

Wandsworth Adult Social Services

How we've done in 2016-17



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Welcome to our Annual Report

Welcome to our annual update of adult social services in 2016/17. Wandsworth Council is committed to providing meaningful ways of reporting back to residents about our performance. This report highlights the achievements, improvements and challenges over the last year. Adult Social Services play a key role in delivering the Council's Corporate Business Plan.

One of the most significant changes of last year was establishment of the shared staffing arrangement with Richmond Council in October 2016. The newly formed Department of Adult Social Services covers Commissioning and Quality Standards, Operations and Business Resources.

As a department, our aspiration is to “Deliver the best for residents”. Our overall priority is 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 will 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.

Adults Social Services continue to face significant challenges. Wandsworth's population is ageing with the number of people aged 65 and over expected to increase by nearly 44% in the next twenty years. There are about 3,800 residents aged 85 and over and 1,387 residents living with dementia, groups most likely to require formal care and support. An estimated 10% of the Wandsworth population has a disability affecting day to day activities. These factors contribute towards increased demand on services and budget pressures.

Welcome to our Annual Report

The Department has continued to deliver core services effectively, with improved performance at the same time as experiencing a 14% increase in the number of referrals and implementing the Shared Staffing Arrangements with Richmond.

Despite these challenges we have a lot to be proud of in 2016/17:

- We have developed a **Joint Strategic Prevention Framework** with Wandsworth Clinical Commissioning Group to inform and guide the commissioning of preventative services.
- We have agreed an **Integration Programme for Health and Social Care** with Wandsworth Clinical Commissioning Group, which will be implemented and monitored through the Better Care Fund.
- We implemented an internal **Quality Assurance Framework** ensuring strong management oversight of performance and ensuring we keep people safe.
- We have opened new sites for the **Substance Misuse Service** in Roehampton and Tooting.
- We have embedded **Making Safeguarding Personal** in adult safeguarding practice across the Council to support more people to achieve their desired outcomes.
- We implemented a new **Shared Lives Service** partnership with the London Boroughs of Hounslow and Richmond.
- We launched a **Social Work Academy** for newly qualified staff to improve recruitment and retention of social workers.

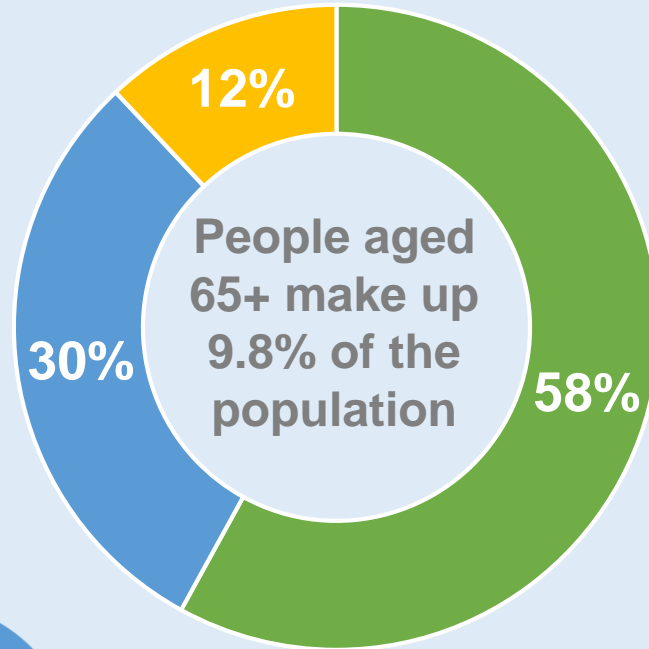
We are committed to continuing to work hard to **Deliver the Best for Residents** over the next 12 months. We hope you enjoy reading this report.

Our population

Wandsworth is the largest inner London borough with a population of 314,544 *.

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

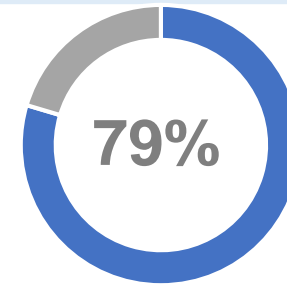
People from Black or Ethnic Minority (BME) communities make up 29% of the population.



