

Richmond Adult Social Care

How we've done in 2021-22 Our Annual Report



Welcome to our Annual Report 2021-22

Welcome to the Adult Social Care Annual Report 2021-22. 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 2022-23. Previous years data has been updated in this report to provide a more accurate comparison over time.

Over the past 12 months, we have:

- **Provided social care to over 1,900 residents**
- **Supported over 500 carers**
- **Responded to over 1,800 safeguarding concerns.**

Our vision for Adult Social Care

Our aspiration is to “Deliver the best for residents” and support people to stay as independent and well for as long as possible. This means we want to support people to live the best life they can and only have support from the council if necessary.

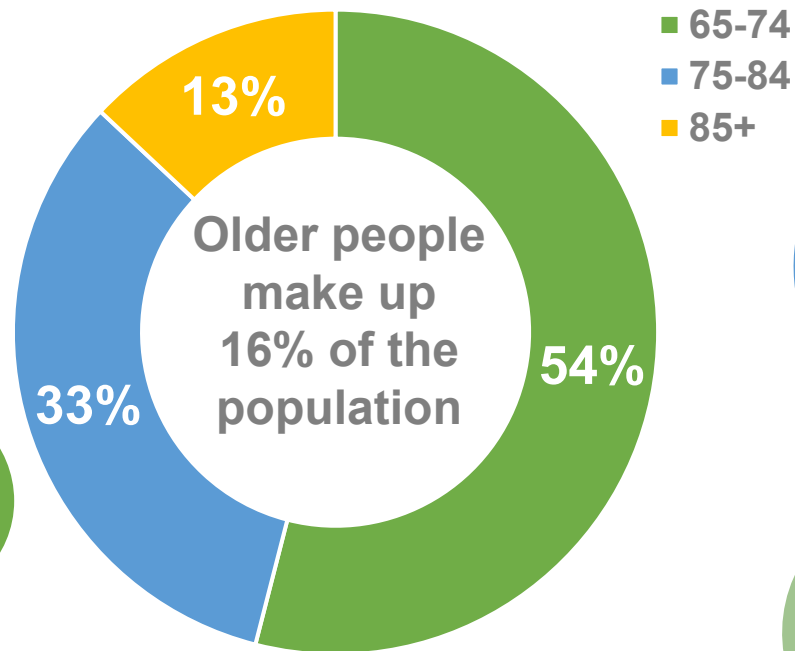
We know this will not be the case for everyone, particularly for older and more vulnerable residents who will require care and support from the Council. When people become less independent or unwell, we will ensure they access care and support at the right time and the right place.

Our population

Total population of Richmond is 195,200.

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

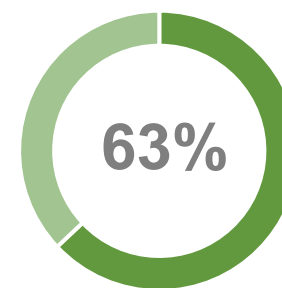
Older people from Black, Asian and Minority Ethnic communities make up 9% of the population.



48% increase in the population aged 75-84 since 2011

Over half of people aged 75 and over live alone.

There are over **15,000** unpaid carers in Richmond. 20% of carers provide more than 50 hours of care a week.



