

Richmond Adult Social Care

How we've done in 2020-21 Our Annual Report



Welcome to our Annual Report 2020-21

Welcome to the Adult Social Care Annual Report 2020-21. 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 2021-22.

The COVID-19 pandemic continues to have a significant impact on residents and communities, 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 performance was maintained or improved in most areas in 2020-21.

Over the past 12 months, we have:

- **Provided social care to over 2,000 residents**
- **Supported over 500 carers**
- **Responded to over 1,700 safeguarding concerns.**

We have established a Transforming the Future Programme 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 our local [Outbreak Control Plan](#). The Programme's key ambitions include looking at new ways of working and transforming service arrangements drawing on previous strengths-based work and the benefits from technological solutions and digital technology.

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.

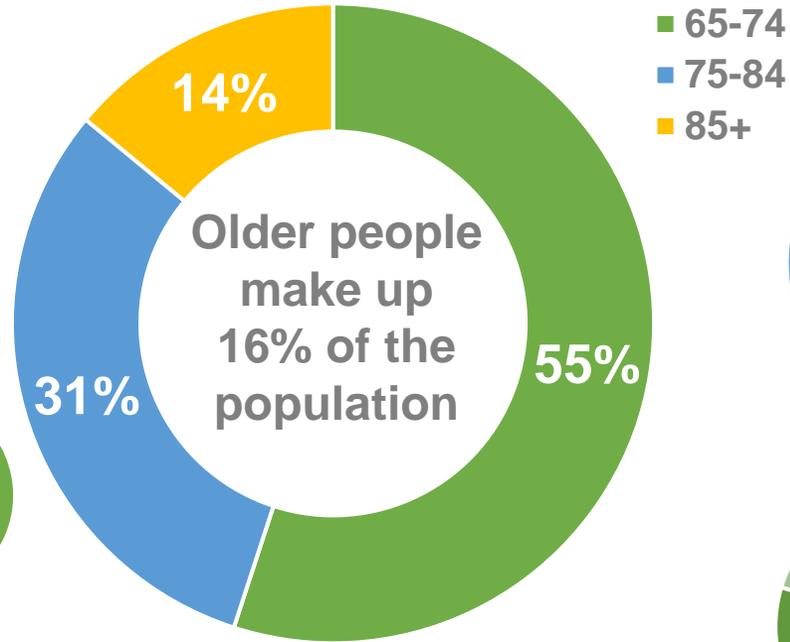
Reductions in the number of people supported maybe one of the outcomes of adopting a strengths-based approach as the use of own strengths and community resources is maximised. Increased use of voluntary and community sector might be another outcome.

Our population

Total population of Richmond is 199,157.

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

Older people from Black, Asian and Minority Ethnic 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 tenth highest proportion of working adults in London.

86 years



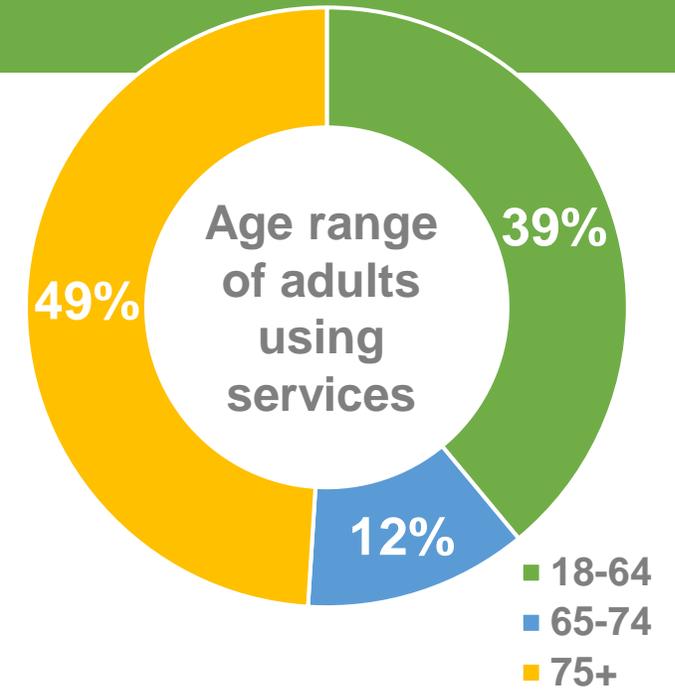
Richmond has one of the highest levels of life expectancy in England.