- 65-74
- 75-84
- 85+

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

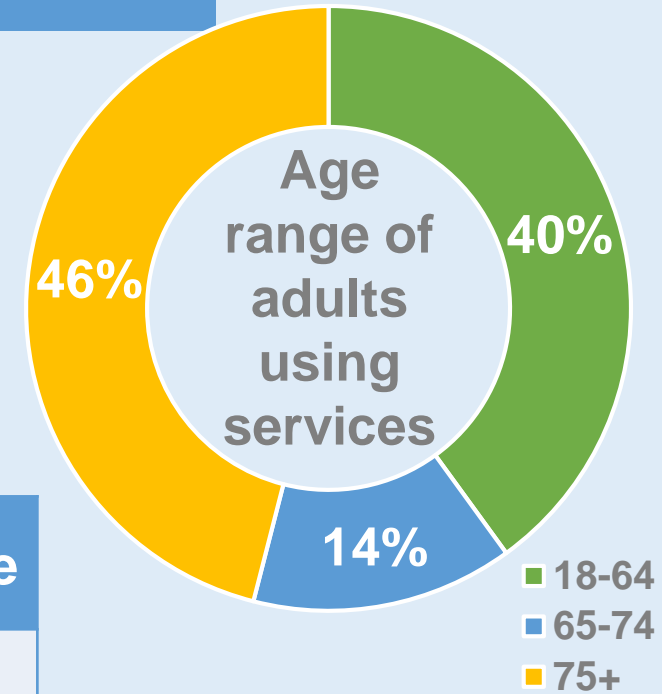


Life expectancy for men is lower than the London average but in line with England averages.

* Office of National Statistics, Mid-year population estimates, 2015

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 2,200 with the largest increase in those aged 85 and over. This group is most likely to require services, which will lead to increased demand in the coming years.

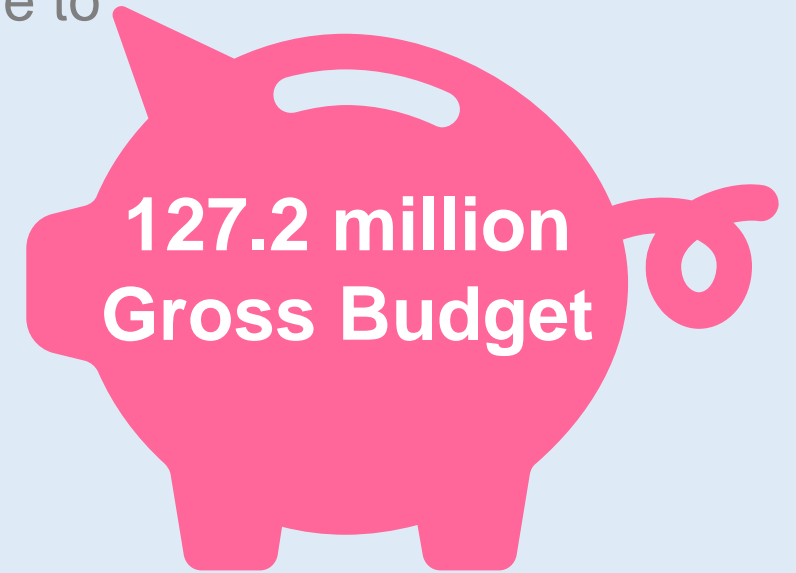


| Age group | 2017 | 2018 | 2019 | 2020 | 2021 | % increase |
|----------------|---------------|---------------|---------------|---------------|---------------|------------|
| 65-74 | 18,617 | 18,918 | 19,119 | 19,320 | 19,721 | 6% |
| 75-84 | 9,600 | 9,900 | 10,000 | 10,200 | 10,300 | 7% |
| 85+ | 3,800 | 3,900 | 4,000 | 4,100 | 4,200 | 11% |
| All 65+ | 32,017 | 32,718 | 33,119 | 33,620 | 34,221 | 7% |

* Office of National Statistics, population projections, 2014

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
30,000



calls made to the
Access team about
adult social
services

We supported nearly

5000

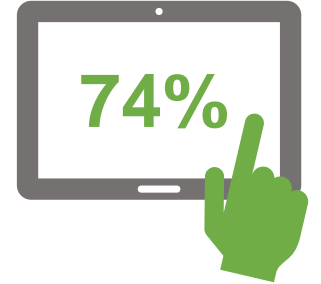
people with
a package of
care and
support
in
2016-17



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

678,000

hours of home care
commissioned
during 2016-17 to
support adults to
live in their own
homes.