Of people are economically active; in employment

86 years



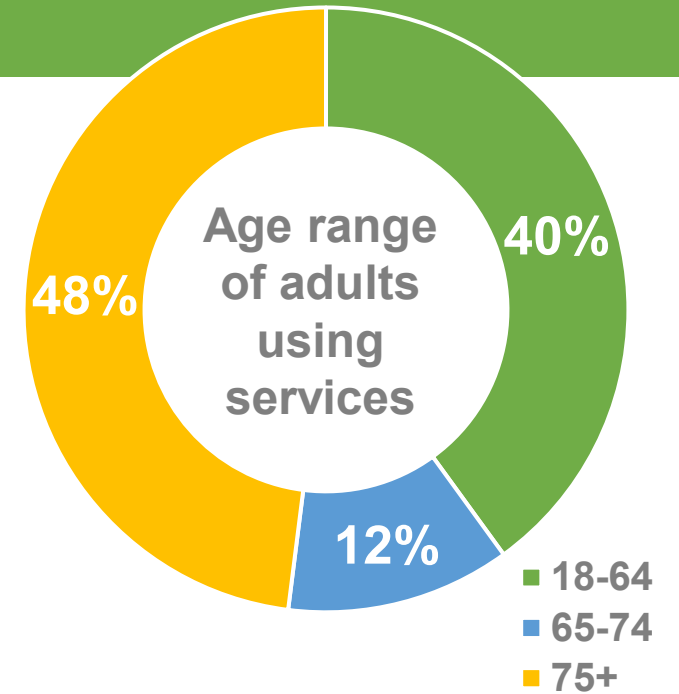
82 years



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

Population pressures

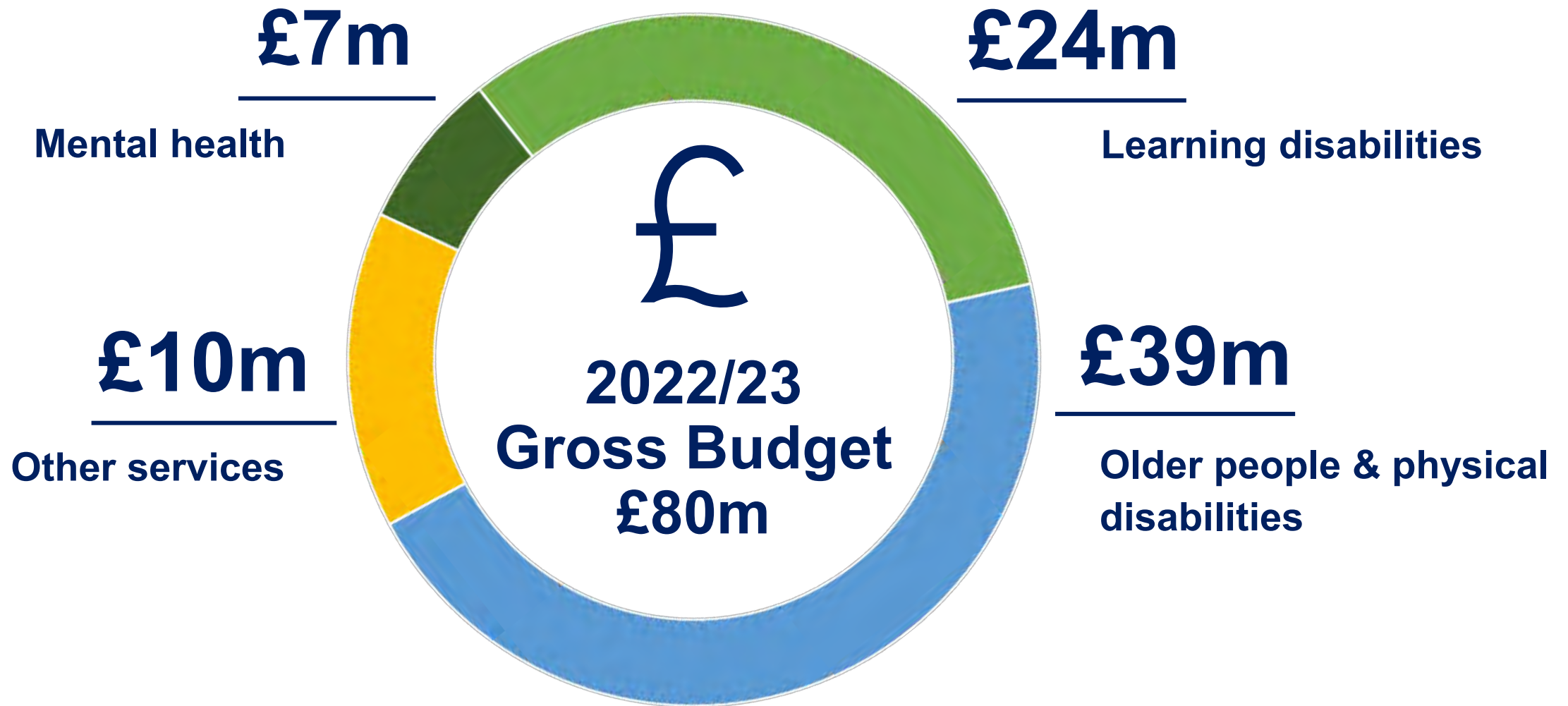
The Greater London Authority is projecting further increases in the older people's population in the borough over the next few years. By 2024, it is expected that the number of people aged 75 to 84 years will have increased by nearly 1,000. This is likely to put additional pressure on social care and health services.



Age group	2022	2023	2024	2025	2026	% increase
65-74	17,572	17,615	17,834	18,141	18,595	6%
75-84	11,148	11,743	12,127	12,480	12,879	13%
85+	4,602	4,693	4,849	4,961	5,026	8%
All 65+	32,322	34,051	34,810	35,582	36,500	11%

Total number of people receiving services	
2019-20	2,032
2020-21	2,027
2021-22	1,976

How we spent our money



Adult social services in 2021-22

We supported
over

1,300



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



In London for the %
of Service Users
provided with a
direct payment

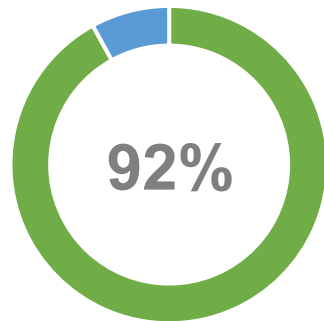


3,000

people supported to
return home after a
period of stay from
hospital



In London for supporting
Service Users with a
learning disability in
employment



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



in London
for social
care related
quality of
life



In London for
those that use
services and say
they have control
over their daily
life

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.

