inner London borough with population of 327,500.

8% people aged 66 and over live alone

32% of people are from a Black, Asian or Minority Ethnic group.



- 65-74
- 75-84
- 85+



Wandsworth has the highest proportion of working adults in London.

21,500 unpaid carers in Wandsworth. 20% provide more than 50 hours of care a week.



84 years



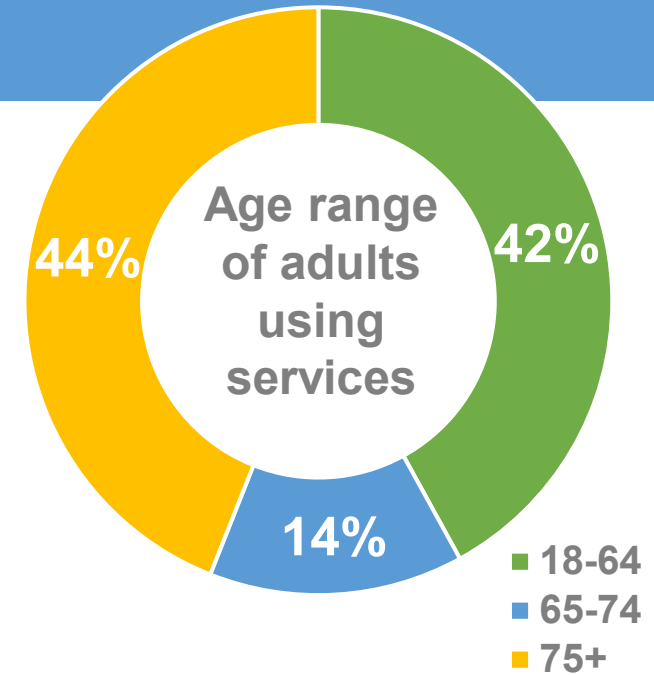
80 years



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

Population pressures

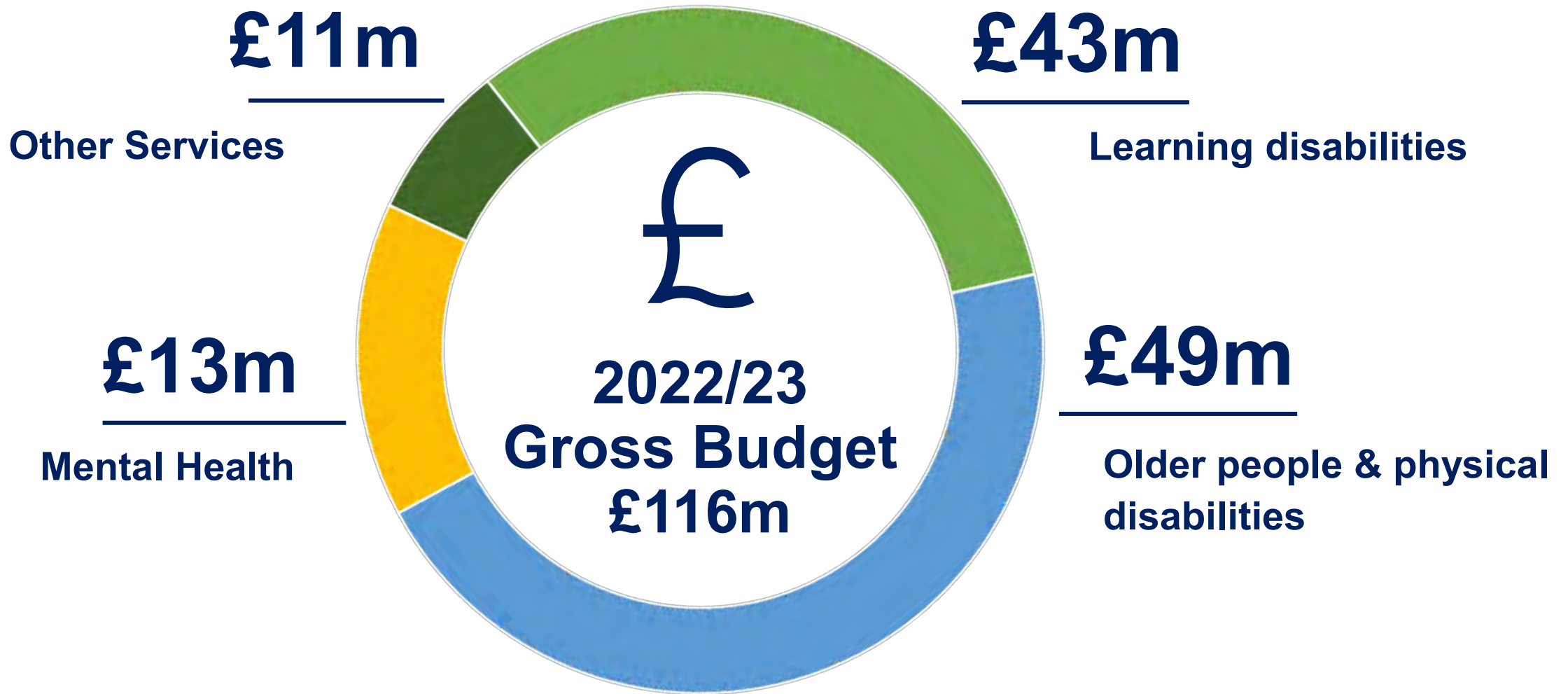
The Greater London Authority is projecting further increases in the older people's population in the borough over the next few years. By 2026, it is expected that the number of people aged 65 and over will have increased by 3,168 with the largest increase in those aged 75-84 years.



