

How we've done in 2019-20 Our Annual Report



Welcome to our Annual Report 2019-20

Welcome to the Adult Social Care Annual Report 2019-20. 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 2020-21. At time of writing, we are 7 months into the biggest public health crisis of this age. The COVID-19 pandemic is having 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 has been maintained or improved in most areas. Over the past 12 months, we have:

- **Provided social care to over 3,700 residents**
- **Supported over 700 carers**
- **Responded to over 2,400 safeguarding concerns.**

We have established a Transforming the Future Programme to oversee a phased approach to restoring services, which were paused to deal with the COVID-19 emergency response, and, to continue work on service transformation put on hold at the beginning of the pandemic. The Programme seeks to embed the immense learning from COVID-19 and adopt lasting improvements to the way vulnerable residents are supported through changed approaches to service delivery as well as contingency planning to ensure preparedness for any future outbreak of COVID-19, linked to the Outbreak Control Plan.

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.

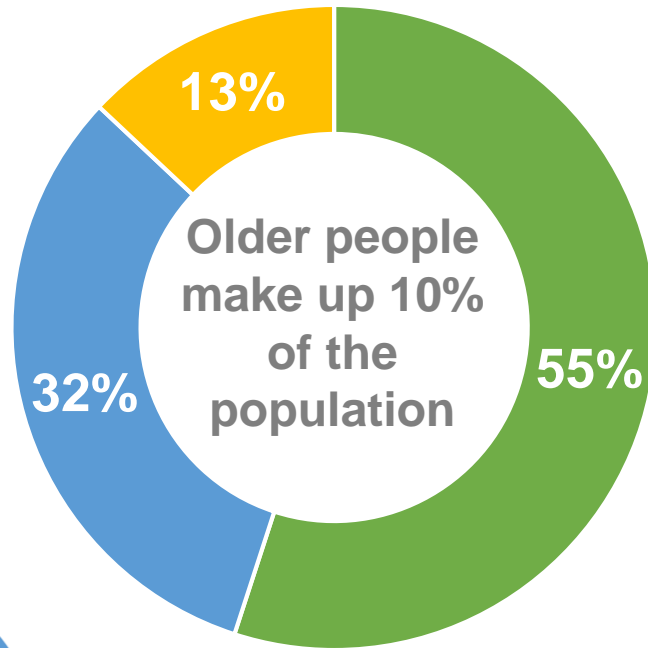
Reductions in the number of people supported is one of the outcomes of adopting a strengths-based approach as the use of own strengths and community resources is maximised. Increased use of voluntary and community sector might be another outcome.

Our population

Wandsworth is the second largest inner London borough with population of 329,677.

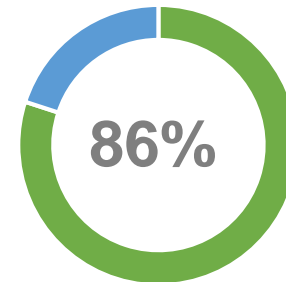
10,000 people aged 65 and over live alone

Almost 1 in 3 people are from a black minority or Asian ethnic (BAME) group.



