

Richmond Adult Social Care

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. 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 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 was maintained or improved in most areas. Over the past 12 months, we have:

- **Provided social care to over 2,000 residents**
- **Supported over 500 carers**
- **Responded to over 1,300 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 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 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.

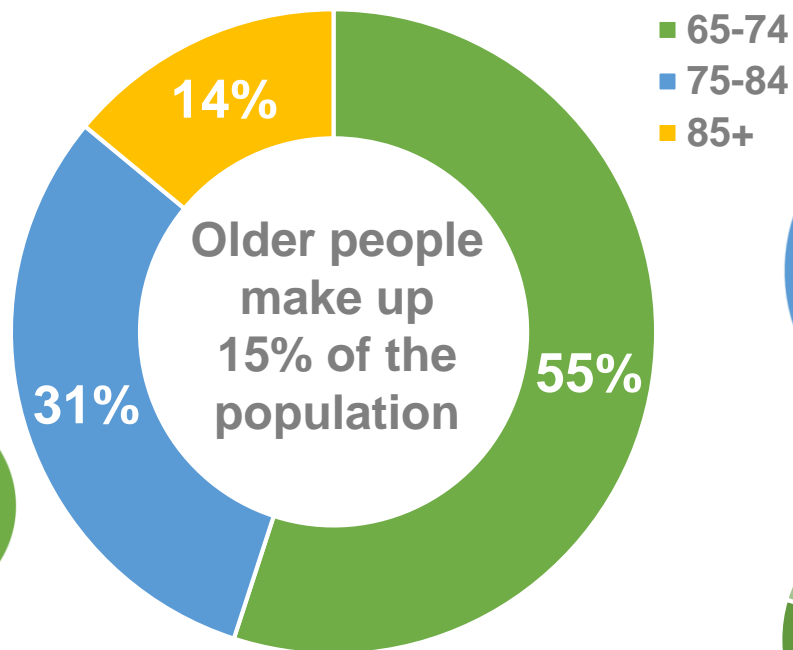
Reductions in the number of people supported maybe one of the outcomes of adopting a strengths-based approach as the use of own strengths and community resources is maximised. Increased use of voluntary and community sector might be another outcome.

Our population

Total population of Richmond is 198,019.

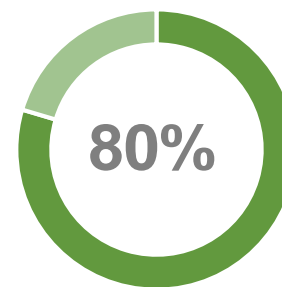
Richmond has the second highest proportion of people over 80 in London.

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.