82 years



Population pressures

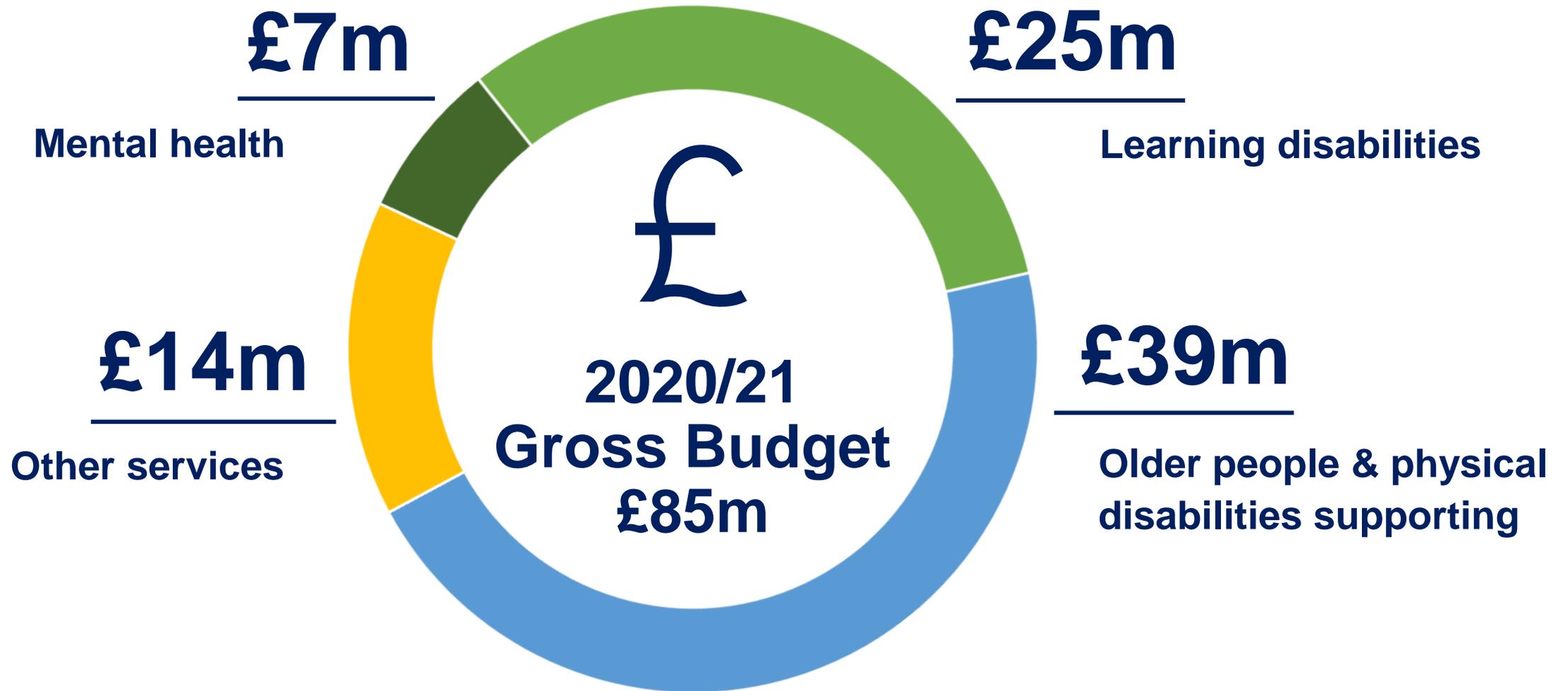
The Greater London Authority is projecting further increases in the older people's population in the borough over the next few years. By 2023, it is expected that the number of people aged 75 to 84 years will have increased by over 1,300. This is likely to put additional pressure on social care and health services.