- 65-74
- 75-84
- 85+

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



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

84 years



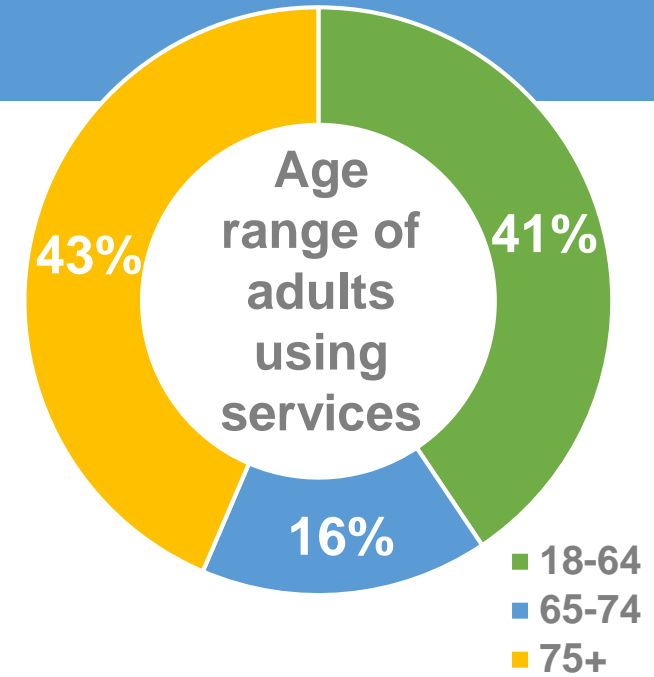
80 years



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

Population pressures

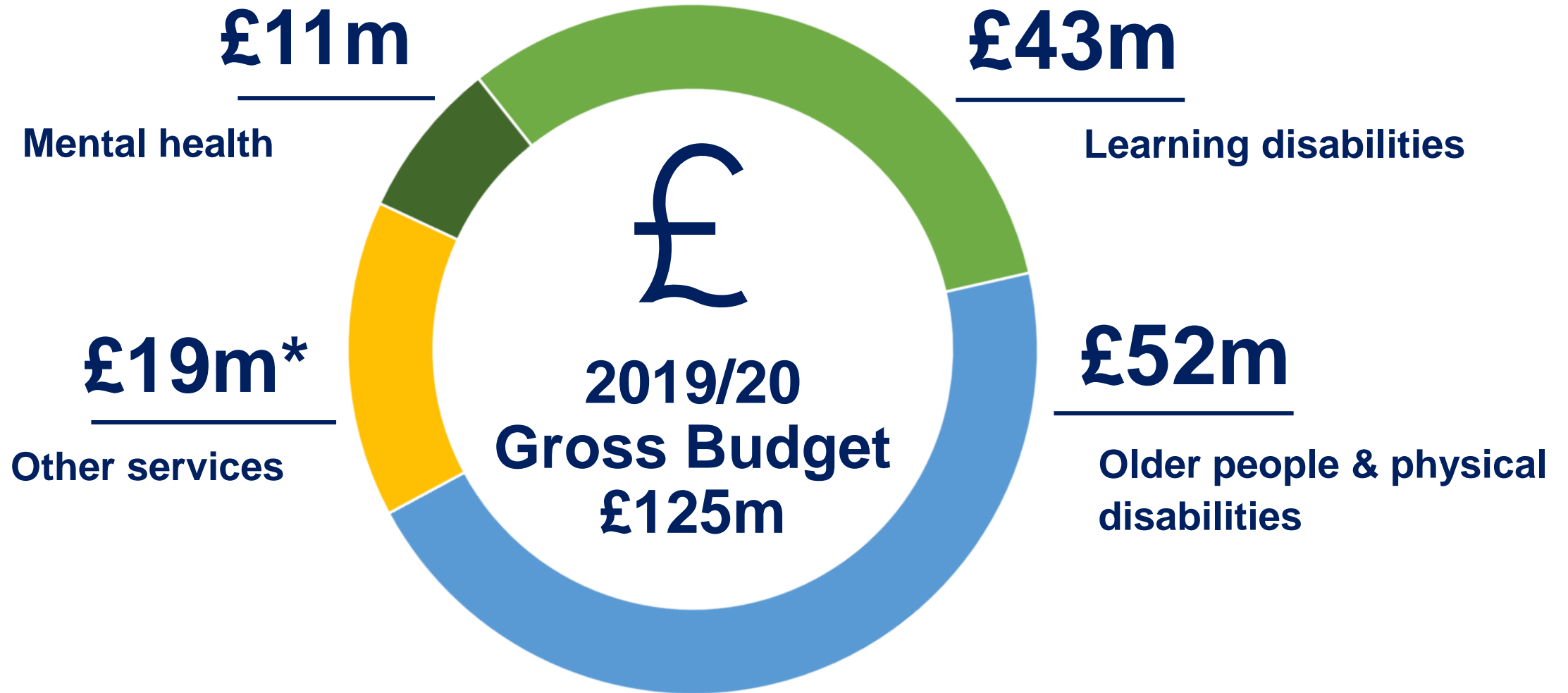
The Greater London Authority is projecting further increases in the older people's population in the borough over the next few years. By 2024, it is expected that the number of people aged 65 and over will have increased by 2,536 with the largest increase in those aged 75-84 years.



