



ISLINGTON

# Islington Adult Social Care Local Account – 2019/20 and 2020/21

September 2021



# Foreword and introduction



**This is the Local Account for Islington Adult Social Care Services for 2019/2020 and 2020/2021. It is an account of what we have done to support people across the borough during the last two years, how we have invested public money, what the residents and carers we support have fed back to us, and importantly, what we aim to do in 2021/22.**

**During 20/21, the COVID 19 pandemic presented the health and social care system and our community with some of its greatest challenges for decades, testing the resilience of partners across Islington. Excellent partnership working built up over many years has enabled Islington to respond effectively to support our residents and our residents stepped up to support each other. Our Fairer Together partnership and Integrated Care Board are good examples of developing partnerships forums.** Over the past two years we have continued to work with our partners including residents, the NHS, care providers, and voluntary sector organisations **to develop and deliver services together.**

**The challenges presented by the COVID 19 pandemic has required us to work differently during 2020/2021 and has required us to be more innovative about the type, range and style of service delivery. Despite the challenges, we have been able to progress our Adult Social Care Transformation Programme and the key pillars of service development have been firmly put in place. Additionally, we launched our Challenging Inequalities work, which we are continuing to develop at pace.**

**We would like to thank our colleagues, partners, residents, carers, and communities for their incredible work and the way they have pulled together to support one another.**

**We hope you will find the report both interesting and helpful.**



**Cllr Nurullah Turan,**  
Executive Member for  
Health and Social Care



**John Everson,**  
Director of  
Adult Social Care

# About Adult Social Care: an overview



**Adult Social Care works to ensure Islington residents can live healthy, fulfilling, and independent lives – connected to their community and with appropriate care and support as required.**

**We work with residents who may need support for any number of reasons.** Mainly, old age and dementia, physical, sensory and learning disabilities, mental health problems, and substance misuse. The demand for services is growing as our residents are living longer and there are more people living with long term condition.

**Our approach starts with resident's strengths and abilities and seeks to intervene early to prevent or delay needs increasing.**

Care and support offered via Adult Social Care includes help with essential daily activities like eating and washing, or help participating in work or socialising. We provide support in people's homes wherever possible to aid our residents' independence. If that is not possible, we support people to live in high quality supported housing, residential or nursing homes.

**High quality Adult Social Care is a crucial contributor to the Council's Fairness Agenda** – whether due to our work as part of Fairer Together, the Challenging Inequalities programme, or our contributions to the Community Wealth Building movement as an employer and a commissioner.

Currently, 3,900 residents access long-term adult social care services in the year in Islington.

The LBI Adult Social Care gross expenditure was £152.417M in 2020/21

There are 46 Adult Social Care providers registered with the Care Quality Commission (CQC) in Islington.

Adult Social Care manage a diverse portfolio of contracts for over 100 services.

C.600 staff are directly employed in the LBI Adult Social Care Directorate.

A statutory service under the Care Act 2014, Mental Health Acts, and the Health and Social Care Act 2012

**Adult Social Care represents a significant investment for the Council and is an integral part of meeting the Council's strategic priorities**

# Adult Social Care: our services



Day services



Sign language and interpreting



Supported housing and extra care



Safeguarding



Assistive technology



Advocacy



Community inclusion support



Criminal justice related care and support



Occupational therapy



Hospital social work



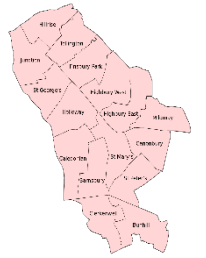
Employment support



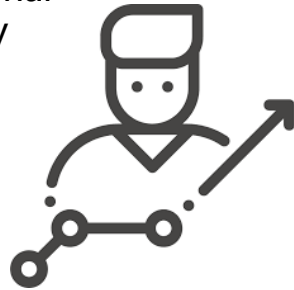
Home care



Care homes



Area social work teams



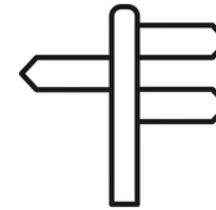
Reablement



Community equipment



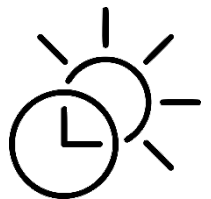
Unpaid carers' support services



Information, advice, and guidance



Direct payments support



Daytime opportunities



**Adult Social Care encompasses a wide variety of services delivered by the Council and by commissioned partners**

# Adult Social Care: in numbers



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**3,955 individuals received a long-term adult social care service** in they year in 2020/21, a **9% increase** from 2019/20