Age group	2021	2022	2023	2024	2025	% increase
65-74	17,638	17,572	17,615	17,833	18,141	3%
75-84	10,344	11,148	11,743	12,127	12,480	21%
85+	4,579	4,602	4,693	4,849	4,961	8%
All 65+	32,561	33,322	34,051	34,809	35,582	9%

Total number of people receiving services	
2018-19	2,137
2019-20	2,044
2020-21	2,027

How we spent our money



Adult social services in 2020-21

We supported nearly

1,400



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



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

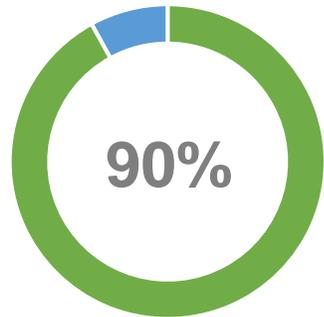


1,700

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



1st
In England for permanent care home admissions for younger adult



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.

565
carers supported
during the year

Carers receiving support	2018-19	2019-20	2020-21
Number of carer assessments	219	461	516
Number of carers with a Direct Payment	33	39	48
Number of Carers receiving respite	66	71	63

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. 82% of people with a direct payment receive this through a prepayment card

40%
of people receive their services through a direct payment. 2nd highest in London

People receiving a Direct Payment	2018-19	2019-20	2020-21
Older people	238	204	194
Adults with a physical disability	124	111	106
Adults with mental health needs	56	51	48
Adults with a learning disability	176	172	176
Total	594	538	524

Day services

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

Over the last year 84 people attended one of these centres or another day centre outside of the borough. Day centres were temporarily closed during the Covid-19 lockdown periods which led to fewer people attending day centres this year.

People receiving day care	2018-19	2019-20	2020-21
Older people	157	142	63
Adults with a physical disability	27	22	11
Adults with mental health needs	3	3	2
Adults with a learning disability	20	20	8
Total	207	187	84

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	31/03/19	31/03/20	31/03/21
Older people	311	306	318
Adults with a physical disability	46	50	42
Adults with mental health needs	58	45	51
Adults with a learning disability	55	55	50
Total	470	456	461

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	2019-20	2020-21
Number of people requiring no ongoing support	309	258
Number of people with reduced support	151	176
Number of people with increased support	29	31
Number of people with same level of support	42	62
Total	531	527

4611

referrals in total received over the last year, 48% of which were received from hospitals.

98%

of rapid response referrals were responded to within 2 hours helping to prevent 483 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 best in England for supporting adults age 18 – 64 to remain in their home and not move into a care home.

People supported in care homes as of...	31/03/2019	31/03/2020	31/03/2021
Older people	317	324	277
Adults with a physical disability	23	21	16
Adults with mental health needs	47	49	49
Adults with a learning disability	158	155	141
Total	545	549	483

