

# Richmond Adult Social Services

## How we've done in 2017-18



# Welcome to our Annual Report

Welcome to the Adult Social Services annual report 2017-18. Richmond 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 2018–19. 2018 also marks the 70<sup>th</sup> 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 Richmond, helping to improve the lives of thousands of people.

Over the past 12 months, we have:

- **Responded to over 15,000 calls from residents**
- **Supported over 2,200 people**
- **Supported 1510 people to live in the community**
- **Given short term support to over 900 people when they have come out of hospital**

We are committed to supporting local residents to receive the high quality of care and support they deserve despite the increase in demand from people needing care and support, many of whom have increasingly complex health needs and disabilities.

We work with many local organisations to provide support directly in communities, all of which provide valued support to many families. Without them, many more people would be lonely, isolated and would not be able to remain in their homes.

# Vision

Our aspiration is to “Deliver the best for residents” and 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 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.

We aim to achieve this vision through a focus on:

- **Prevention** and support for residents to retain their independence.
- **Personalisation**, including increasing the uptake of Direct Payments and being more culturally responsive and offering choice and control to adults and carers.
- **Locality working** and making the best use of the voluntary sector and maximizing the use of community networks before statutory services.
- **Integration** with other services, such as the NHS and Housing where this makes sense and delivers better outcomes for residents.

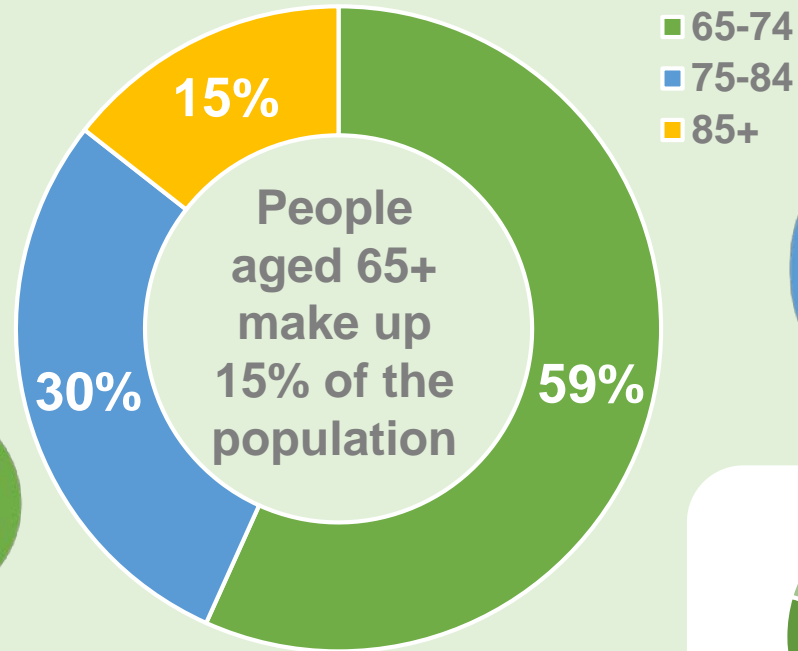
Over the coming year, our focus will be to transform our services through our Promoting Independence programme by enabling people to retain, gain or regain independence and targeting resources at those most in need.

# Our population

Total population of Richmond is 195,680\*.

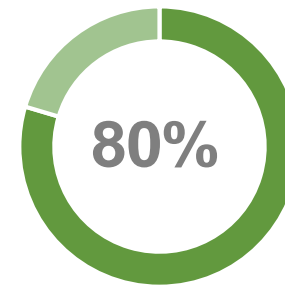
Richmond has the second highest proportion of people over 80 in London.

People from Black or Ethnic Minority (BME) communities make up 16% of the population.



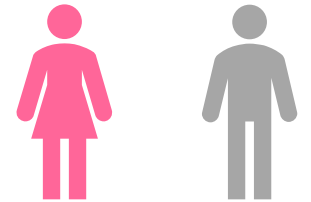
Half of people aged 75 and over live alone.

There are an estimated **15,800** unpaid carers in Richmond. 15% of carers provide more than 50 hours of care a week.



Richmond has the highest proportion of working adults in London.