In 2020/21, **3,173 received support in the community** during the year, a **12% increase** from 2019/20



In 2020/21, **347 individuals were supported in nursing homes** during the year, a **3% increase** from 2019/20



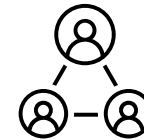
**432 individuals were supported in residential homes** during 2020/21, a **1% increase** from 2019/20



In 2020/21, **2,201 individuals** have been accessing **long term support for over 12 months**, similar to 2019/20.



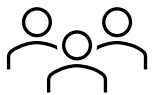
**3,353 safeguarding concerns** were raised in 2020/21, **4% more** than in 2019/20



**1,167 Deprivation of Liberty Safeguard referrals were made** in 2020/21, similar to 2019/20



**4,389 urgent response contacts** were received in 2020/21, **26% more** than 2019/20



**874 carers** received support from the Council in 2020/21. **185 new carers** were provided support in 2020/21.



**11,714 access calls** Received in 2020/21, a **18% reduction** compared to 2019/20. Due to calls going to We are Islington



**87%** people were still at home 91 days after discharge from hospital (2019/20)



**27% (619) service users received direct payment** in 2020/21 compared to 28% in 2019/20

**Adult Social Care offer a range of support to an increasing range of residents, with growing demand for our services**

# How we work: our co-produced Adult Social Care principles

**We have worked with our staff, service users and carers to develop a set of principles that will underpin our work in social care.**

**We will .....**

1. **Listen to you and involve you** in what we do and how we do it
2. **Work with you to strengthen your sense of safety, wellbeing and belonging**
3. **Be clear about the choices you have** and the support available to you
4. **Offer the right support at the right time**, based on your strengths and what's most important to you
5. **Improve the quality and consistency of services and celebrate success**
6. **Help our residents to connect with voluntary and community groups** and to continue supporting and learning from each other



*"Person-centred needs to be emphasised; whatever age, whatever setting, independence in the way it works for you"* – **Islington resident**

**We strive to work with people, to empower them, and to work in a strengths-based way to support people to live well.**

# Case study: our Adult Social Care principles in action

A good example of the Adult Social Care principles in action is evident in Mr S's experience...

## Who?

Mr S is an 85 year old who lives in Islington, near his family.

## Their background

Mr S was first referred to the Council for re-housing in 2012. Over subsequent years their health sadly deteriorated which meant they were admitted to hospital multiple times and required care and support.

## Their care journey

After a hospital admission in 2020, Mr S was discharged home with support from their family and a home care service. Unfortunately Mr S was admitted to hospital again and his family felt they could no longer provide the care he required. Mr S was initially discharged with 24 hour home care support but without his family's input this was not sustainable, and it was agreed that he would move to a nursing home instead.

Mr S's family expressed regret at this so his social worker supported them to agree alternative arrangements to care for him at home. This involved the social worker reflecting with the family on theirs' and Mr S's strengths, previous challenges, and agreeing how they could work together with the home care service. To ensure Mr S could be as independent as possible at home, his social worker made arrangements for Occupational Therapy to provide enabling equipment, like a hoist. As well as supporting Mr S, their social worker put his family in contact with the Islington Carers Hub, who provide practical support for carers in their caring roles.

Mr S was subsequently discharged from his nursing home back to his home with support from home care and his family.

## What worked well?

Mr S's social worker listened to, developed a positive relationship with, and worked with his family helping them to honestly reflect on and understand their options for his care, ensuring his best interests were at the heart of his care journey, and bolstering their strengths by connecting with local voluntary sector and statutory support.