56%

**Of carers assessed
during the year**

Carers receiving support	2019-20	2020-21	2021-22
Number of carer assessments	461	516	538
Number of carers supported	504	565	573
Number of carers with a Direct Payment	39	47	79

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. 86% of people with a direct payment receive this through a prepayment card

39%
of people with care and support needs receiving a direct payment. 2nd highest in London

People who are receiving a Direct Payment as of...	31/03/2020	31/03/2021	31/03/2022
Older people	150	140	141
Adults with a physical disability	94	90	90
Adults with mental health needs	44	43	40
Adults with a learning disability	159	162	162
Total	447	435	433

Day services

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

Over the last year, 108 people attended one of these centres or another day centre outside of the borough. Attendance at day centres has increased this year but have not returned to pre-pandemic levels.

People receiving day care	2019-20	2020-21	2021-22
Older people	142	63	84
Adults with a physical disability	22	11	9
Adults with mental health needs	3	2	1
Adults with a learning disability	20	8	14
Total	187	84	108

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.

57%
of people receiving support at home receive more than 10 hours of support a week.

People who received home support	2019/20	2020/21	2021/22
Older people	550	521	473
Adults with a physical disability	77	64	79
Adults with mental health needs	74	57	51
Adults with a learning disability	66	58	68
Total	767	700	671

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.

5184
referrals received by RRRT
over the last year. 53% of
which were received from
hospitals.

Outcomes for people receiving reablement	2020-21	2021-22
Number of people requiring no ongoing support	258	256
Number of people with reduced support	176	149
Number of people with increased support	31	21
Number of people with same level of support	62	25
Total	527	451

98%
of rapid response referrals
were responded to within
2 hours helping to prevent
516 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.

31%
of people are
supported in care
homes

People supported in care homes	2019-20	2020-21	2021-22
Older people	463	425	397
Adults with a physical disability	25	20	22
Adults with mental health needs	53	55	57
Adults with a learning disability	162	156	145
Total	703	656	621

Supported living

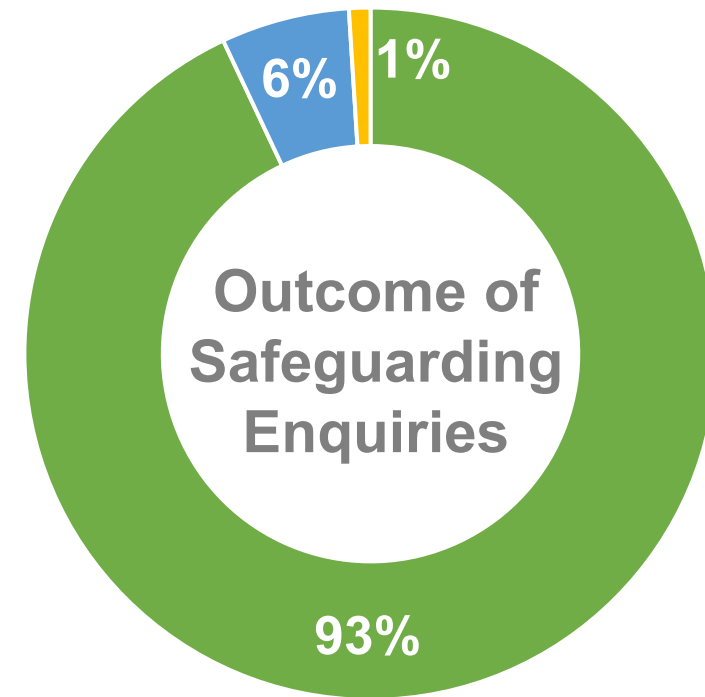
Supported living provides the opportunity for people who don't want to live in a care home to live as independently as possible with support available on site by a dedicated team. These services are mainly provided for people with learning disabilities or mental health problems.

