

Richmond Adult Social Care

How we've done in 2018-19 Our Annual Report



Welcome to our Annual Report 2018-19

Welcome to the Adult Social Care Annual Report 2018-19. 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 2019-20. 2018 also marked the 70th Anniversary of Adult Social Care and the Council has celebrated the contribution that Adult Social Care makes to people's lives and has recognised 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:

- **Provided social care to over 2,100 residents**
- **Supported over 500 carers**
- **Responded to over 1,000 safeguarding concerns**

Our aspiration is to “Deliver the best for residents” and support people to stay as independent and well as possible. We want to support people to live the best life they can and only access the necessary support from the Council.

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

Our Vision for 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 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 a 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.

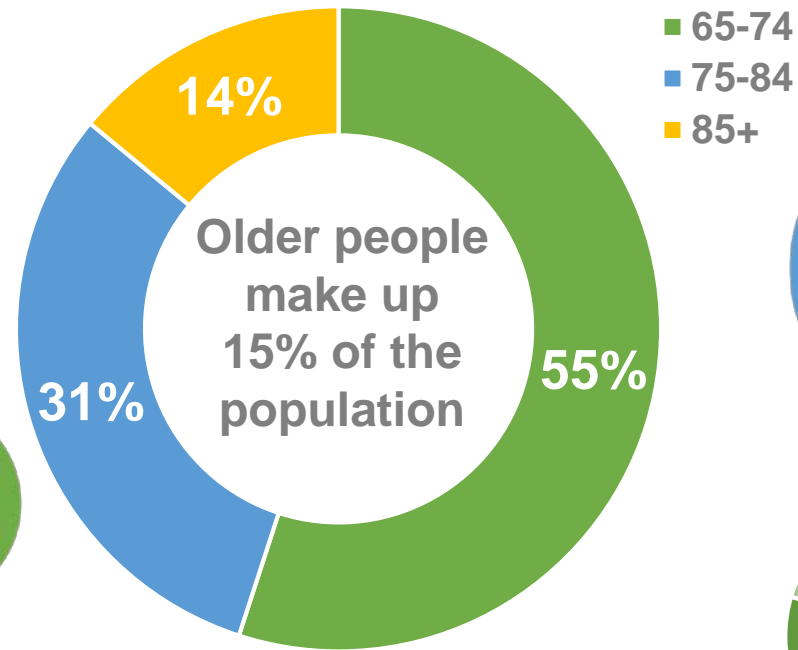
Reductions in the number of people supported maybe one of the outcomes of adopting a strengths-based approach as the use of own strengths and community resources is maximised. Increased use of voluntary and community sector might be another outcome.

Our population

Total population of Richmond is 196,904*.

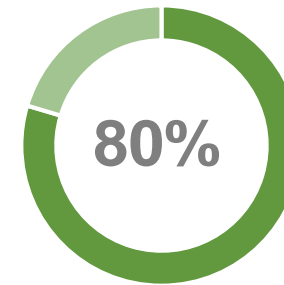
Richmond has the second highest proportion of people over 80 in London.

Older people from Black, Asian and Minority Ethnic (BAME) communities make up 8% of the population.

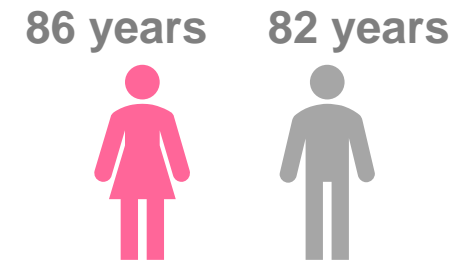


Over half of people aged 75 and over live alone.

There are over **15,000** 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.