Age group	2020	2021	2022	2023	2024	% increase
65-74	17,708	18,110	18,107	18,284	18,535	5%
75-84	10,336	10,530	11,028	10,315	11,636	13%
85+	3,935	3,987	4,094	4,207	4,343	10%
All 65+	31,979	31,627	33,229	32,806	34,515	8%

Total number of people receiving services	
2017-18	4,246
2018-19	3,975
2019-20	3,785

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
over

2,800



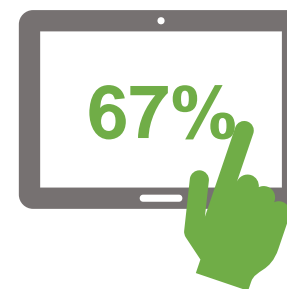
people with care &
support in their own
home in the last
year



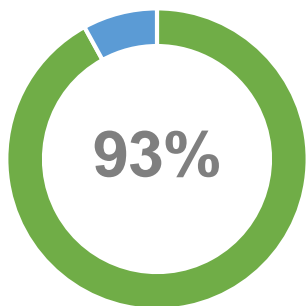
people living in their
own home received a
direct payment from us
in the last year



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



75%
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	2017-18	2018-19	2019-20
Number of carer assessments	314	294	633
Number of carers supported	583	691	738
Number of carers with a Direct Payment	155	117	142
Number of carers receiving respite	61	102	139

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.

32%

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

People receiving a Direct Payment	2017-18	2018-19	2019-20
Older people	212	184	307
Adults with a physical disability	182	174	180
Adults with a learning disability	266	277	236
Adults with mental health needs	152	137	120
Total	812	772	843

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
No ongoing support required	273
Reduced support	32
Increased support	9
Having the same level of support	29
Total	334

Day services

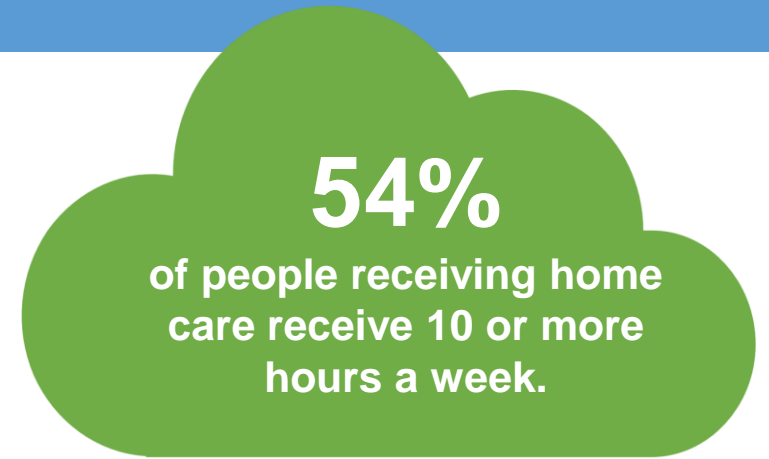
The Council funds a number of centres offering day opportunities for people in Wandsworth.

These primarily support older people with physical needs or dementia and people with learning disabilities.

People receiving day care	2017-18	2018-19	2019-20
Older people	190	155	140
Adults with a physical disability	39	30	27
Adults with a learning disability	268	246	263
Adults with mental health needs	51	50	36
Total	548	481	466

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	2017-18	2018-19	2019-20
Older people	1065	973	734
Adults with a physical disability	222	200	147
Adults with a learning disability	43	51	41
Adults with mental health needs	81	89	83
Total	1411	1313	1005

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.