86 years



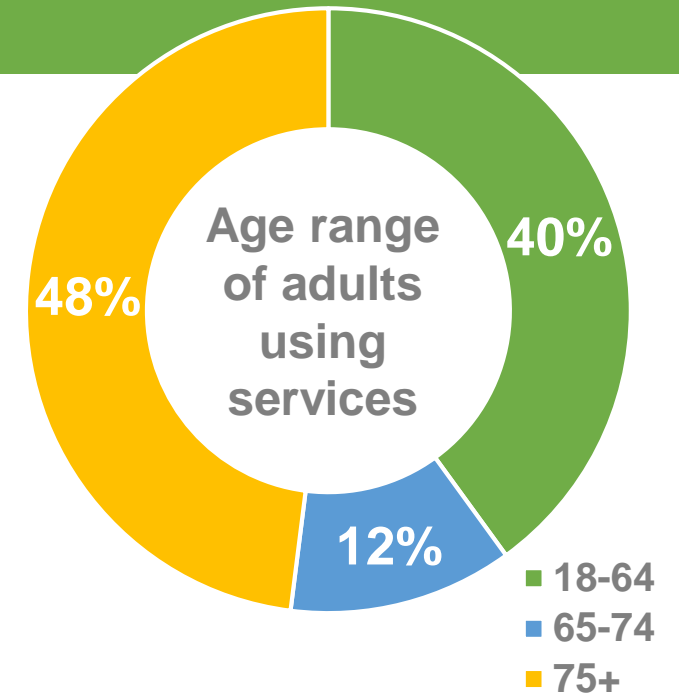
82 years



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

Population pressures

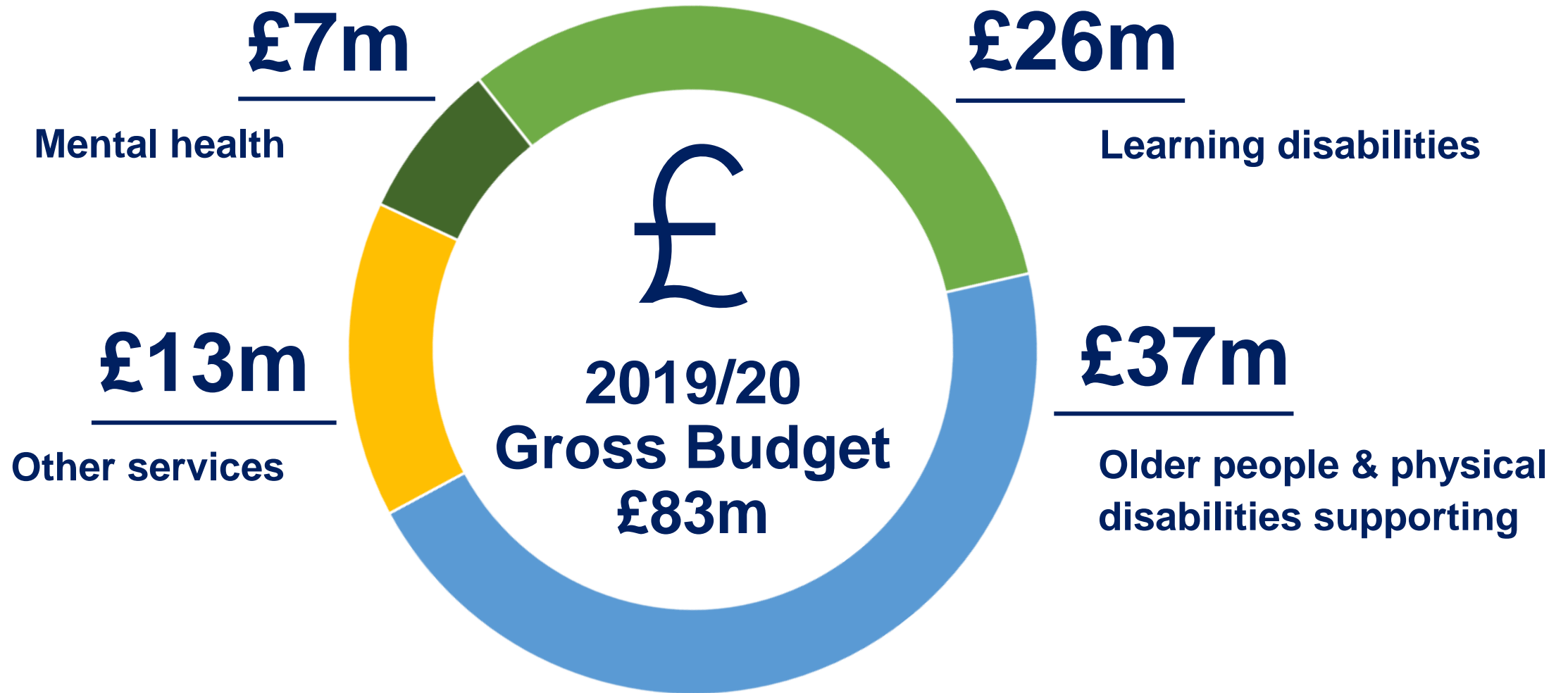
The Greater London Authority is projecting further increases in the older people's population in the borough over the next few years. By 2022, it is expected that the number of people aged 75 to 84 years will have increased by over 1,100. This is likely to put additional pressure on social care and health services.