## What was the outcome?

Mr S was supported to live at home with support proportionate and appropriate to his needs, in a familiar and positive environment, maintaining close connections to his loved ones. His family were happy with the offer, their experience, and felt well-supported in their caring role. The package of care is sustainable going forward.

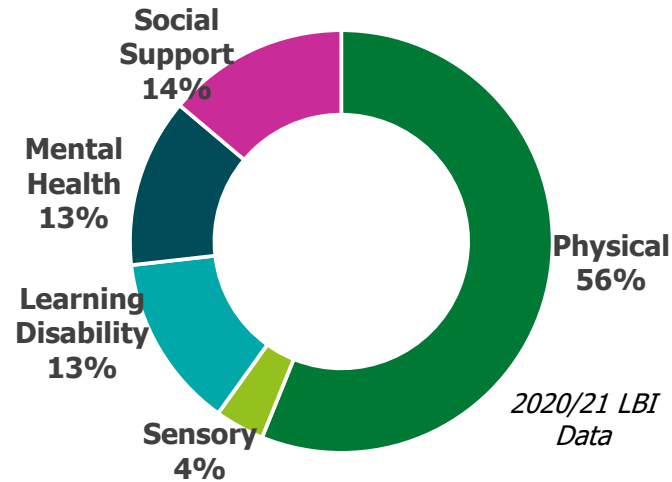
**Mr S's experience highlights how Building Strengths for Better Lives benefits residents as well as the system**



# Adult Social Care: who we work with and what they said

## Who we work with

- **We support around 5,200 Islington residents** in the year, this is approximately 2% of the local population.
- **We support people for many reasons and increasingly we are supporting residents with multiple needs.**
- **There are an estimated 18,700 carers in Islington**, of which 5.8% are known to the Islington Carer's Hub. **We are working to identify and support more residents with caring responsibilities.**
- **Our aging population is a primary driver of adult social care demand. We are expecting a significant increase in the number of residents living with dementia.**

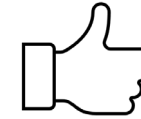


## What they said

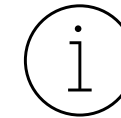


**68% of residents we support said that they felt safe**

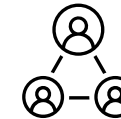
Similar to statistical neighbours



**69% of residents we support spend their time doing things they value and enjoy** Higher than statistical neighbours



**43% of residents we support found it easy to find information or advice by themselves** Higher than England



**75% of residents we support said they had as much social contact as they'd like** Similar to statistical neighbours

*Data source: ASCOF in 2019/20.*

*Officers are currently undertaking the survey for 2021/22.*

*Statistical Neighbours are boroughs with similar populations and demography to Islington*

**We are supporting an increasing number of Islington residents to live well and age well. Many of the people we support are positive about their experiences but we are striving to improve services for all.**