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



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

60%

of people say
they are
satisfied
with their care
and support



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 |
|--|---------|
| Number of carers assessments | 486 |
| Number of carers supported | 559 |
| Number of carers with a Direct Payment | 236 |
| Number of carers receiving respite | 50 |

Direct payments

During the last year, 143 new service users received a Direct Payment. Following a pilot of offering prepaid cards during the year, there are 203 people with a prepaid card. Cards are now actively encouraged by staff as the easiest way to manage a direct payment.

30%

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

| People receiving a Direct Payment | 2014-15 | 2015-16 | 2016-17 |
|-----------------------------------|------------|------------|------------|
| Older people | 155 | 206 | 221 |
| Adults with a physical disability | 149 | 165 | 187 |
| Adults with mental health needs | 56 | 104 | 156 |
| Adults with a learning disability | 140 | 214 | 253 |
| Total | 500 | 689 | 817 |

Day services

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

During 2016-17, two new day centres have opened in the borough, including a new facility for people with more complex needs.

| People receiving day care | 2016-17 |
|--|----------------|
| Older people | 41 |
| Adults with a physical disability | 7 |
| Adults with mental health needs | 23 |
| Adults with a learning disability | 125 |
| Total | 196 |

Home care

The number of people receiving home care has been increasing year on year as more people are supported to live independently in their own homes with demand for more complex support increasing. In 2016-17, the Council commissioned home care services from about 50 different providers, but in 2017-18 this reduced to about 20.

| People receiving home care | 2014-15 | 2015-16 | 2016-17 |
|-----------------------------------|-------------|-------------|-------------|
| Older people | 843 | 944 | 1020 |
| Adults with a physical disability | 165 | 187 | 188 |
| Adults with mental health needs | 70 | 65 | 85 |
| Adults with a learning disability | 28 | 34 | 41 |
| Total | 1106 | 1230 | 1334 |

52%

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

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.

23%

of people were supported in a care home in 2016-17, meaning Wandsworth is doing very well at supporting people to stay at home.

| Number of people supported in a care homes as of... | 31/03/2015 | 31/03/2016 | 31/03/2017 |
|---|------------|------------|------------|
| Older people | 470 | 373 | 359 |
| Adults with a physical disability | 32 | 30 | 32 |
| Adults with mental health needs | 191 | 133 | 106 |
| Adults with a learning disability | 286 | 271 | 267 |
| Total | 979 | 807 | 764 |

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. Supported living services are provided for people with learning disabilities or mental health problems.

| People in supported living | 2014-15 | 2015-16 | 2016-17 |
|-----------------------------------|------------|------------|------------|
| Adults with mental health needs | 74 | 68 | 61 |
| Adults with a learning disability | 64 | 63 | 58 |
| Total | 138 | 131 | 119 |

Safeguarding

| Concerns about safeguarding | 2014-15 | 2015-16 | 2016-17 |
|-------------------------------------|---------|---------|---------|
| Concerns raised | 878 | 1269 | 1591 |
| Enquiries made | 363 | 269 | 251 |
| % of concerns progressed to enquiry | 34% | 40% | 29% |

