

# Richmond Adult Social Services

## How we've done in 2016-17



# Contents

Welcome	3	Support at home	12
Our population	5	Rehabilitation support	13
Population pressures	6	Care homes	14
How we spend our money	7	Supported living	15
Adult social services in numbers	8	Safeguarding	16
Supporting carers	9	Delayed transfers of care	17
Direct payments	10	When things go wrong	18
Day services	11	Our priorities	19

# Welcome to our Annual Report

Welcome to our annual update of Adult Social Services in Richmond during 2016/17. Richmond 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 Plan and enable residents and communities to take greater control over their lives and shape local services.

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

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. Richmond's population is ageing with the number of people aged 65 and over expected to increase by nearly 50% in the next twenty years. There are about 4,500 residents aged 85 and over and 2,000 residents living with dementia, groups most likely to require formal care and support. There is also increasing demand for care services for younger adults with disabilities with typically 15 young people each year becoming eligible for support from adult social services. These factors contribute towards increased demand on services and budget pressures.

# Welcome to our Annual Report

The council is facing additional financial pressures associated with care markets, with providers facing inflationary pressures and additional costs relating to the National Living Wage, workplace pensions and minimum pay regulations, and the pressures on local acute hospital services, with the NHS Richmond Clinical Commissioning Group (CCG) under pressure to meet efficiency targets as part of the South West London Sustainability and Transformation Plan (STP).

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

- Our new **Help to Live at Home service** providing both short term rehabilitation and ongoing care and support was fully mobilised and all existing users transferred to new providers.
- We have continued to work with NHS Richmond Clinical Commissioning Group to deliver on our **Better Care Fund Plan** and work continues to tackle challenges around delayed transfers of care.
- We developed the new **Carer's Strategy 2016-2019** in partnership with the local voluntary sector and NHS Richmond Clinical Commissioning Group and recommissioned the new Carer's Hub Service contract.
- We have embedded **Making Safeguarding Personal** in adult safeguarding practice across the Council and the Safeguarding Adults Partnership to support more people to achieve their desired outcomes.
- We implemented a new **Shared Lives Service** partnership with the London Boroughs of Hounslow and Wandsworth.
- We launched a **Social Work Academy** for newly qualified staff to help improve recruitment and retention social workers.

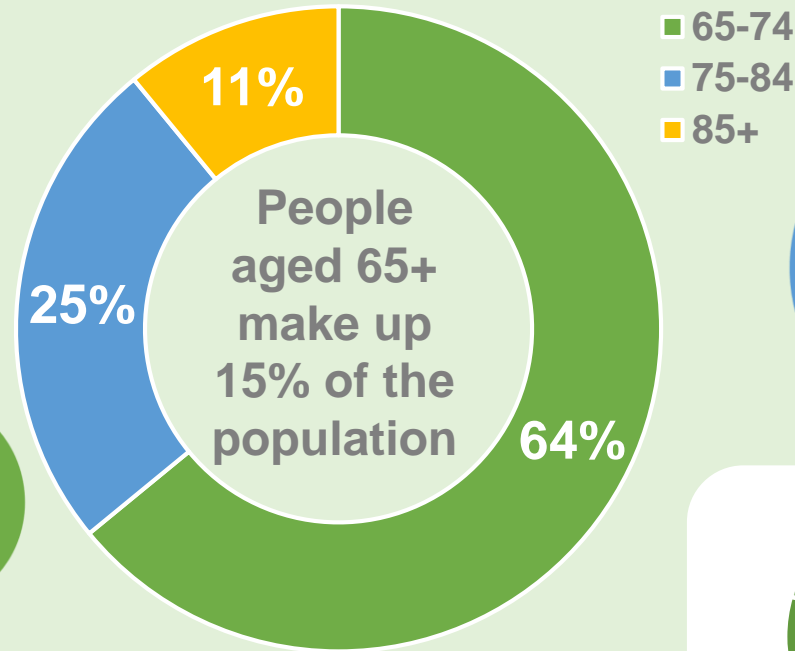
We are committed to continuing to work hard to **Deliver the Best for Residents** over the next 12 months. We hope you enjoy reading this report.