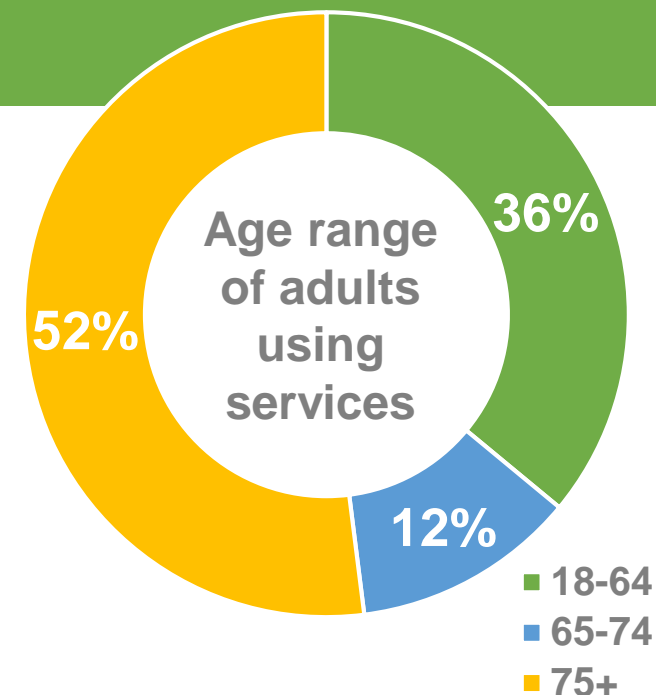


Richmond has one of the highest levels of life expectancy in England.

* ONS Midyear Estimate 2018

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 2022, it is expected that the number of people aged 75 to 84 years will have increased by over 2,200. This is likely to put additional pressure on services that may experience an increase in demand.

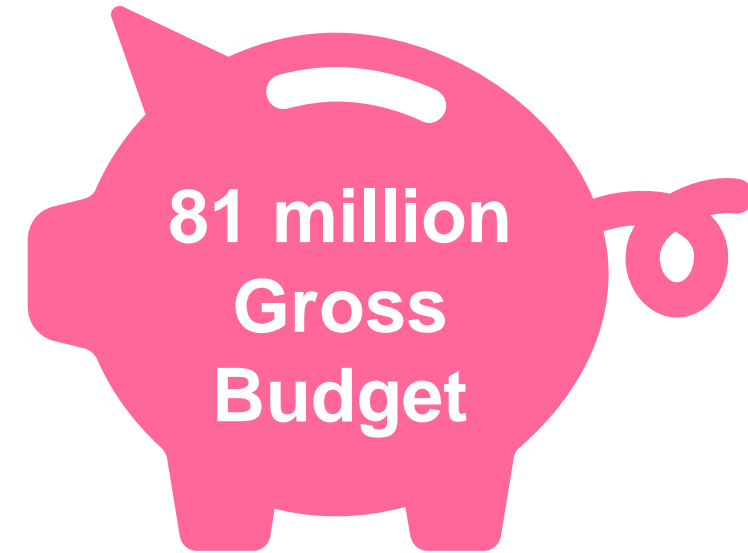
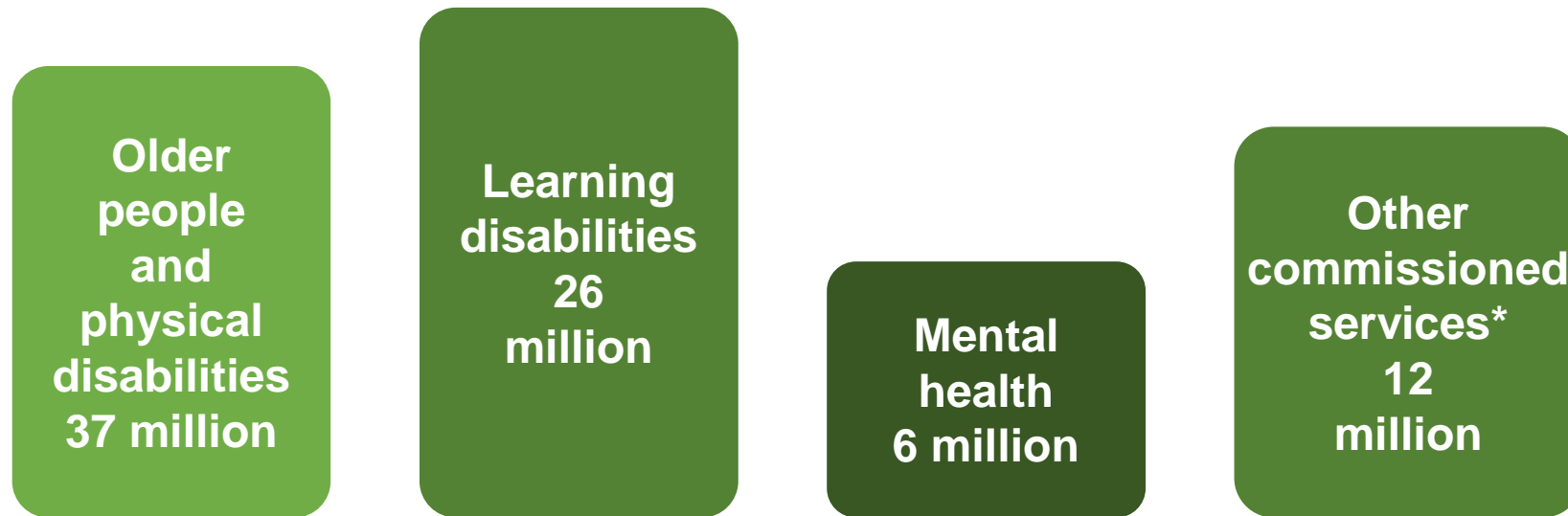