Age group	2020	2021	2022	2023	2024	% increase
65-74	17,452	17,565	17,428	17,376	17,494	0.2%
75-84	10,000	10,352	11,142	11,700	12,055	21%
85+	4,421	4,484	4,468	4,516	4,636	5%
All 65+	31,873	32,401	33,038	33,592	34,185	7%

Total number of people receiving services	
2017-18	2,219
2018-19	2,137
2019-20	2,044

How we spent our money



Adult social services in 2019-20

We supported
over

1,300



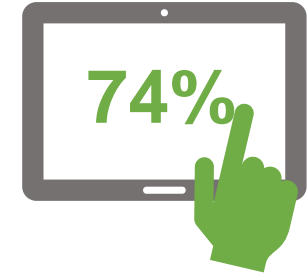
people with care &
support in their
own home in the
last year



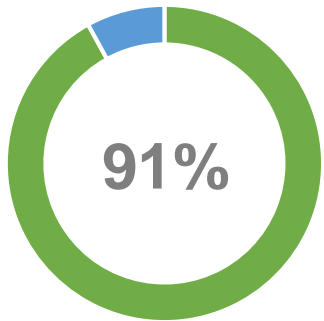
people living in their own
home received a direct
payment from us in the
last year



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+ remaining
in their home
91 days after
discharge
from hospital



In London for services
that helped to make
people feel safe and
secure



82%
of people who
use services
have control over
their daily life –
Top in London



of people's 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.



Carers receiving support	2018-19	2019-20
Number of carer assessments	219	461
Number of carers with a Direct Payment	33	39
Number of Carers receiving respite	66	71

Direct payments

Richmond has been a leader in personalisation and performs well in the delivery of direct payments which give people with care and support needs more choice and control over their services. 80% of people with a direct payment receive this through a prepayment card

41.5%

of people receive their services through a direct payment.

People receiving a Direct Payment	2017-18	2018-19	2019-20
Older people	257	238	204
Adults with a physical disability	132	124	111
Adults with mental health needs	60	56	51
Adults with a learning disability	180	176	172
Total	629	594	538

Day services

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

Over the last year 187 people attended one of these centres or another day centre outside of the borough.

People receiving day care	2017-18	2018-19	2019-20
Older people	145	135	142
Adults with a physical disability	28	27	22
Adults with mental health needs	7	3	3
Adults with a learning disability	19	20	20
Total	199	185	187

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.

55%
of people receiving support at home receive more than 10 hours of support a week.

People receiving home support	31/03/18	31/03/19	31/03/20
Older people	362	311	306
Adults with a physical disability	49	46	50
Adults with mental health needs	43	58	45
Adults with a learning disability	60	55	55
Total	514	470	456

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.

Outcomes for people receiving reablement	2018-19	2019-20
Number of people requiring no ongoing support	387	309
Number of people with reduced support	127	151
Number of people with increased support	49	29
Number of people with same level of support	40	42
Total	603	531

5039

referrals in total received over the last year, 65% of which were received from hospitals.

100%

of rapid response referrals were responded to within 2 hours helping to prevent 381 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 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.

**Richmond was
Top in London for
supporting adults age 18
– 65 to remain in their
home and not move into a
care home.**

People supported in care homes as of...	31/03/2018	31/03/2019	31/03/2020
Older people	322	317	324
Adults with a physical disability	20	23	21
Adults with mental health needs	49	47	49
Adults with a learning disability	162	158	155
Total	553	545	549

Supported living

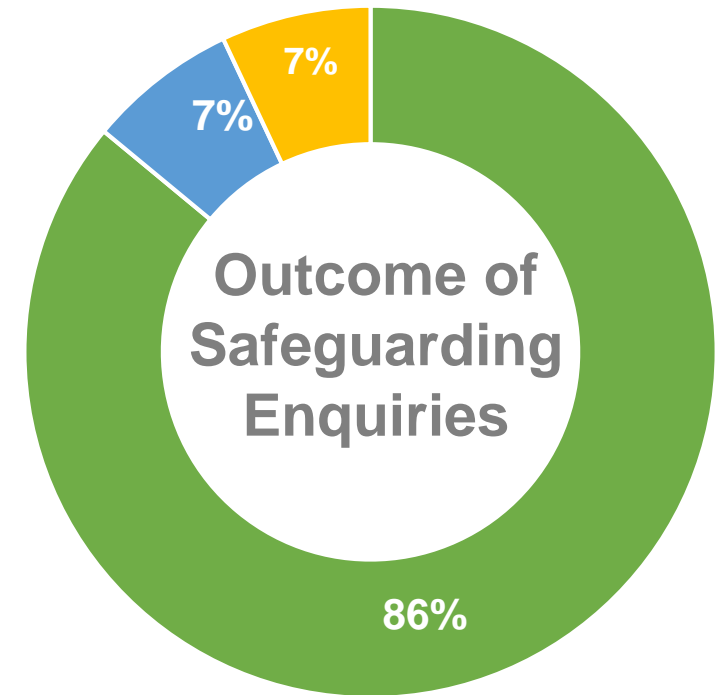
Supported living provides the opportunity for people who don't want to live in a care home to live as independently as possible with support available on site by a dedicated team. These services are mainly provided for people with learning disabilities or mental health problems.