86 years 82 years

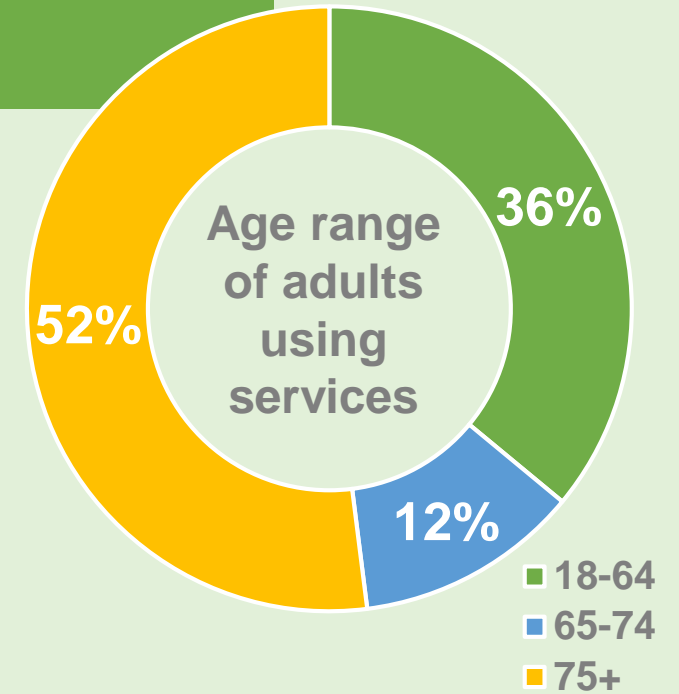


Richmond has one of the highest levels of life expectancy in England.

\* Office of National Statistics, Mid-year population estimates, 2017

# 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 75 to 84 years will have increased by 1,700. This is likely to put additional pressure on services who may experience an increase in demand.

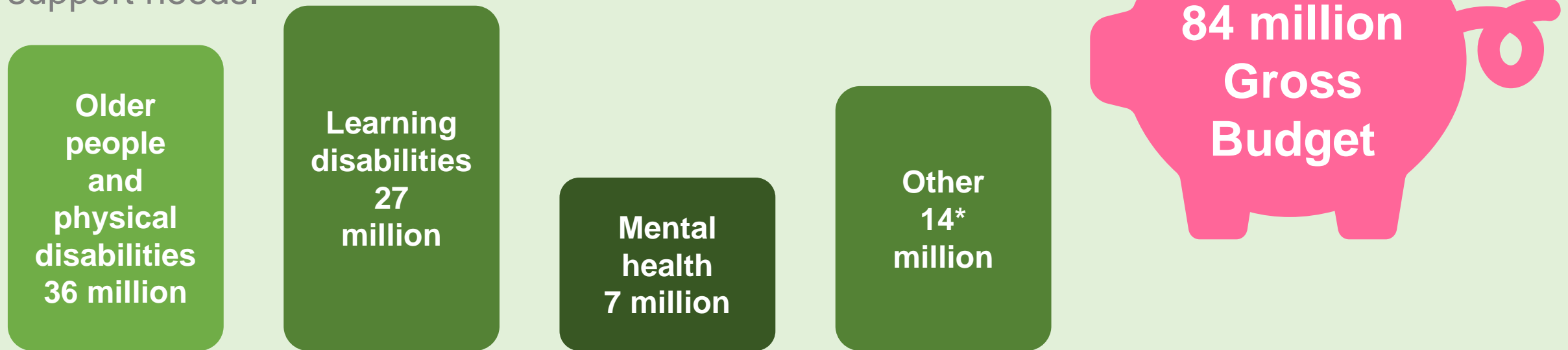


| Age group      | 2018          | 2019          | 2020          | 2021          | 2022          | % increase |
|----------------|---------------|---------------|---------------|---------------|---------------|------------|
| 65-74          | 17,100        | 17,300        | 17,500        | 17,600        | 17400         | 2%         |
| 75-84          | 9,100         | 9,700         | 10,000        | 10,400        | 11200         | 23%        |
| 85+            | 4,400         | 4,400         | 4,500         | 4,500         | 4600          | 5%         |
| <b>All 65+</b> | <b>30,600</b> | <b>31,400</b> | <b>32,000</b> | <b>32,500</b> | <b>33,200</b> | <b>9%</b>  |

\* 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 frequent changes in activity, depending on the assessed needs of people with care and support needs.



\* This includes voluntary sector funding and other commissioned services.

# Adult social services in numbers

Over  
**15,000**



calls made to the  
Access team about  
adult social  
services

We supported over

**2200**

people with  
a package of  
care and  
support in the  
last year



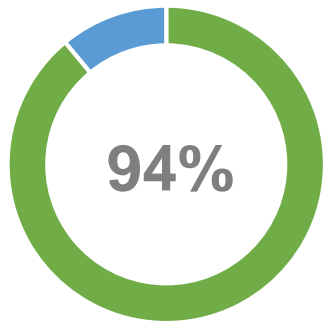
people living in the  
community received  
a direct payment  
from us in the last  
year



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



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



of people  
receiving care  
and support say  
their top three  
outcomes to  
maintain  
independence  
were achieved



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

**81%**

of people  
say they have  
control over  
their daily lives



**57%** **43%**



Female



Male

# 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 through services available in the community, such as those provided by the Carers Centre.