Age group	2019	2020	2021	2022	2023	% increase
65-74	17,232	17,443	17,574	17,426	17,420	1%
75-84	9,633	9,986	10,382	11,243	11,856	23%
85+	4,407	4,462	4,556	4,575	4,689	6%
All 65+	31,272	31,891	32,512	33,244	33,965	9%

Total number of people receiving services	
2016-17	2,201
2017-18	2,219
2018-19	2,137

How we spent our money

Adult Social Care 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 needs of our residents.



* Includes voluntary sector funding, prevention and wellbeing services, other commissioned services and back office functions

Adult social services in numbers

We supported
over

1,400



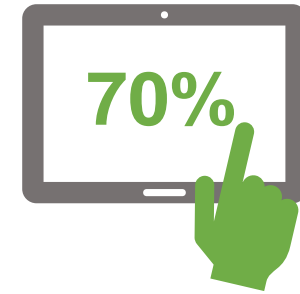
people with care & support in their own home in the last year



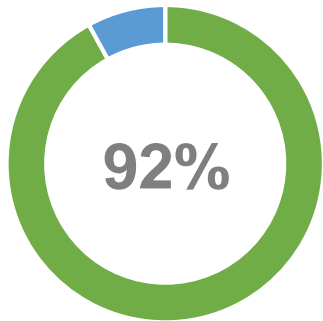
people living in the community received a direct payment from us in the last year



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



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



of people aged 65+ remaining in their home 91 days after discharge from hospital



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

19377

items of equipment and minor adaptations provided



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

71%

of carers say they were included or consulted in discussions about the person they care for.

Carers receiving support	2016-17	2017-18	2018-19
Number of carers supported	632	431	548
Number of carers with a Direct Payment	61	76	33
Number of Carers receiving respite	73	91	66

Direct payments

Richmond has been a leader in personalisation and performs 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.

78%
of people receive their direct payment through a prepaid card.

People receiving a Direct Payment	2016-17	2017-18	2018-19
Older people	245	257	238
Adults with a physical disability	138	132	124
Adults with mental health needs	33	60	56
Adults with a learning disability	179	180	176
Total	595	629	594

79%
of people who use services say they have control over their daily life.

Day services

The Council has three day centres providing services to people with dementia or a physical disability. Over the last year 185 people attended one of these centres or another day centre outside of the borough.

People receiving day care	2016-17	2017-18	2018-19
Older people	153	145	135
Adults with a physical disability	30	28	27
Adults with mental health needs	6	7	3
Adults with a learning disability	19	19	20
Total	209	199	185

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.