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	2017-18	2018-19	2019-20
Adults with mental health needs	63	76	83
Adults with a learning disability	92	104	110
Older people & people with a physical disability	4	5	6
Total	159	185	199

Safeguarding

Concerns about safeguarding	2017-18	2018-19	2019-20
Concerns raised	1106	1034	1348
Enquiries made	252	348	423
% of concerns progressed to enquiry	23%	34%	31%
Enquiries completed	234	299	360



65 incidents of physical abuse

131 incidents of financial abuse

130 incidents of neglect or acts of omission

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

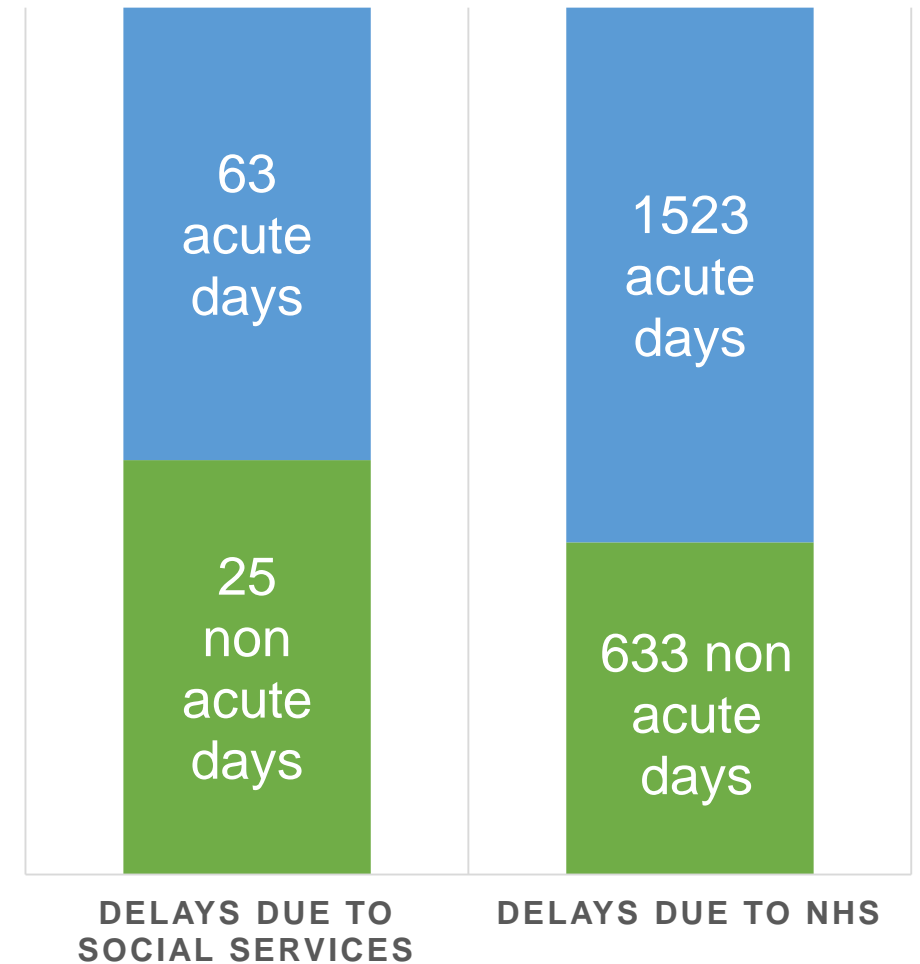
Delayed transfers of care from hospital

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.