**67%**  
of carers were included or consulted in discussion about the person they care for.

| Carers receiving support               | 2016-17 | 2017-18 |
|--|---------|---------|
| Number of carers supported             | 632     | 431     |
| Number of carers with a Direct Payment | 61      | 76      |
| Number of Carers receiving respite     | 73      | 91      |



# Direct payments

Richmond has been a leader in personalisation and performs very well in the delivery of personal budgets and direct payments. These give people with care and support needs more choice and control over their services.

**57%**  
of people receive their direct payment through a prepaid card.

| People receiving a Direct Payment | 2015-16    | 2016-17    | 2017-18    |
|-----------------------------------|------------|------------|------------|
| Older people                      | 181        | 245        | 257        |
| Adults with a physical disability | 123        | 138        | 132        |
| Adults with mental health needs   | 14         | 33         | 60         |
| Adults with a learning disability | 167        | 179        | 180        |
| <b>Total</b>                      | <b>485</b> | <b>595</b> | <b>629</b> |

Over  
**44%**  
of people were getting a direct payment last year.

# Day services

The Council has three day centres providing services to people with dementia or a physical disability.

Over the last year, 148 people attended one of these day centres or another day centre in the borough.



| People receiving day care         | 2015-16    | 2016-17    | 2017-18    |
|-----------------------------------|------------|------------|------------|
| Older people                      | 118        | 100        | 96         |
| Adults with a physical disability | 31         | 28         | 26         |
| Adults with mental health needs   | 4          | 6          | 6          |
| Adults with a learning disability | 23         | 19         | 20         |
| <b>Total</b>                      | <b>176</b> | <b>153</b> | <b>148</b> |

# 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.

**52%**

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

| People receiving home support     | 31/03/16   | 31/03/17   | 31/03/18   |
|-----------------------------------|------------|------------|------------|
| Older people                      | 421        | 376        | 322        |
| Adults with a physical disability | 51         | 57         | 20         |
| Adults with mental health needs   | 32         | 41         | 46         |
| Adults with a learning disability | 43         | 44         | 162        |
| <b>Total</b>                      | <b>547</b> | <b>518</b> | <b>550</b> |

# Short-term rehabilitation support

Community rehabilitation and reablement services are delivered through the Richmond Response and Rehabilitation Team (RRRT) and provided in partnership with Hounslow and Richmond Community Healthcare Trust. The service also includes a rapid response to prevent hospital admission.

**5214**  
referrals in total received  
over the last year, 67% of  
which were received  
from hospitals.

| Outcomes for people receiving reablement      | 2017-18    |
|---|------------|
| Number of people requiring no ongoing support | 350        |
| Number of people with reduced support         | 131        |
| Number of people with increased support       | 42         |
| Number of people with same level support      | 34         |
| <b>Total</b>                                  | <b>557</b> |

**96%**  
of rapid response referrals  
were responded to within  
2 hours helping to prevent  
345 people from being  
admitted to hospital.

# 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. 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.

**32%**

of people were supported in a care home in 2017-18, meaning Richmond is doing very well at supporting people to stay at home.

| People supported in care homes as of... | 31/03/2016 | 31/03/2017 | 31/03/2018 |
|---|------------|------------|------------|
| Older people                            | 366        | 340        | 322        |
| Adults with a physical disability       | 23         | 20         | 20         |
| Adults with mental health needs         | 31         | 25         | 47         |
| Adults with a learning disability       | 161        | 158        | 161        |
| <b>Total</b>                            | <b>581</b> | <b>543</b> | <b>550</b> |

# 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.

| People in supported living        | 2015-16    | 2016-17    | 2017-18    |
|-----------------------------------|------------|------------|------------|
| Adults with mental health needs   | 38         | 49         | 63         |
| Adults with a learning disability | 82         | 87         | 92         |
| <b>Total</b>                      | <b>120</b> | <b>139</b> | <b>159</b> |