56%

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

People receiving home support	31/03/17	31/03/18	31/03/19
Older people	376	362	311
Adults with a physical disability	57	49	46
Adults with mental health needs	41	43	58
Adults with a learning disability	44	60	55
Total	518	514	470

Short-term rehabilitation support

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

5074
referrals in total received over the last year, 67% of which were received from hospitals.

Outcomes for people receiving reablement	2017-18	2018-19
Number of people requiring no ongoing support	350	387
Number of people with reduced support	131	127
Number of people with increased support	42	49
Number of people with same level of support	34	40
Total	557	603

97%
of rapid response referrals were responded to within 2 hours helping to prevent 348 people from being admitted to hospital.

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 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.

34%

of people were supported in a care home in 2018-19. Richmond is doing well at supporting people to stay in their own home.

People supported in care homes as of...	31/03/2017	31/03/2018	31/03/2019
Older people	340	322	317
Adults with a physical disability	20	20	23
Adults with mental health needs	43	49	47
Adults with a learning disability	158	162	158
Total	561	553	545

Supported living

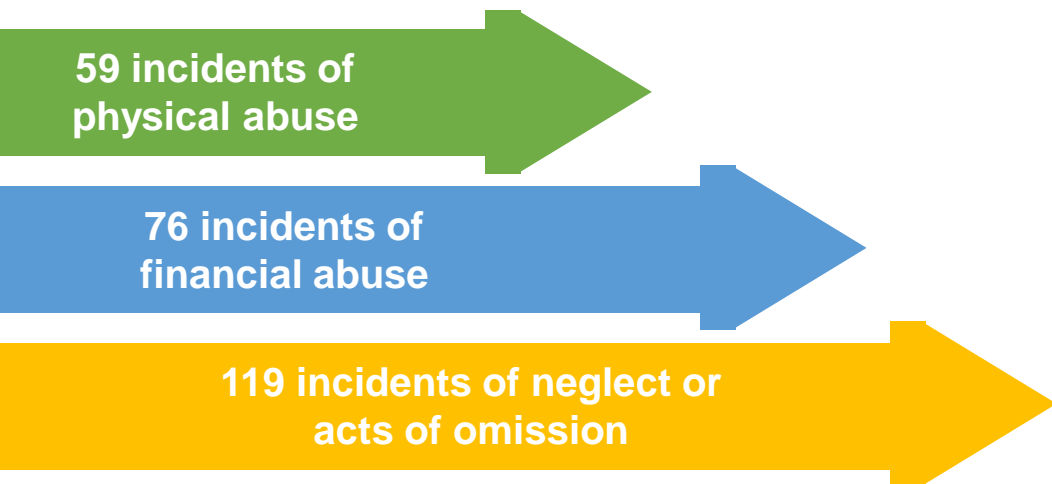
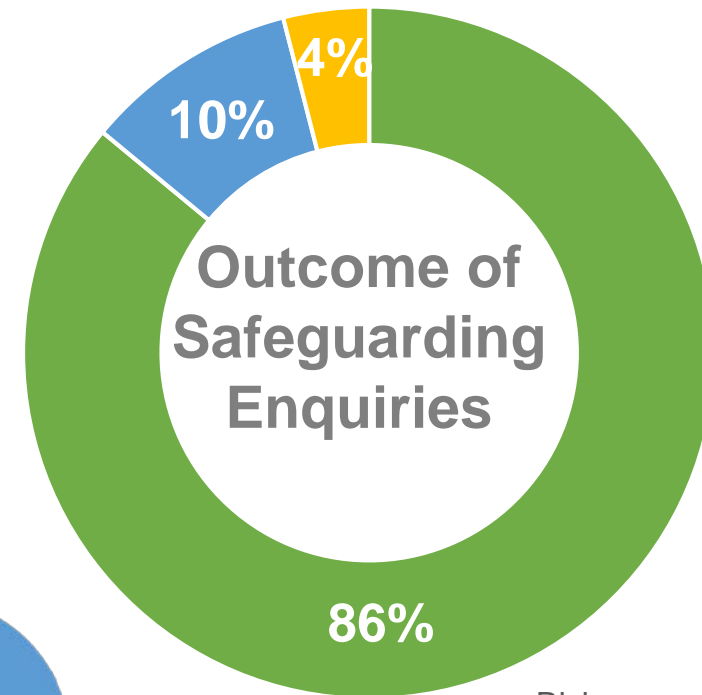
Supported living provides the opportunity for people who don't want to live in a care home to live as independently as possible with support available on site by a dedicated team. These services are mainly provided for people with learning disabilities or mental health problems.