Age group	2022	2023	2024	2025	2026	% increase
65-74	18,175	18,372	18,654	19,067	19,615	7%
75-84	10,061	11,359	11,691	11,976	12,283	18%
85+	4,337	4,479	4,635	4,762	4,843	10%
All 65+	33,573	34,210	34,980	35,805	36,741	9%

Total number of people receiving services	
2019-20	3,785
2020-21	3,861
2021-22	3,747

How we spent our money



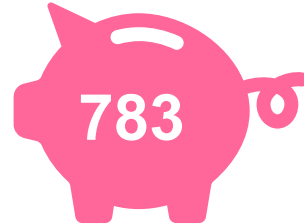
Adult social services in numbers

We supported
over

2,800



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

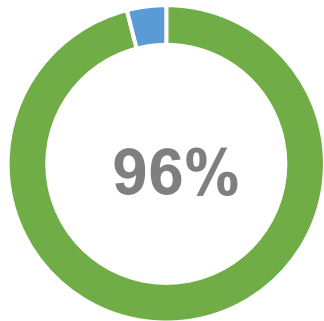


1,053

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



People using
services say
services make them
feel safe and secure



Of adults aged
65+ remaining in
their home 91
days after
discharge from
hospital



In London for
adults in contact
with secondary
mental health
services, living
independently.



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.

53%

**Of carers assessed
during the year**

Carers receiving support	2019-20	2020-21	2021-22
Number of carer assessments	622	680	686
Number of carers supported	738	770	760
Number of carers with a Direct Payment	142	94	124

Direct payments

The Direct Payment Support Service offers 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.

There has been a reduction in the number of people accessing direct payments due to the pandemic, in some areas, as people have preferred the security of a council managed service during these periods.

29%

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

People who are receiving a Direct Payment as of...	31/03/2020	31/03/2021	31/03/2022
Older people	255	291	237
Adults with a physical disability	169	166	146
Adults with a learning disability	206	197	185
Adults with mental health needs	96	93	85
Total	726	747	653

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. Attendance at day centres have not returned to pre-pandemic levels overall.

People who received day care	2019-20	2020-21	2021-22
Older people	149	100	56
Adults with a physical disability	28	22	21
Adults with a learning disability	208	190	179
Adults with mental health needs	35	27	24
Total	420	339	280

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.

54%
of people receiving support at home receive more than 10 hours of support a week.

People who received home care	2019-20	2020-21	2021-22
Older people	1240	1269	1104
Adults with a physical disability	218	214	209
Adults with a learning disability	50	73	92
Adults with mental health needs	98	124	138
Total	1606	1680	1543

Short-term reablement support

Reablement 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. Reablement support in Wandsworth is delivered through the in-house Keeping Independent Through Enablement service (KITE) working alongside the therapy led Reablement Team.

Outcomes for people receiving reablement	2019-20	2020-21	2021-22
Number of people requiring no ongoing support	273	262	324
Number of people with reduced support	32	136	139
Number of people with increased support	9	40	37
Number of people with same level of support	20	31	28
Total	334	469	528

Care homes

Residential care 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 but have registered nurses 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 2021-22. Wandsworth is doing well at supporting people to stay in their own home.