# Our population

Total population of Richmond is 194,730\*.

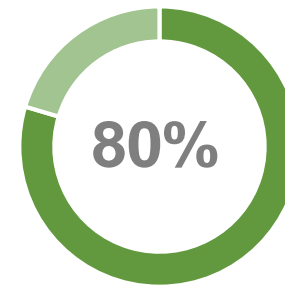
Richmond already has the highest proportion of people over 80 in London.

People from Black or Ethnic Minority (BME) communities make up 14% of the population.



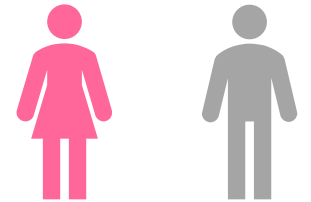
Half of people aged 75 and over live alone.

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

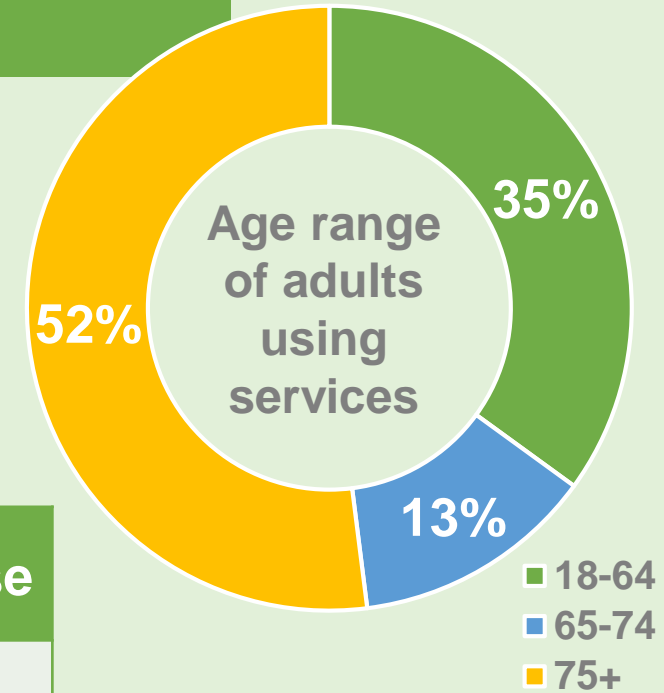


Richmond has one of the highest levels of life expectancy in England.

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

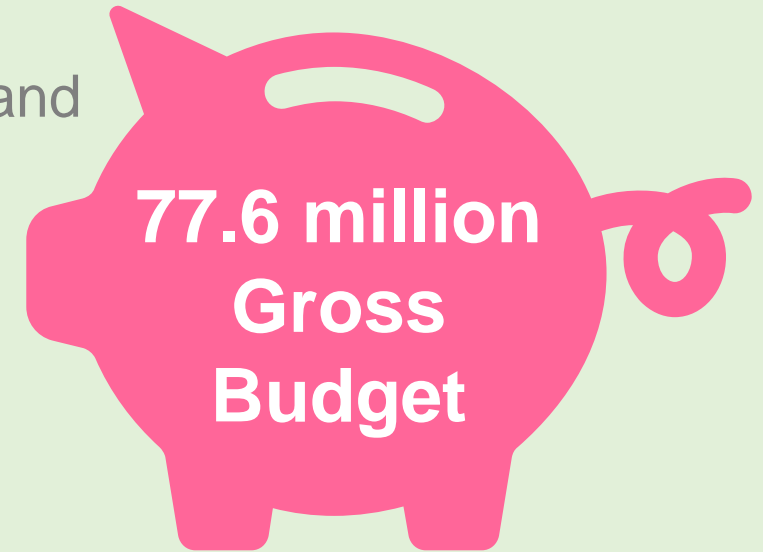


Age group	2017	2018	2019	2020	2021	% increase
65-74	16,900	17,200	17,300	17,600	17,700	5%
75-84	8,800	9,100	9,600	10,000	10,500	19%
85+	4,500	4,600	4,600	4,700	4,900	9%
<b>All 65+</b>	<b>30,200</b>	<b>30,900</b>	<b>31,500</b>	<b>32,300</b>	<b>33,100</b>	<b>10%</b>