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	2019-20	2020-21	2021-22
Adults with mental health needs	87	94	108
Adults with a learning disability	114	110	114
Older people & people with a physical disability	6	6	8
Total	207	210	230

Safeguarding

Concerns about safeguarding	2019-20	2020-21	2021-22
Concerns raised	1348	1721	1883
Enquiries made	423	593	426
% of concerns progressed to enquiry	31%	34%	23%
Enquiries completed	360	507	388



75 incidents of physical abuse

96 incidents of financial abuse

107 incidents of neglect or acts of omission

57%

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

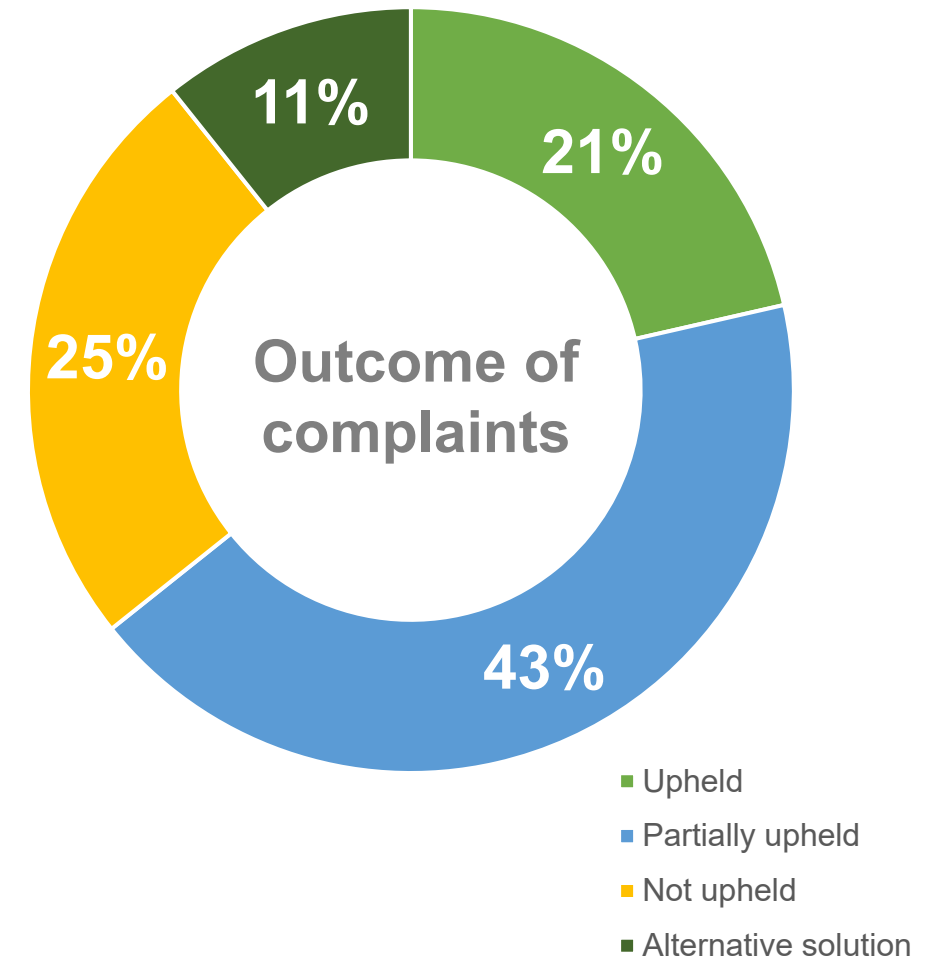
- Risk removed or reduced
- Risk remains
- No action taken

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.

	2019-20	2020-21	2021-22
Number of complaints made	74	35	32



Our Priorities during 2022-23

1. Deliver all the requirements of the Adult Social Care Reform White Paper 'People at the Heart of care'.
2. Implement the Social Care Reform programme, including a 'Cost of Care Exercise' and a Market Sustainability Plan.
3. Support and sustain the local provider market to ensure sufficient capacity to meet demand delivered by a highly skilled and competent workforce
4. Continue to develop our strategic partnerships with the NHS, both at a sub-regional level in Southwest London as a designated Integrated Care System (ICS), and at a borough level developing Integrated Care Partnerships (ICP, including undertaking a review of the BCF.
5. Deliver all the requirements for Adult Social Care of the Integration White Paper 'Joining up care for People, Places and Populations'
6. Develop our support to unpaid carers, taking into account the White Paper ambition to kick start a change in services for unpaid carers.

Our Priorities during 2022-23

7. Work with housing colleagues to take forward ambitions in the White Paper including agreeing how to target the new investment in housing and ensure that making every decision about care is a decision about housing.
8. Continue with the transformation of Adult Social Care, making full use of technological innovation and accelerating digital transformation.
9. Develop our workforce strategy, with a focus on the recruitment and retention of qualified social workers and occupational therapists, to ensure a sufficient, diverse, professionally confident adult social care workforce.
10. Ensure the consistent and explicit involvement of service users and carers in service design, change or policy development.
11. Implement processes to actively seek feedback from people who use our services, including carers, and report back to people about how we have acted on what they told us to improve people's experience and outcomes.