# Adult Social Care finance: how we spent public money

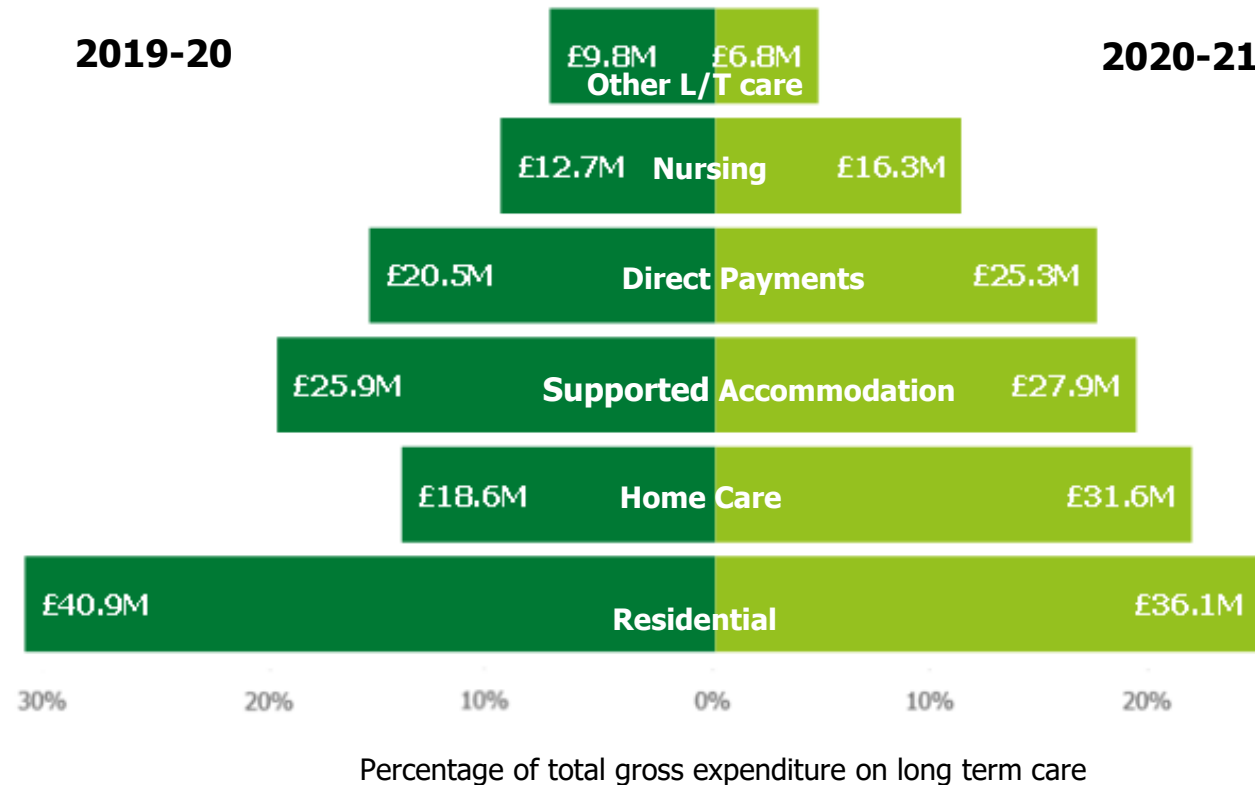
**Adult Social Care represents a significant investment for the Council, in line with our commitment to a fairer Islington.**

**Between 2019/20 and 2020/21, gross expenditure on Adult Social Care increased by c.£10m – from £142.778m to £152.417m. The increase in overall expenditure was primarily due to the impact of the COVID-19 pandemic and was primarily funded by NHS COVID-19 funding.**

**Like all local authorities, Islington is subject to significant financial pressures.** Central Government has cut its core funding to Islington Council by 70% since 2010 and there is increasing demand for services. **We have managed to make significant savings by rethinking how we design our services and by embedding strengths-based ways of working.**

**In this context, Islington Council is proactively calling on central government to provide sustainable funding to deliver high quality social care services.**

Gross Total Expenditure on Long Term Care



**Overall spend on Adult Social Care has increased with an increase of spend on support to keep people at home for longer. The department faces significant financial challenges in the years to come.**

## Demand and Activity



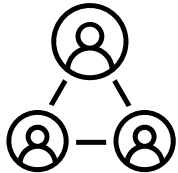
**Reviews:** We have, overall, completed more reviews on ASC service users in 2020/21 than in 2019/20, despite increased pressure on the service from COVID-19.

**Care Act Assessments:** Similar to reviews, the average number of care act assessments completed per month significantly increased in 2020/21 despite pressures of COVID-19.

**Hospital Discharges:** Significantly more hospital discharges were recorded on our Adult Social Care systems in 2020/21 compared to 2019/20.

**Urgent Response:** The number of contacts received by urgent response significantly increased in 2020/21 compared to 2019/20.

## Complexity of Cases



**New Care Home Admissions:** The number of residents admitted to nursing and residential care homes increased in 2020/21 compared to 2019/20.

**Safeguarding:** Safeguarding concerns increased in 2020/21, specifically with an increase in domestic abuse and self neglect section 42 enquiries.