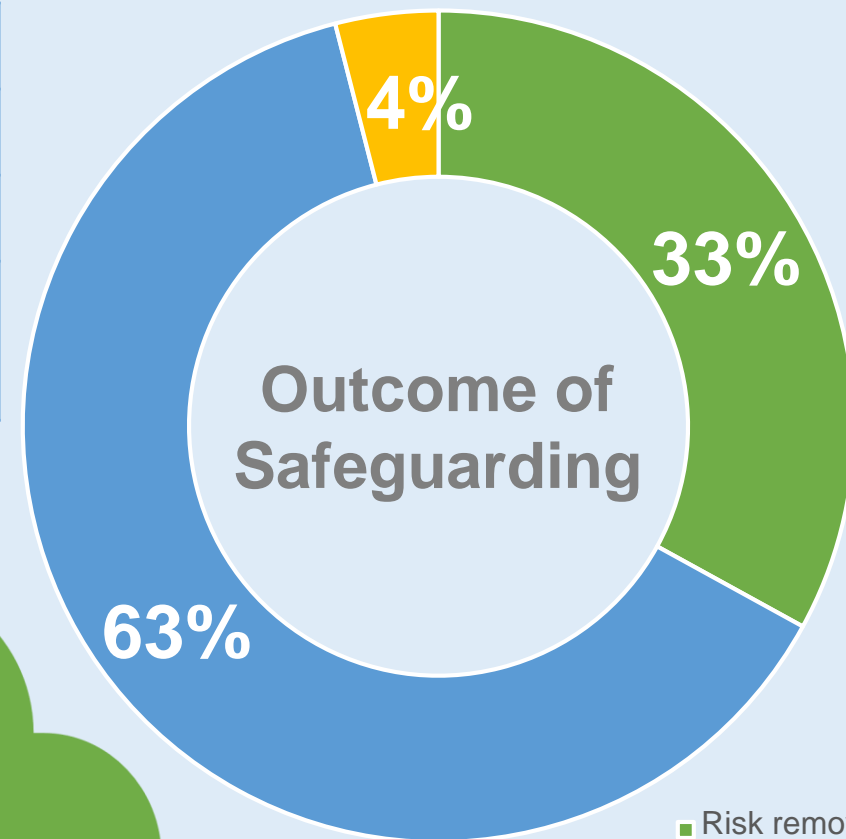
44 enquiries into financial abuse

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.