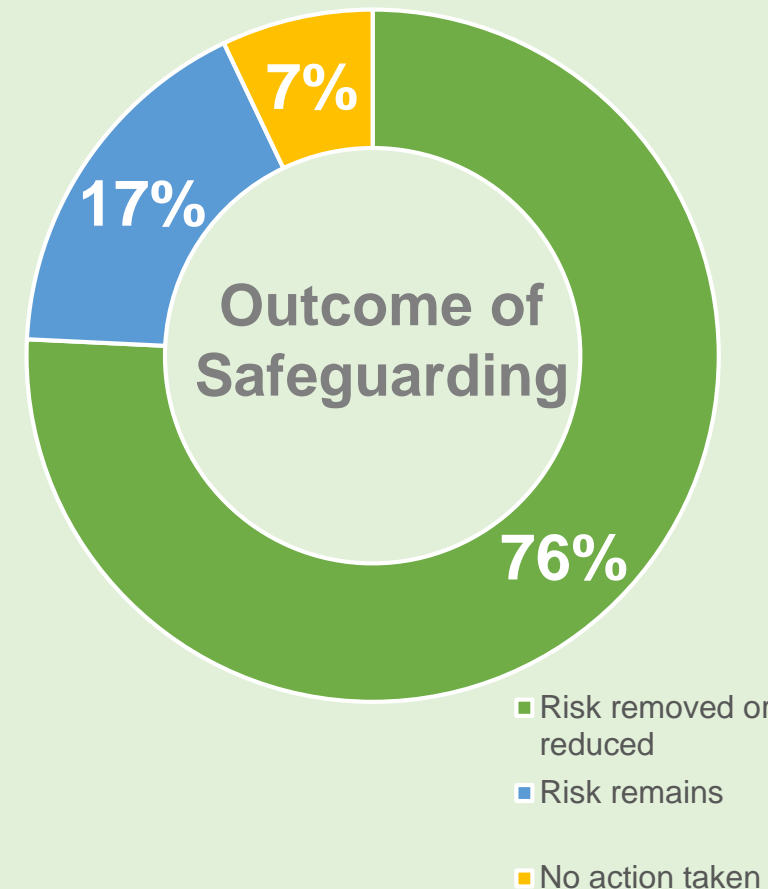
# Safeguarding

| Concerns about safeguarding         | 2015-16 | 2016-17 | 2017-18 |
|-------------------------------------|---------|---------|---------|
| Concerns raised                     | 1041    | 1345    | 1106    |
| Enquiries made                      | 419     | 386     | 234     |
| % of concerns progressed to enquiry | 40%     | 29%     | 23%     |

176 incidents of financial/  
material abuse

237 incidents of physical abuse

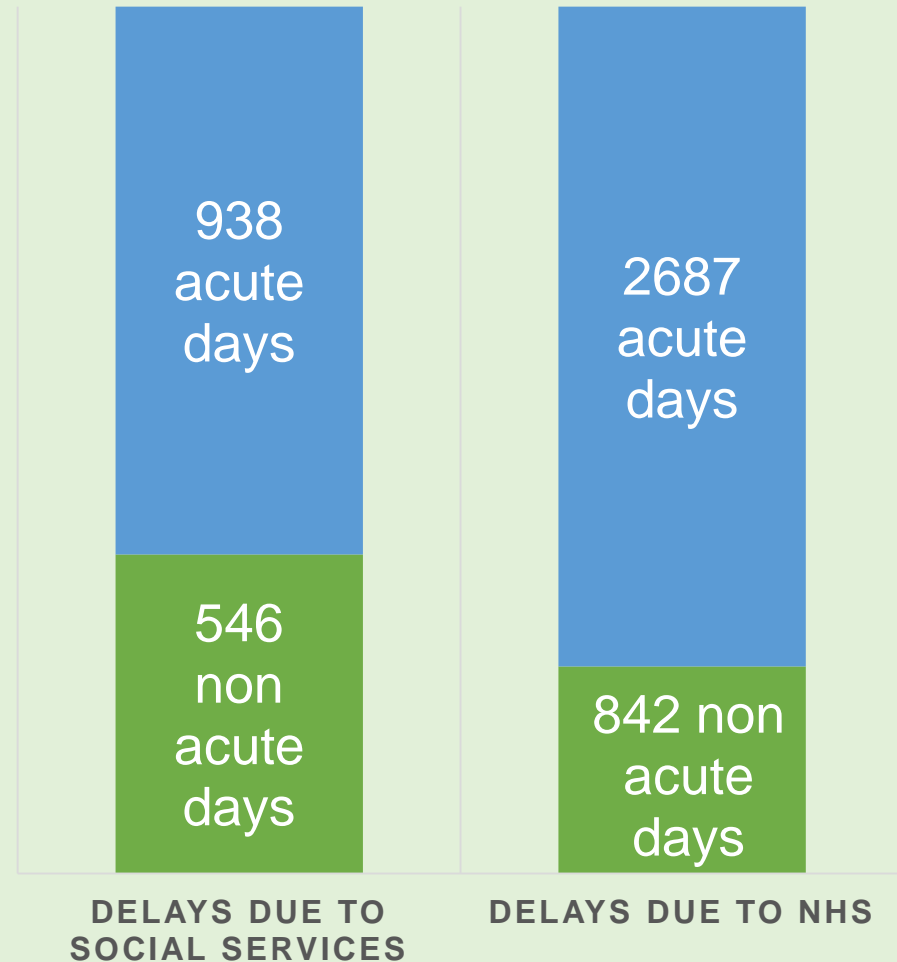
271 incidents of neglect or acts of omission