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



# Adult social services in numbers

Over  
**18,000**



calls made to the  
Access team about  
adult social  
services

We supported over

**2000**

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



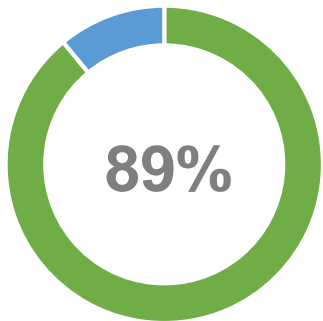
people living in the  
community received  
a direct payment  
from us in the last  
year



of people needing  
less or no care and  
support after  
receiving a  
reablement service



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

**65%**

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 services available in the community, such as those provided by the Carer' Centre.

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

Carers receiving support	2015-16	2016-17
Number of carers assessed	506	551
Number of carers supported	577	632
Number of carers with a Direct Payment	60	61
Number of Carers receiving respite	70	73

# Direct payments

Richmond is a leader in personalisation and performs very highly in the delivery of personal budgets and direct payments which give people with care and support needs more choice and control over how their desired outcomes are met.

**40%**  
of people receive their direct payment through a prepaid card.

People receiving a Direct Payment	2014-15	2015-16	2016-17
Older people	189	181	245
Adults with a physical disability	113	123	138
Adults with mental health needs	161	167	179
Adults with a learning disability	13	14	33
<b>Total</b>	<b>476</b>	<b>485</b>	<b>595</b>

Over  
**42%**  
of people were getting a direct payment last year – that is one of the highest in the country.

# Day services

The Council has three day centres providing services to older people with physical needs or dementia and adults with a physical or learning disability or mental health needs. Over the last year, 153 people attended a day centre as part of a package of care and support.

People receiving day care	2014-15	2015-16	2016-17
Older people	133	118	100
Adults with a physical disability	30	31	28
Adults with mental health needs	32	23	19
Adults with a learning disability	3	4	6
<b>Total</b>	<b>198</b>	<b>176</b>	<b>153</b>

**65%**

of people attending day centres are aged 65 and over.

During 2016-17 there were over **17,000** attendances at our 3 day centres at Woodville, Sheen and the Access Project.

# Support at home

In summer 2016, the 'Help to Live at Home' service was launched, which offers care and support at home and intensive rehabilitation support. The service is designed to put people in control of their care and support and enable them to stay independent in their own homes for as long as possible.

People receiving home support	2014-15	2015-16	2016-17
Older people	752	736	747
Adults with a physical disability	70	86	101
Adults with mental health needs	44	37	37
Adults with a learning disability	30	29	48
<b>Total</b>	<b>896</b>	<b>888</b>	<b>933</b>

The Help to live at home providers (Mears and Medacs) work closely with other organisations in the local community to provide better all-round support.

**53%**

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

# 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. Home care reablement is provided through the Help to live at home service enabling a smooth transfer from short to long term services for those who need it. The service also includes a rapid response to prevent hospital admission.

Outcomes for people receiving reablement	2016-17
Number of people requiring no ongoing support	353
Number of people with reduced support	114
Number of people with increased support	36
Number of people with same level support	56
<b>Total</b>	<b>559</b>

**5079**  
referrals in total received over the last year, 62% of which were received from hospitals.

**92%**  
of rapid response referrals were responded to within 2 hours helping to prevent 206 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.