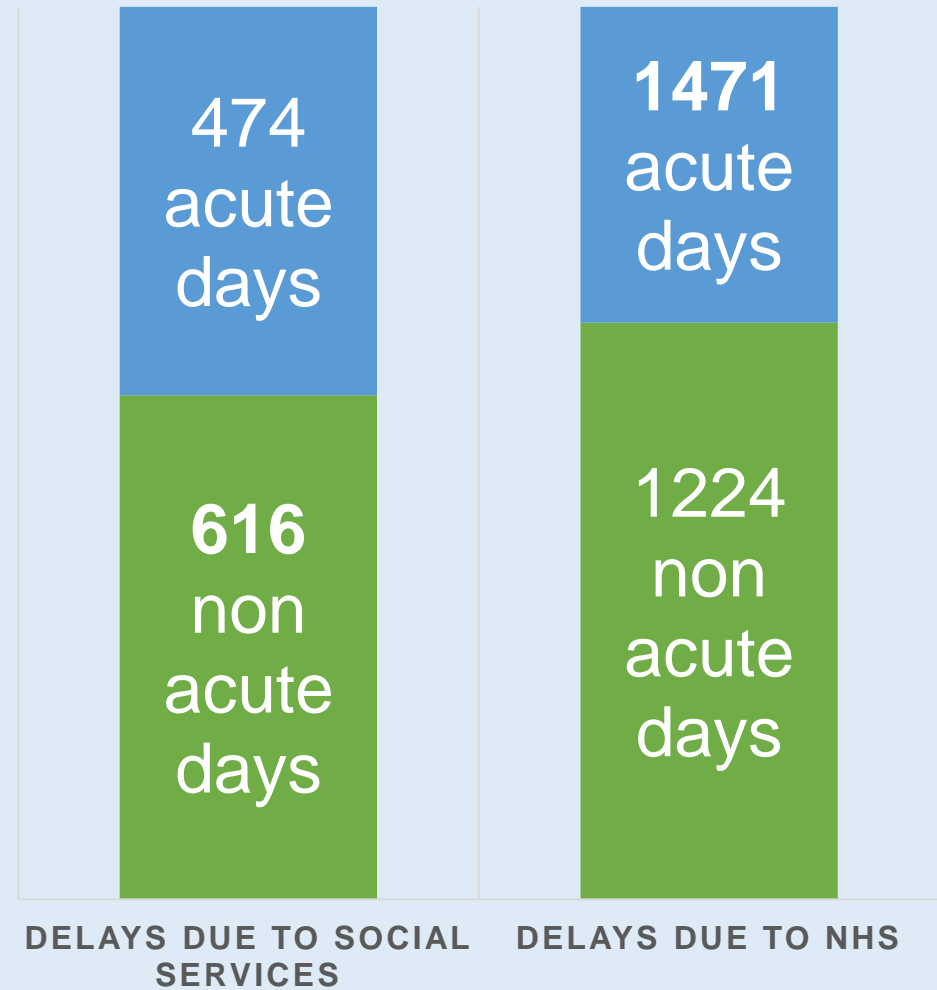


- Risk removed
- Risk reduced
- Risk remains

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 2nd best in London in 2016-17, with 63% of delays attributable to the NHS, 33% to Social Services and 4% joint. Most social care delays were due to patients waiting for a care package in their own home or waiting for a placement in a care home.

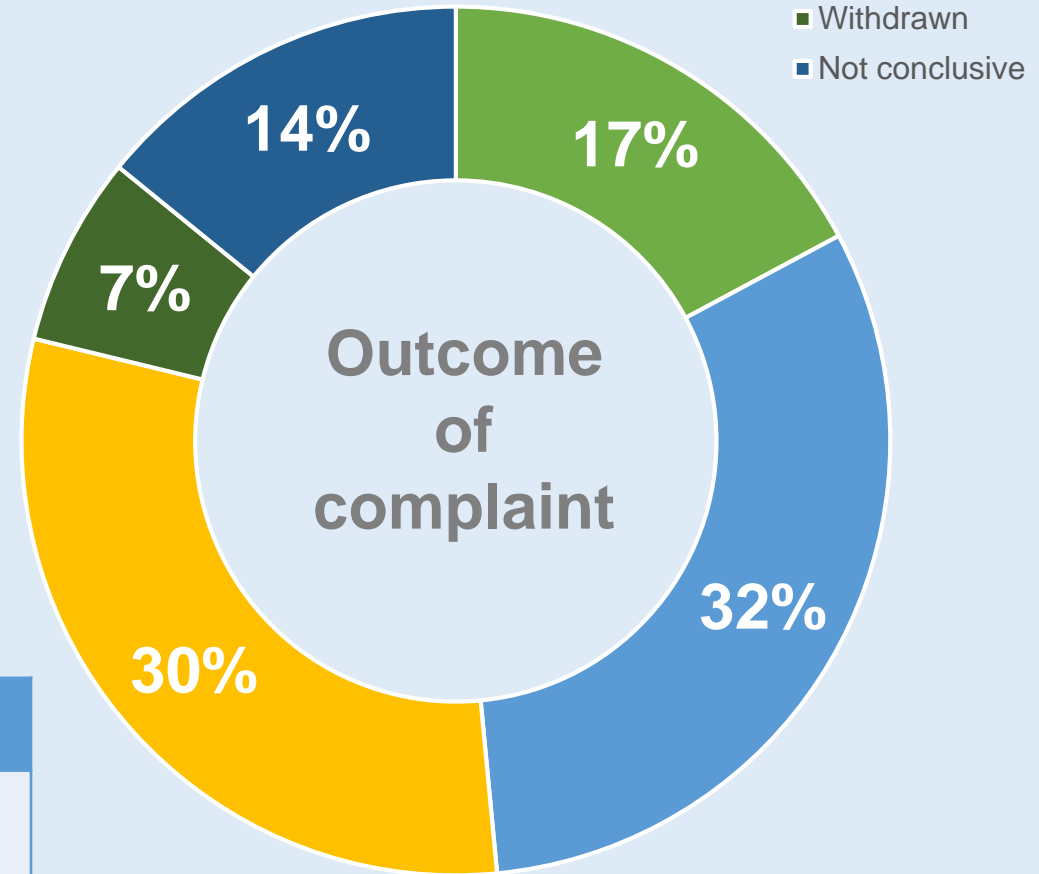


When things go wrong

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.