# 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 organisations.

There was significant improvement in delays attributed to social care over the last year with a 50% reduction compared to 2016-17. This was largely due to good partnership working with local health partners and the increased capacity in the Richmond Response and Rehabilitation Team.





# When things go wrong

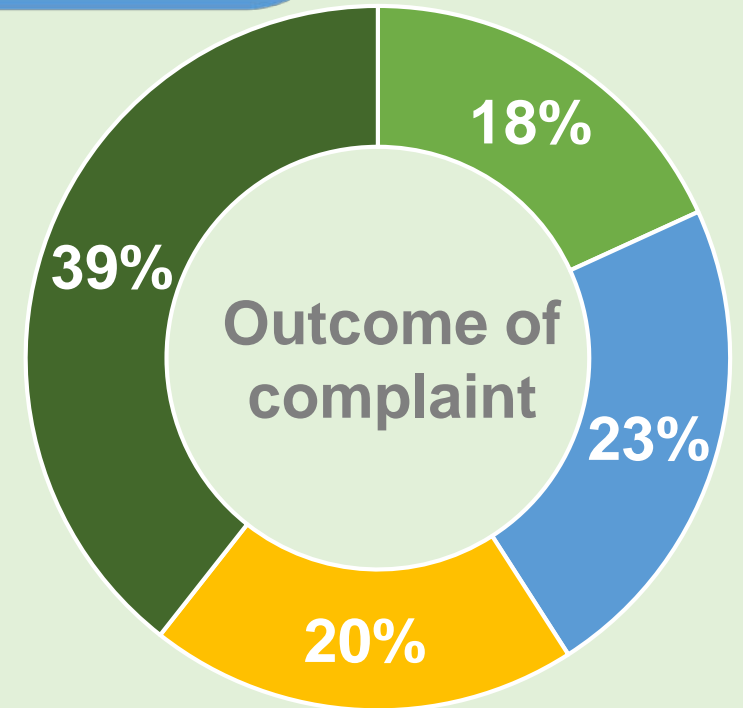
All councils in England and Wales are required to provide a complaints service for people who receive a service from Adult Social Services.

While there are no national timescales for response times, Richmond aims to respond to complaints within 25 working days.

**66**  
complaints were  
dealt with in the last  
year.

- Upheld
- Partially upheld
- Not upheld
- Alternative solution

| Response times | 2015-2016 | 2016-2017 | 2017-18 |
|----------------|-----------|-----------|---------|
| Within 25 days | 53%       | 76%       | 77%     |
| Over 25 days   | 47%       | 24%       | 23%     |



# Priorities for 2018 - 19

1. Work with strategic partners to implement joint arrangements for Safeguarding Adults Board in Richmond and Wandsworth to ensure residents live in safety, free from abuse and the fear of abuse and with the rights of citizenship.
2. Review Council managed day centre provision to ensure services are directed at the most vulnerable people living at home.
3. Review and re-commission the Community Independent Living Service to secure improved access to wellbeing and preventative services provided by the voluntary sector.
4. Closer integration and partnership between health and social care using the Better Care Fund as a vehicle to further develop closer working between the Council and Richmond Clinical Commissioning Group.

# Priorities for 2018 - 19

5. Explore potential for working with specialist dementia nurses to support people living with dementia and their families.
6. Launch a new programme of dementia friendly initiatives in the borough based on the dementia friendly community concept.
7. Work with provider MCCH to support more adults with learning disabilities into employment.
8. Review transition arrangements for young people with learning disabilities from children's services to adult services.
9. Promote the WorkRight employment scheme to help young people with disabilities find training and employment with the Council and partners.

# Priorities for 2018 - 19

10. Review current business model and service provision to ensure demand is managed effectively and local residents are supported to be as independent as possible.
11. Work with local partners to enable the shift to digital technology and increased self-service through making best use of emerging technologies and the implementation of Mosaic portals.
12. Review the impact of the Social Care Green Paper for implementation in line with timescales set out by the Department of Health.