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	2016-17	2017-18	2018-19
Adults with mental health needs	49	63	76
Adults with a learning disability	87	92	104
Older people & people with a physical disability	3	4	5
Total	139	159	185

Safeguarding

Concerns about safeguarding	2016-17	2017-18	2018-19
Concerns raised	1354	1106	1034
Enquiries made	386	252	348
% of concerns progressed to enquiry	29%	23%	34%
Enquiries completed	375	234	299



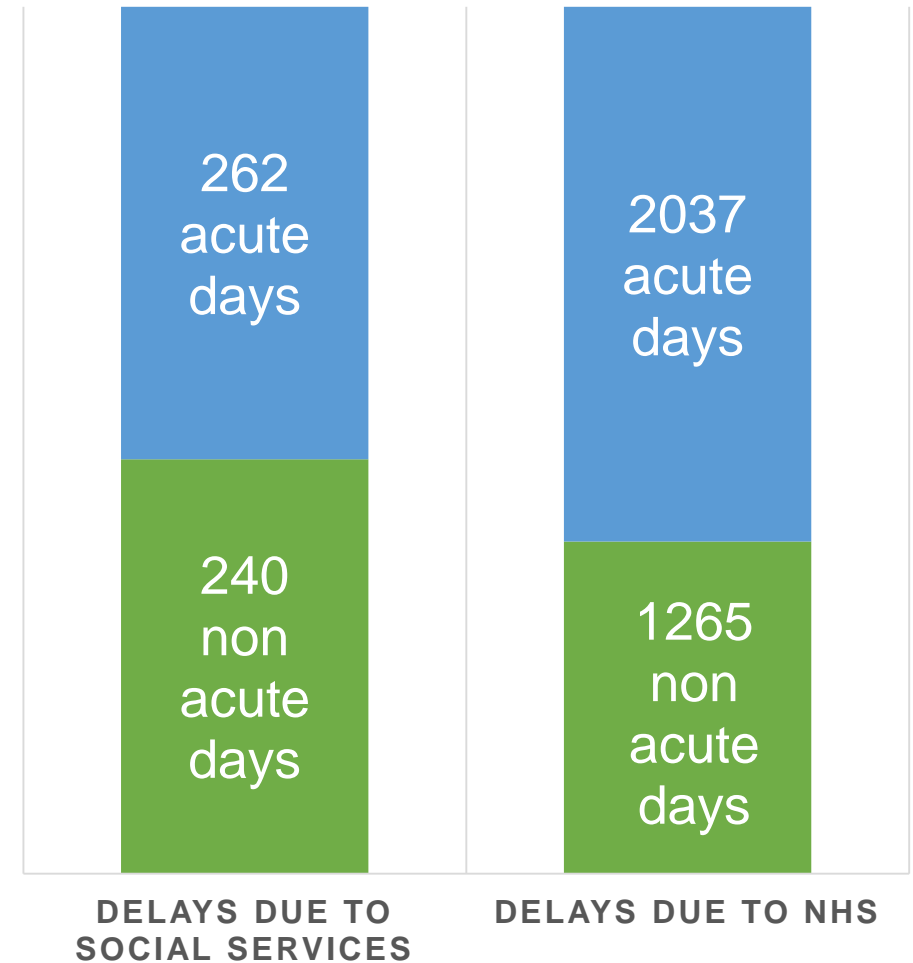
51%
 took place in people's own homes making it the most likely place for people to be at risk of harm.