**30%**

of people were supported in a care home in 2016-17, 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
Older people	366	340
Adults with a physical disability	23	20
Adults with mental health needs	161	158
Adults with a learning disability	31	25
<b>Total</b>	<b>581</b>	<b>543</b>

# Supported living

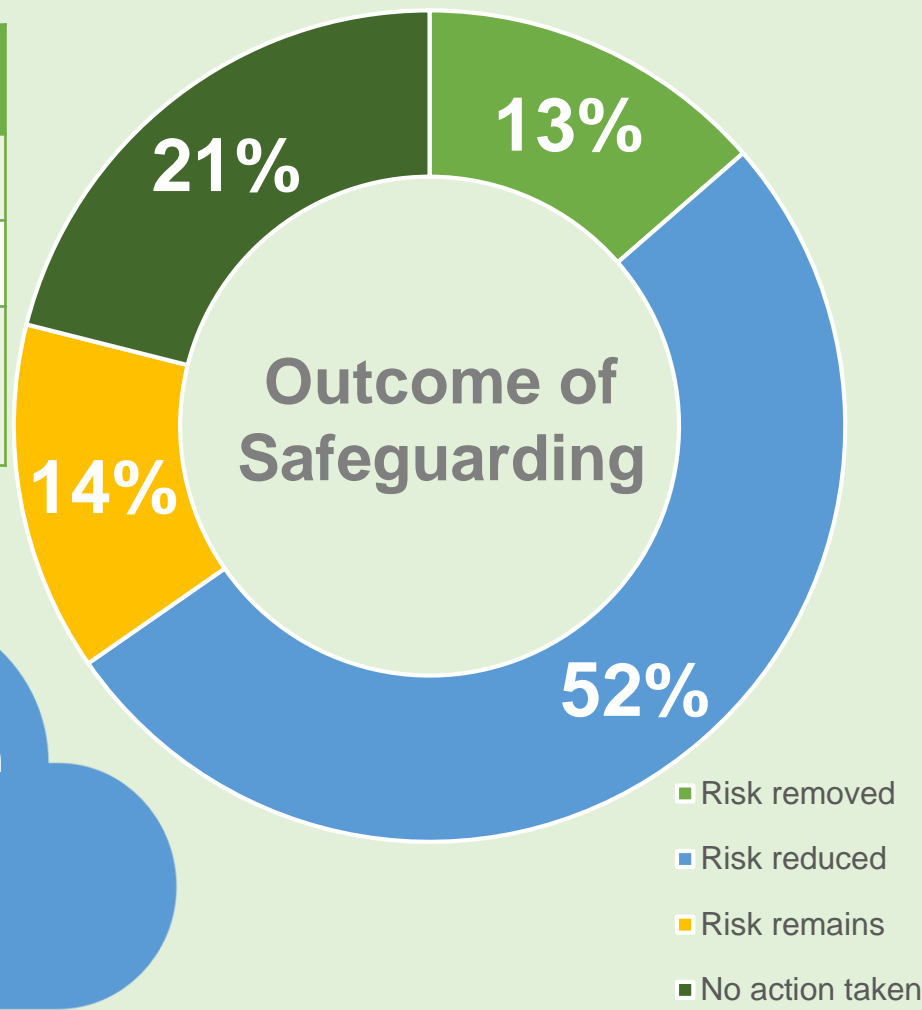
Supported living provides the opportunity for people who don't want to live in a care home to live as independently as possible in suitable accommodation, with support available on site by a dedicated team.

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

<b>People in supported living</b>	<b>2014-15</b>	<b>2015-16</b>	<b>2016-17</b>
<b>Adults with mental health needs</b>	90	82	87
<b>Adults with a learning disability</b>	35	38	49
<b>Total</b>	<b>125</b>	<b>120</b>	<b>139</b>

# Safeguarding

Concerns about safeguarding	2014-15	2015-16	2016-17
Concerns raised	774	1041	1345
Enquiries made	261	419	386
% of concerns progressed to enquiry	34%	40%	29%