Number of people supported in a care home	2019/20	2020/21	2021/22
Older people	534	443	459
Adults with a physical disability	35	31	35
Adults with a learning disability	253	243	238
Adults with mental health needs	109	118	133
Total	931	835	865

Supported living

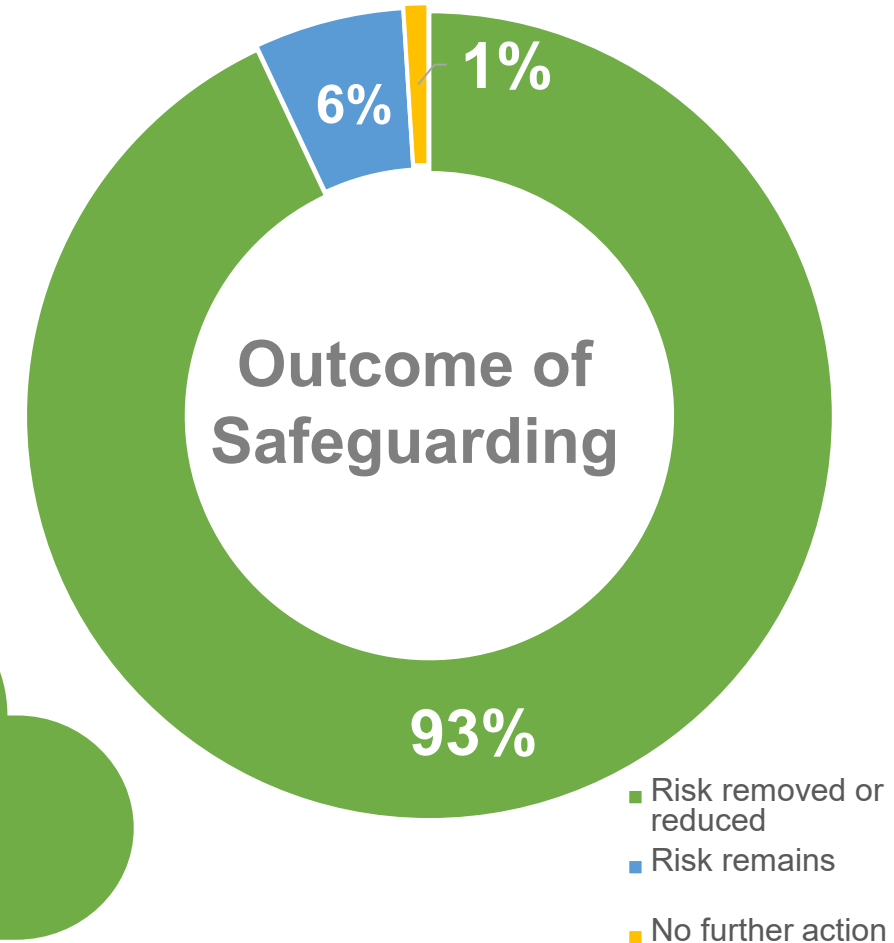
Supported living provides the opportunity for people who don't want to live in a care home to live as independently as possible with support available on site by a dedicated team. Supported living services are mainly provided for people with learning disabilities or mental health problems.

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	2019-20	2020-21	2021-22
Adults with mental health needs	159	180	208
Adults with a learning disability	193	197	205
Older people & people with a physical disability	6	5	10
Total	358	382	423

Safeguarding

Concerns about safeguarding	2019-20	2020-21	2021-22
Concerns raised	2435	2478	3486
Enquiries made	719	875	717
% of concerns progressed to enquiry	30%	35%	21%
Enquiries completed	642	773	630