| | 2014-15 | 2015-16 | 2016-17 |
|----------------------------------|---------|---------|---------|
| Number of complaints made | 82 | 129 | 99 |



Our priorities for 2017-18

Enhancing quality of life for people with care & support needs

- Implement actions to support the increase in number of people taking their personal budget as a direct payment to 33% by March 2018 (Key issue 184).
- Ensure new hub site for substance misuse service in Battersea is open by September 2017 (Key issue 177).
- Complete the procurement of GUM services in conjunction with neighbouring boroughs and as part of London Sexual Health Transformation Programme. Commence delivery of new services from 1st October 2017 (Key issue 178).
- Review Learning Disability services, specifically day provision and develop LD commissioning strategy by autumn 2017 with intention of implementation in 2018-19 (Key issue 181).
- Work with Housing and Community services to develop proposals for supported housing as an alternative to residential care (Key issue 179).

Delaying and reducing the need for care and support

- Review BCF programme in Wandsworth in light of new IBCF planning guidance which will require the authority to develop a two year BCF plan. The focus of the programme will continue to be greater integration between health and social care (Key issue 182).
- Support transformation of health services so that more residents are supported in community settings and less people delayed in hospital (Key issue 183).
- Implement the commissioning plan for public health prevention services in line with the Council's Prevention Framework. Bring forward proposals for the approach to the September Committee cycle and to commence implementation thereafter (Key issue 176).

Our priorities for 2017-18

Ensuring people have a positive experience of care & support

- Homecare services to be re-commissioned. In the interim work with existing homecare providers to establish interim arrangements ensuring quality standards are maintained (Key issue 180).
- Transition for both Adult Social Services and Children's services from the use of Frameworki to its successor application Mosaic in preparation for working towards a single SSA IT system including implementation of customer and provider portals, which will enable the efficient exchange of information between the Council, service users, and care providers (Key issue 186).
- Implement new business process in Adult Social Services in autumn 2017 which will support staff to work more effectively and make use of the new functionality available in Mosaic (Key issue 187).
- Develop Carers Strategy 2017-20, agree at Health and Wellbeing Board, and deliver the Carers' Strategy action plan in partnership with carers and key stakeholders in 2017/18 (Key issue 188).
- Review Adult Social Services financial assessment and charging policy for implementation April 2018 (Key issue 189).

Our priorities for 2017-18

Safeguarding adults whose circumstances make them vulnerable and protecting people from harm

- Implement Making Safeguarding Personal programme to support people to achieve their desired outcomes (Key issue 185).
- Continue to establish and maintain an effective multiagency partnership to carry out the statutory duties of the Safeguarding Adults Board as defined in the Care Act. Publish Safeguarding Adult Reviews and disseminate learning from SARs as well as regional and national work. (SGA Annual Report).
- Continue to work collaboratively in partnership to prevent abuse and neglect where possible and to respond to situations where it does occur in a proportionate and appropriate way. Undertake annual self-assessment audit, support partners to undertake preventative interventions focusing on improving practice and preventing abuse or neglect and embed and deepen understanding of Mental Capacity Act and its application across the partnership. (SGA Annual Report).
- Continue to seek assurance that there is a skilled and effective workforce across the partnership which promotes Making Safeguarding Personal. Ensure all partners have strategies in place to ensure training and refresher training of staff on all aspects of adult safeguarding relevant to their roles and further develop a multi-agency quality assurance and performance monitoring framework to report on local provision. (SGA Annual Report).
- Continue to develop a safeguarding culture which promotes adults at risk as being central to and fully involved in safeguarding arrangements, plans, process and any intervention. Develop effective publicity material to raise awareness and deploy an effective social media campaign. (SGA Annual Report).
- Continue to seek assurance that adult safeguarding practice is continuously improving and enhancing the quality of life of adults in the area. Develop innovative systems for undertaking and learning from Safeguarding Adult reviews and gather feedback from adults at risk, carers and other significant people using adult safeguarding services. (SGA Annual Report).