National monitoring of delays stopped in January 2020, due to the impacts of Covid-19 on the hospital discharge process.

In January 2020 Richmond was:

- **Best in London** for Social Care delays with most delays due to patients waiting for a care package.
- **Seventh** in London for all delays.

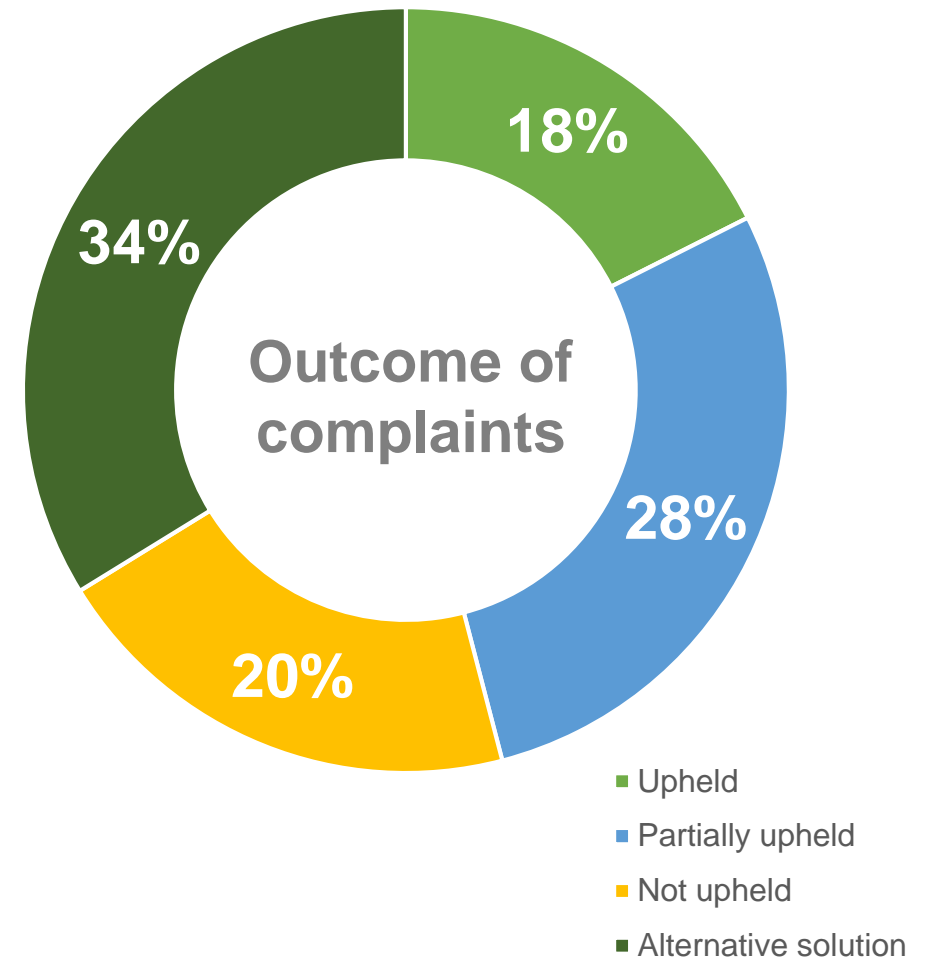


When things go wrong

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.

	2017-18	2018-19	2019-20
Number of complaints made	66	56	74



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. Review and develop transition arrangements with Children's Services.
4. Deliver better outcomes through health and care integration including accelerated/rapid hospital discharge.
5. Refresh Local Health and Care Plans, reflecting emerging priorities arising from COVID-19.
6. 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).
7. Continue the implementation of the Council's Prevention Framework.
8. Ensure delivery of Dementia related activity and services for people living with Dementia and their carers.
9. Improve access for carers to effective support to meet their individual needs.
10. Transformation of the front door, to develop an effective service based on principles of early intervention and prevention, that will manage demand and meet more people's needs at the initial point of contact.
11. Take forward the actions of the Scrutiny task group that reviewed the employment of people with learning disabilities within the borough.
12. Maintain and develop plans for expansion of fuel poverty programme, targeting energy efficiency measures for vulnerable residents' homes.