76 incidents of emotional/psychological abuse

89 incidents of financial abuse

116 incidents of neglect

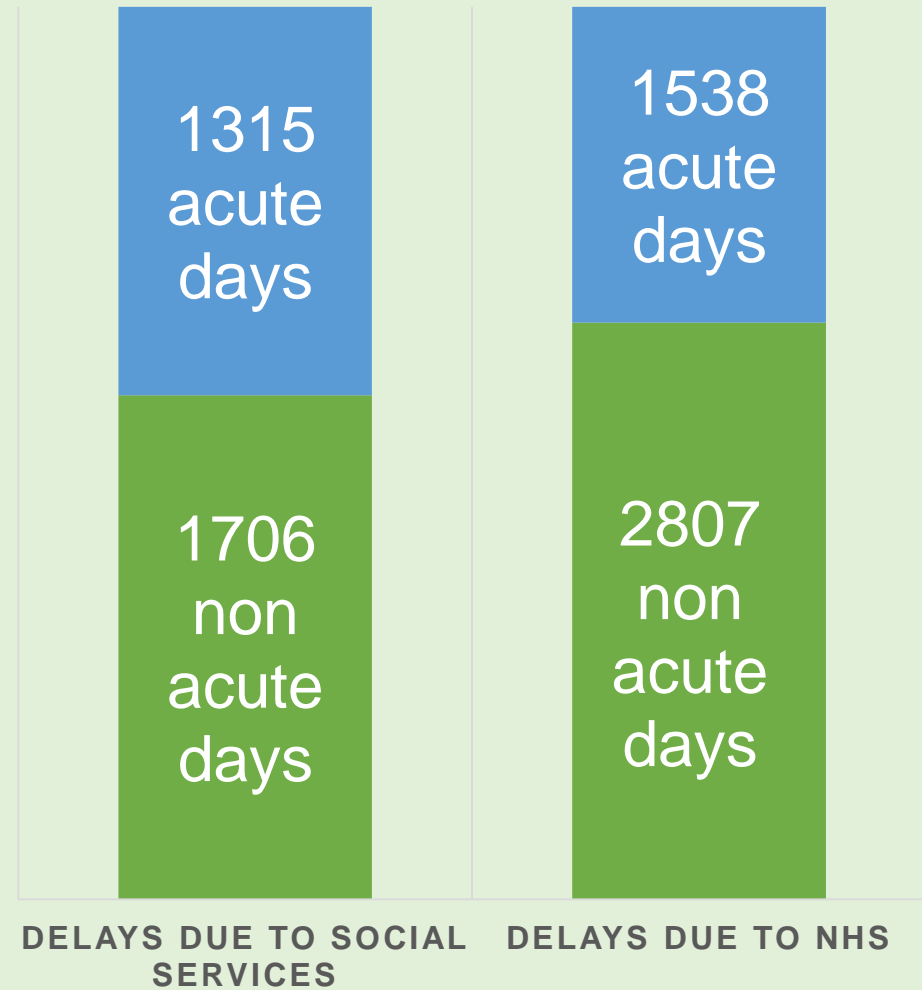
**67%** of incidents took place in people's own homes making it the most likely place for people to be at risk of harm.



# 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.

There was significant improvement in delays attributed to social care. In the latter part of the year social care days delayed fell by 41%. This was largely due to effective collaboration with local health partners and the increased capacity in the Richmond Response and Rehabilitation Team.