167 enquiries into financial abuse

124 enquiries into physical abuse

212 enquiries into neglect

56%

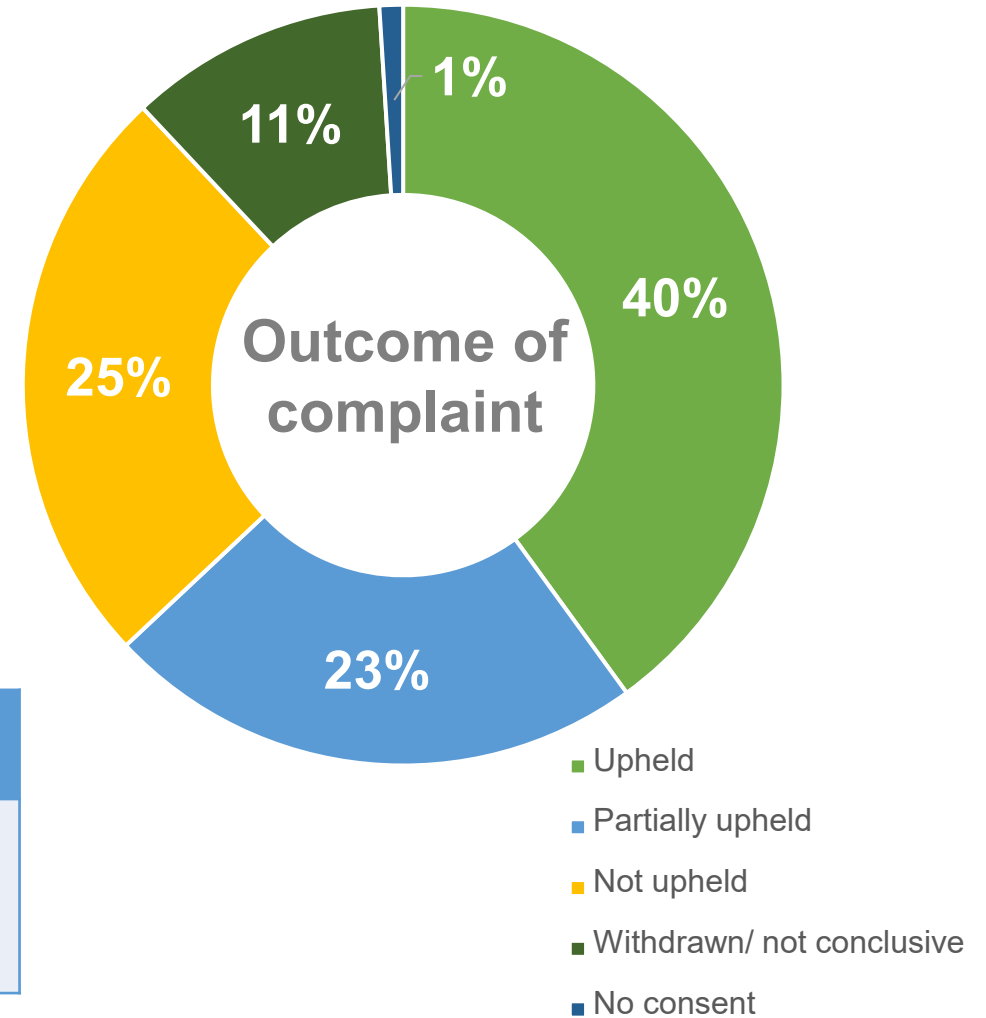
took place in people's own homes making it the most likely place for people to be at risk of harm.

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.

	2019-20	2020-21	2021-22
Number of complaints made	86	80	80



Our Priorities during 2022-23

1. Deliver all the requirements of the Adult Social Care Reform White Paper 'People at the Heart of care'.
2. Implement the Social Care Reform programme, including a 'Cost of Care Exercise' and a Market Sustainability Plan.
3. Support and sustain the local provider market to ensure sufficient capacity to meet demand delivered by a highly skilled and competent workforce
4. Continue to develop our strategic partnerships with the NHS, both at a sub-regional level in Southwest London as a designated Integrated Care System (ICS), and at a borough level developing Integrated Care Partnerships (ICP, including undertaking a review of the BCF.
5. Deliver all the requirements for Adult Social Care of the Integration White Paper 'Joining up care for People, Places and Populations'
6. Develop our support to unpaid carers, taking into account the White Paper ambition to kick start a change in services for unpaid carers.

Our Priorities during 2022-23

7. Work with housing colleagues to take forward ambitions in the White Paper including agreeing how to target the new investment in housing and ensure that making every decision about care is a decision about housing.
8. Continue with the transformation of Adult Social Care, making full use of technological innovation and accelerating digital transformation.
9. Develop our workforce strategy, with a focus on the recruitment and retention of qualified social workers and occupational therapists, to ensure a sufficient, diverse, professionally confident adult social care workforce.
10. Ensure the consistent and explicit involvement of service users and carers in service design, change or policy development.
11. Implement processes to actively seek feedback from people who use our services, including carers, and report back to people about how we have acted on what they told us to improve people's experience and outcomes.