Supported living

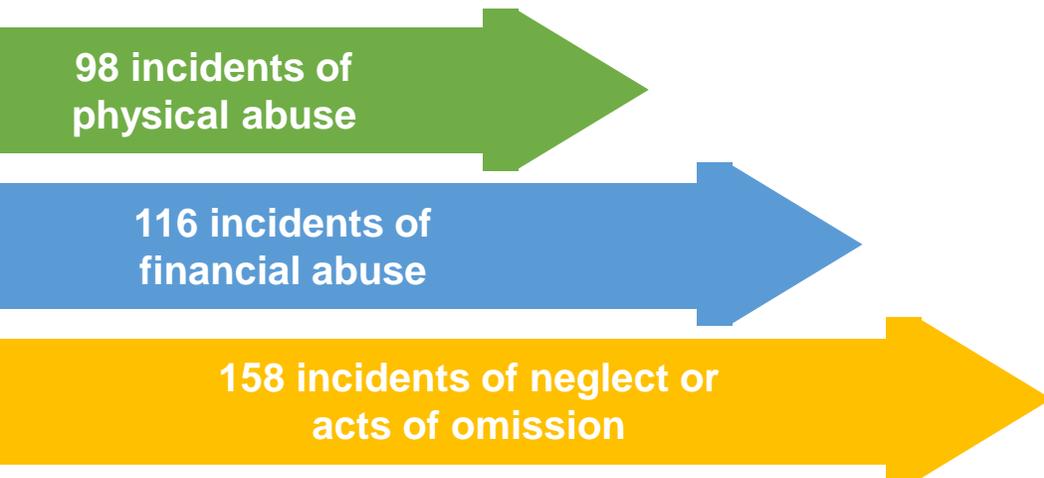
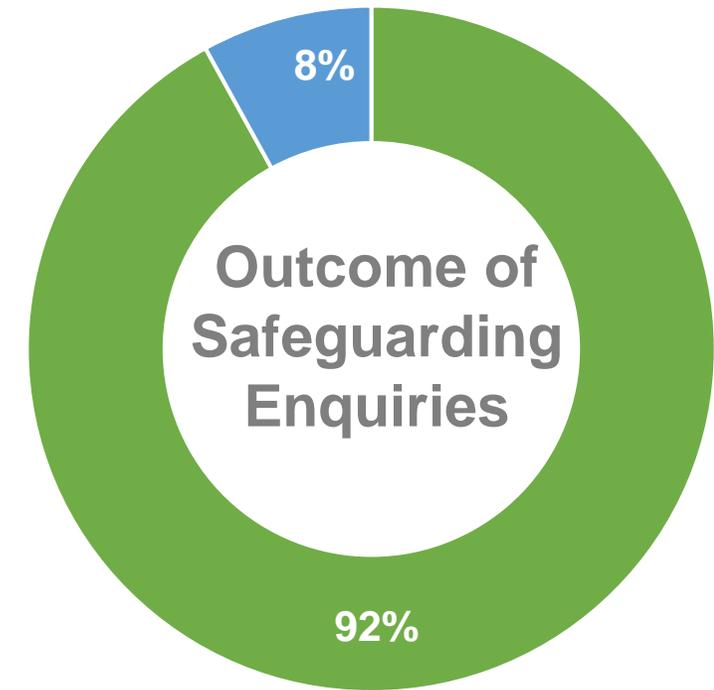
Supported living provides the opportunity for people who don't want to live in a care home to live as independently as possible with support available on site by a dedicated team. These services are mainly provided for people with learning disabilities or mental health problems.

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	2018-19	2019-20	2020-21
Adults with mental health needs	76	83	94
Adults with a learning disability	104	110	110
Older people & people with a physical disability	5	6	6
Total	185	199	210

Safeguarding

Concerns about safeguarding	2018-19	2019-20	2020-21
Concerns raised	1034	1348	1721
Enquiries made	348	423	593
% of concerns progressed to enquiry	34%	31%	34%
Enquiries completed	299	360	507



69%
 took place in people's own homes making it the most likely place for people to be at risk of harm.