# When things go wrong

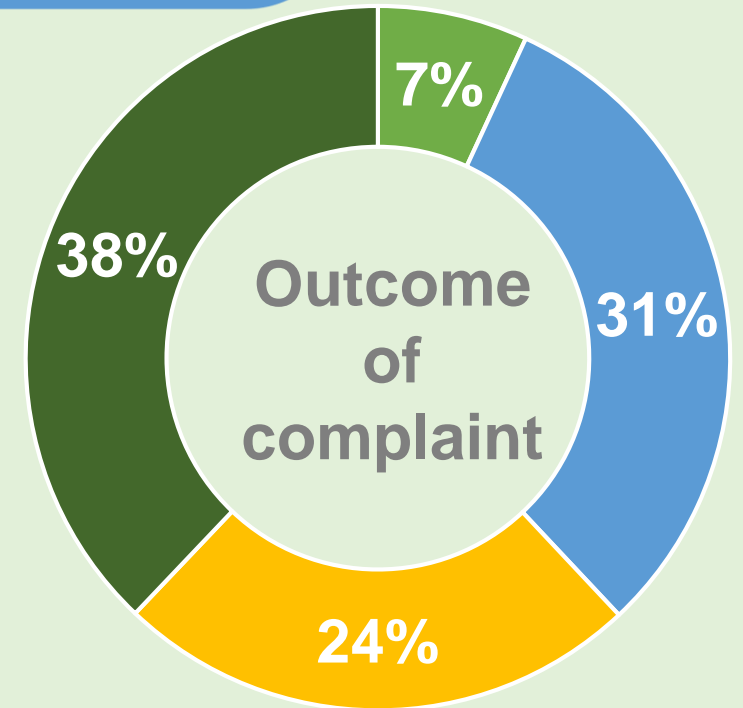
All councils in England and Wales are required to provide a complaints service for people who receive a service from Adult Social Services.

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

**109**  
complaints were  
dealt with in the last  
year.

- Upheld
- Partially upheld
- Not upheld
- Not conclusive

Response times	2014-2015	2015-2016	2016-2017
Within 25 days	47.2%	53.2%	75.9%
Over 25 days	52.8%	46.8%	24.1%



# Corporate Priorities for 2017-18

<p><b>Support people to maintain and maximise opportunities for independence</b></p>	<ul style="list-style-type: none"> <li>• Deliver the next phase of the learning disability change programme in 2017/18 which will provide appropriate accommodation and support for people.</li> <li>• Work towards increasing the supported housing options for people using learning disability or mental health services, including the delivery of planned developments in Teddington and Ham.</li> </ul>
<p><b>Protect, involve and empower adults at risk from harm and through the safeguarding Adults board, improve the way that agencies and services work together</b></p>	<ul style="list-style-type: none"> <li>• Work with partners through the Safeguarding Adults Board to ensure Making Safeguarding Personal is delivered across the partnership with a focus on service user empowerment and partnership working.</li> <li>• Embed Making Safeguarding Personal in the Safeguarding Adult Review process by ensuring appropriate and relevant participation of people and their representatives in the learning process.</li> </ul>
<p><b>Support people to live at home as independently as possible</b></p>	<ul style="list-style-type: none"> <li>• Review Council managed day centre provision to ensure services are directed at the most vulnerable people living at home.</li> <li>• Review and re-commission the Community Independent Living Service to secure improved access to wellbeing and preventative services provided by the voluntary sector.</li> </ul>
<p><b>Support to carers to enable them to maintain a balance between caring responsibilities and a life outside caring</b></p>	<ul style="list-style-type: none"> <li>• Review and re-commission services provided by the Carers Hub to ensure they meet requirements of the Carer's Strategy 2016-19.</li> </ul>
<p><b>See more people living well and accessing prevention opportunities in the community</b></p>	<ul style="list-style-type: none"> <li>• Reablement services reviewed in line with emerging local and regional strategic health and social care changes over the forthcoming year, to ensure social care elements remains robust and appropriately configured.</li> <li>• Re-commission supported employment services to ensure that the most vulnerable adults are able to access meaningful work.</li> </ul>
<p><b>Further integrate health and social care services, delivering more joined up services for residents, closer to home.</b></p>	<ul style="list-style-type: none"> <li>• Implementation of Outcomes Based Commissioning approach for Mental health and Physical health.</li> <li>• Review Better Care Fund (BCF) programme in light of new BCF planning guidance, which requires the Council to develop a two year BCF plan with Richmond CCG.</li> <li>• Support transformation of health services so that more residents are supported in community settings and less people delayed in hospital.</li> </ul>