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	31/03/18	31/03/19	31/03/20
Older people	367	372	337
Adults with a physical disability	32	34	28
Adults with mental health needs	106	98	97
Adults with a learning disability	249	245	238
Total	754	749	700

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	2017-18	2018-19	2019-20
Adults with mental health needs	108	122	157
Adults with a learning disability	194	185	191
Older people & people with a physical disability	3	5	6
Total	305	312	354

Safeguarding

Concerns about safeguarding	2017-18	2018-19	2019-20
Concerns raised	1876	2137	2435
Enquiries made	692	693	719
% of concerns progressed to enquiry	37%	32%	30%
Enquiries completed	521	656	642

155 enquiries into financial abuse

160 enquiries into physical abuse

237 enquiries into neglect

55%

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

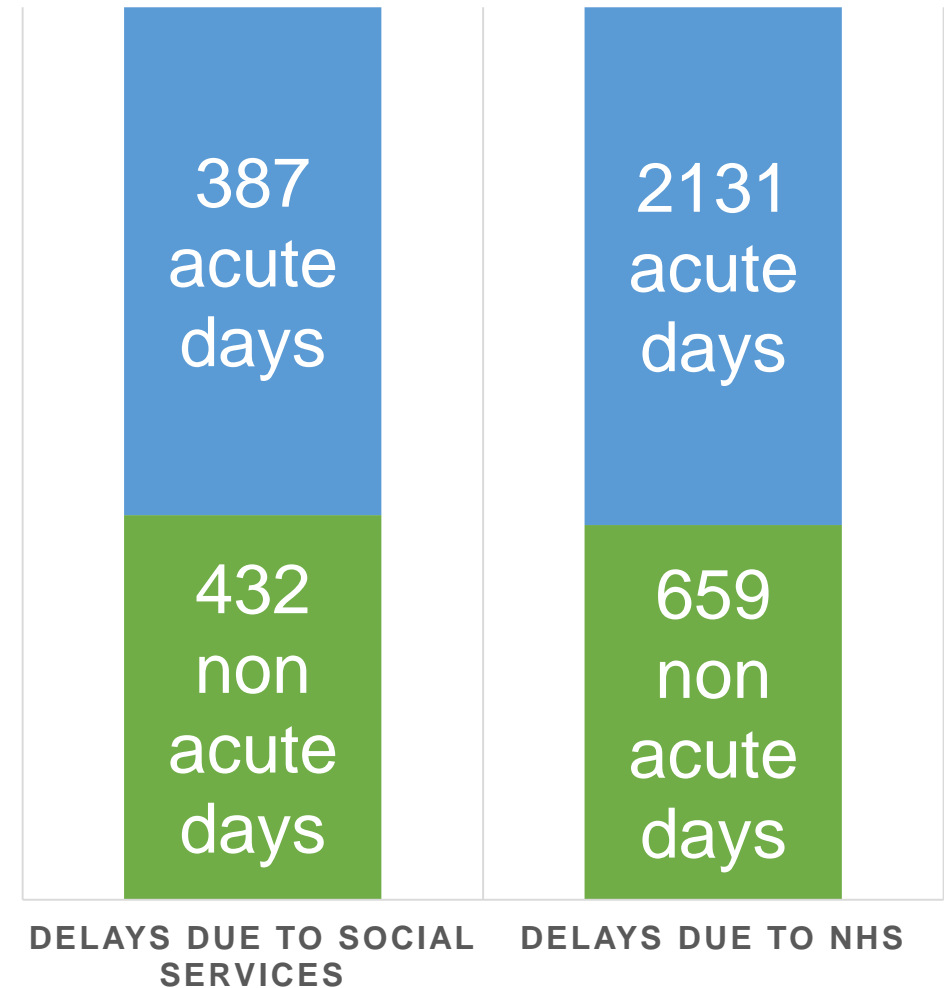


- Risk removed or reduced
- Risk remains
- No further action

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.

National monitoring of Delays stopped in January 2020, due to the impacts of Covid-19 on the hospital discharge process. Wandsworth performed 4th best in London up to January 2020, with 22% of delays attributed to social care. Most of these delays were due to people waiting for a package of care in their own home.