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

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 66% reduction compared to 2018-19. This was largely due to good partnership working with local health partners and the increased capacity in the Richmond Response and Rehabilitation Team. In March 2019, Richmond was best in London for delays attributed to social care.

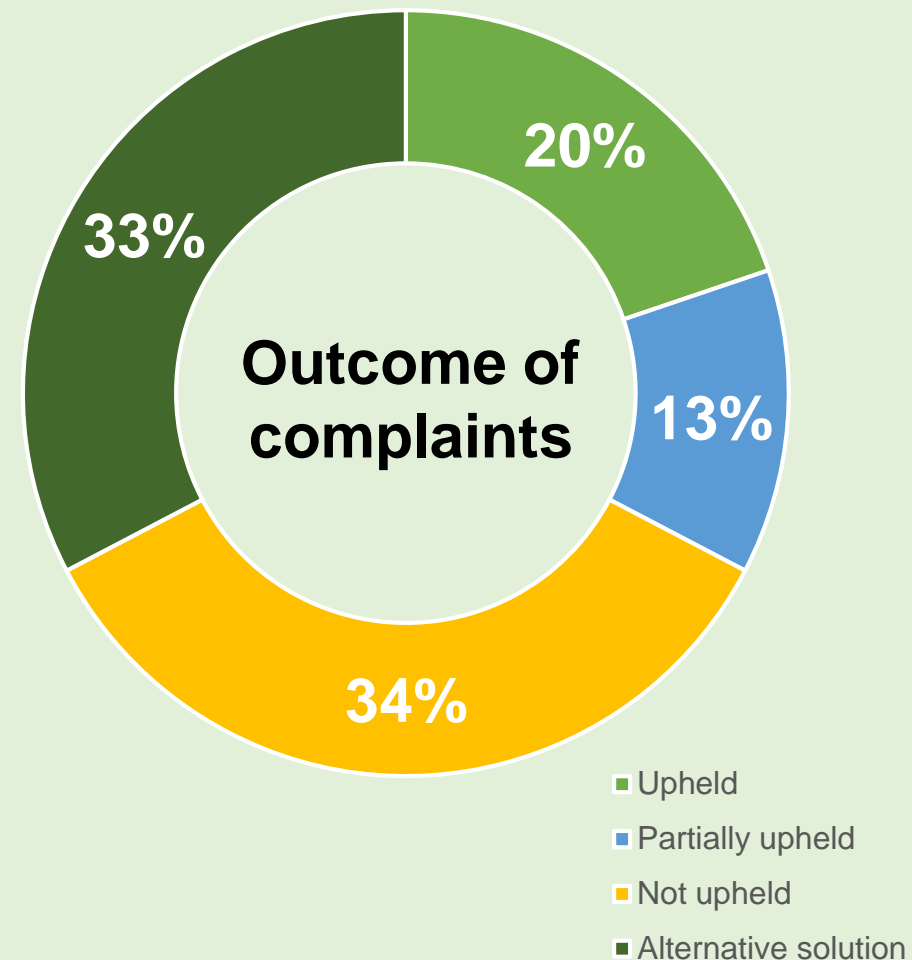


When things go wrong

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.

	2016-17	2017-18	2018-19
Number of complaints made	109	66	56



Our Priorities for 2019-20

1. Put prevention and wellbeing at the heart of what we do
2. Transform our services by reviewing pathways into our 'Front Door', the effectiveness of our reablement services and by supporting residents through strengths-based practice enabling them to retain/gain/regain independence
3. Improving transitions for young people into adulthood
4. Ensure homecare services are stable and provide good quality services to residents
5. Support more adults with learning disabilities into employment
6. Develop integrated and partnership working with our health partners through implementation of the Local Health & Care Plan
7. Deliver actions from the joint dementia strategy with Richmond CCG
8. Develop an accommodation strategy for all residents with care and support needs
9. Ensure planned savings are achieved and reduce pressure on budgets
10. Retain our good performance and focus on improving performance in any underperforming areas
11. Increase the number of carers assessed and supported and provide a good range of services and support to improve carers wellbeing.