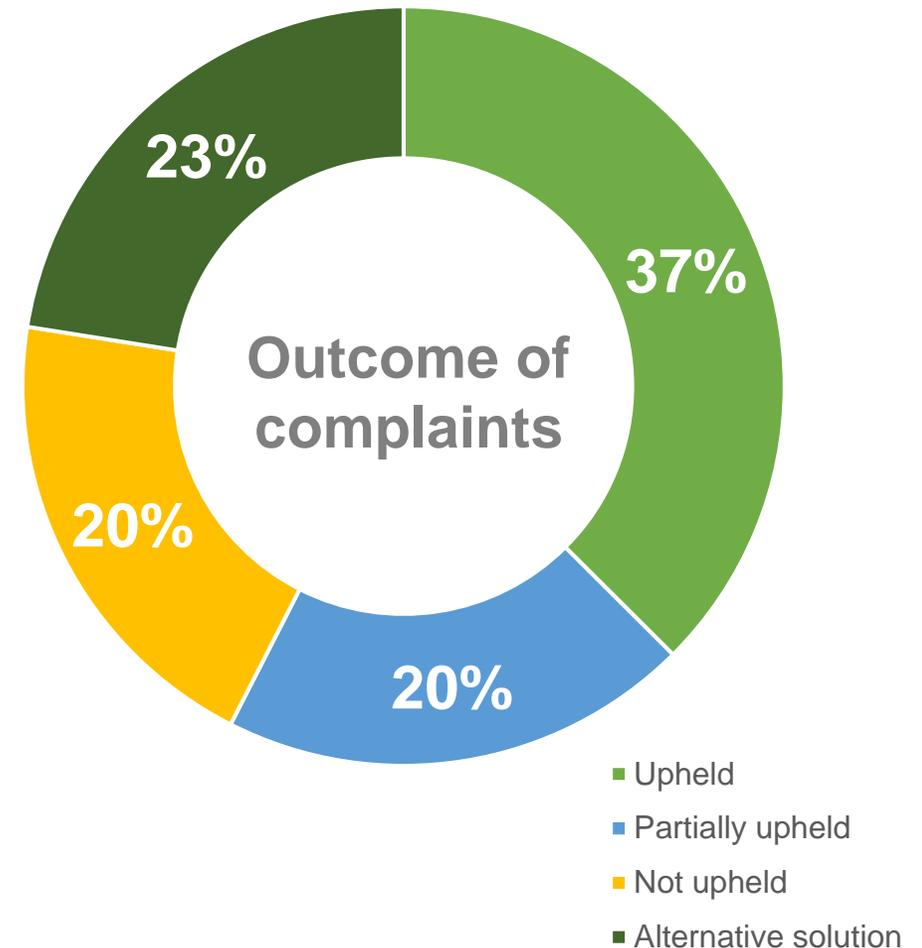
- Risk removed or reduced
- Risk remains

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.

	2018-19	2019-20	2020-21
Number of complaints made	56	74	35



Our Priorities for 2021-22

1. Embed the immense learning from COVID-19 and adopt lasting improvements to the way residents are supported through changed approaches to service delivery, making full use of technological innovation and digital approaches, building on the strength-based approach.
2. Develop strategic partnerships with the NHS, both at a sub-regional level in SW London as a designated Integrated Care System (ICS), and at a borough level developing Integrated Care Partnerships (ICP) to achieve the best outcomes for local residents through the integration of health and care.
3. Support and sustain the local provider market post COVID-19 to ensure sufficient capacity to meet demand delivered by a highly skilled and competent workforce.
4. Ensure improved access to effective support for carers and ensure carers are recognised and valued and can access support when they need it.
5. Take forward the actions of the Scrutiny task group that reviewed the employment of people with learning disabilities within the borough.
6. Improve and develop transition arrangements with Achieving for Children.

Our Priorities for 2021-22

8. Continue with the transformation of the front door, to implement a community-based 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.
9. Maintaining a sufficient, diverse, professionally confident adult social care workforce to meet on-going statutory duties, complete restorative work and ensure consistency of practice.
10. Implementation of the Council's Prevention Framework, including any new prevention or population health priorities emerging from COVID-19.
11. Delivery of Dementia related activity and services for people living with Dementia and their carers. This will include implementing the refreshed dementia strategy framework action plans and supporting the Dementia Action Alliance.
12. Develop plans for expansion of fuel poverty programme, targeting energy efficiency measures for vulnerable residents' homes.