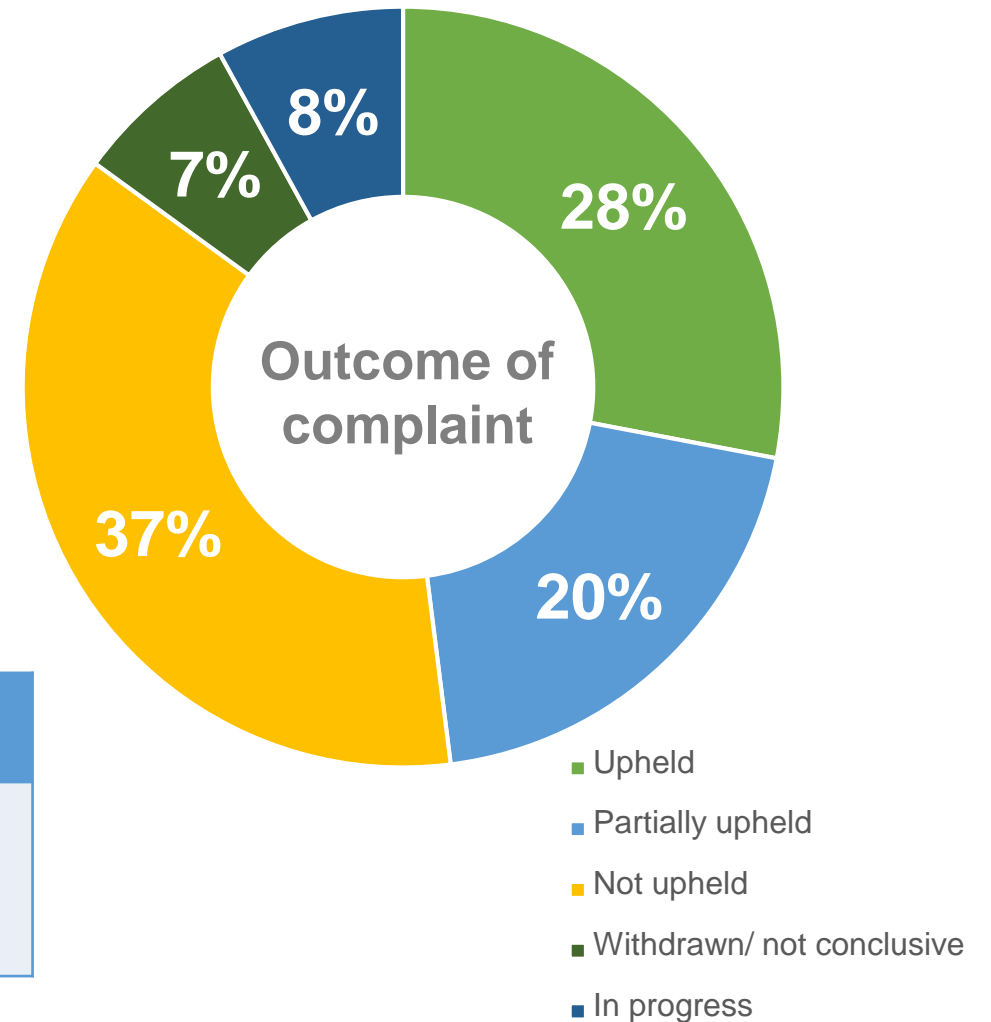


When things go wrong

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.

	2017-18	2018-19	2019-20
Number of complaints made	93	90	86



Our Priorities for 2020-21

1. Restoration, development and transformation of Adult Social Care following the COVID-19 crisis. This includes workforce development and wellbeing and embedding, supporting and accelerating digital transformation.
2. Support and sustain the local provider market during/post COVID-19
3. Continue to support the most vulnerable in society with the best care and help.
4. Review and develop transition arrangements with Children's Services
5. Build on significant progress made in response to COVID-19 to develop an integrated, discharge to assess and community response model.
6. Deliver better outcomes through health and care integration including accelerated/rapid hospital discharge.
7. Refresh Local Health and Care Plans, reflecting emerging priorities arising from COVID-19.
8. Continue to develop strategic partnership with the NHS, both at a sub-regional level in SW London as a newly designated Integrated Care System (ICS), and at a borough level developing Integrated Care Partnerships (ICP).
9. Ensure best use of the Mosaic system and join the two systems in Wandsworth and Richmond.
10. Improve access for carers to effective support to meet their individual needs.
11. Review and transformation of the front door, to develop an effective service based on the principles of early intervention and prevention, that will manage demand and meet more people's needs at the initial point of contact.
12. Support Adults and Public Health Advisor to promote key services/initiatives aimed at tackling loneliness and isolation.
13. Develop and implement 5 year learning disability strategy with Wandsworth CCG.
14. Develop an accommodation strategy for all residents with care and support needs.