**Homecare Hours:** Average weekly hours of homecare increased in 2020/21 compared to 2019/20.

**High cost packages:** Care packages over £100K increased in 2020/21.

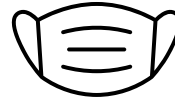
**Over the last two years, we have seen increases in demand and activity across Adult Social Care and are supporting residents with increasingly complex needs**

# 2020/21 A year like no other: the Adult Social Care response to COVID-19

## COVID response and achievements



Islington council has provided **£2.25M of grants to support social care providers**



**2.09 Million items of PPE** distributed between March 2020 and 2021 costing £806K



**Islington has the highest COVID vaccine uptake amongst care home workers in London**

- **Supporting the COVID vaccine rollout** to staff and residents supported by Adult Social Care.
- **Establishing Integrated Discharge Teams rapidly** – to support safe timely hospital discharges.
- **Supporting providers to meet additional COVID costs** – with £2.25m of grants.
- **Establishing a Personal Protective Equipment (PPE) offer rapidly** to meet increased COVID-related PPE needs.
- **Scaling up 7 day discharge support via the Brokerage Team.**
- **Supporting rollout of COVID testing** across the social care workforce and for residents in our services.
- **Delivering the Council's Track and Trace programme and welfare checks for shielding residents.**
- **Supporting residents to find work in social care and providers to recruit new staff.**

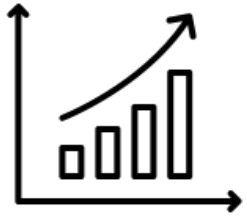
**Under unprecedented pressure, the department has stepped up to respond to COVID and has continued to work to drive transformational changes to ways of working**

# Key achievements – 2019/20 and 2020/21

- **The Council continued to embed the Building Strengths for Better Lives approach** via training and worked with residents to co-produce **Adult Social Care Principles**.
- **Commissioners supported all in-borough care homes inspected by the Care Quality Commission (CQC) to improve their quality ratings** by the end of 2020/21.
- **Continued progress on the Transforming Care agenda** – this is our work to support residents with learning disabilities, autism, or mental health needs to move from hospitals back into the community. In 2019/20, we supported four people to leave hospital.
- **Expanding use of assistive technology to support residents to stay safe at home** – in 2020/21 the number of Telecare clients increased to over 1,732, an 8% increase from the previous year.
- **Expanding access to adaptations support to enable more people to stay safe at home** – in 2019/20, means testing qualification was stopped on Disabled Facilities Grant for adaptations under £10,000.
- **Providing support to enable residents to stay warm, active, healthy and connected via the Winter Wellness project.** 118 residents received an intervention.
- **Launching a more responsive mental health recovery pathway** –Islington’s new integrated offer launched in 2019.
- **Islington was recognised as a Dementia Friendly Community** and the number of Dementia Friends expanded.
- **Officers worked with external experts to roll out a department-wide Resilience training programme** for all staff.

**In a climate of significant uncertainty, disruption, and with huge challenges Adult Social Care have continued to deliver quality service, drive improvements, and made key contributions to the Council COVID response**

# Key challenges – 2019/20 and 2020/21



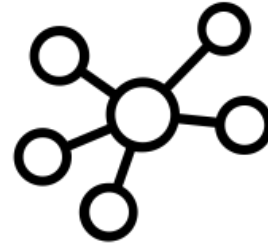
## Increased demand

There has been a significant increase in demand for social care services and people are presenting with increasingly complex needs. The full impact of the pandemic (e.g. of social isolation, Long COVID, etc.) is still not yet fully understood but is likely to affect demand in 2021/22.



## Financial pressure

There are significant pressures on adult social care budgets, in large part due to increase demand. This has been compounded by central government's piecemeal to funding in the pandemic. In 2021/22 the department must make savings of £5.5m



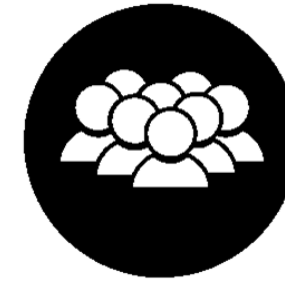
## Market fragility

Although the in-borough market has remained relatively stable, there have been changes in regional and national markets which have affected a small number of residents and that have reduced overall availability of care options.



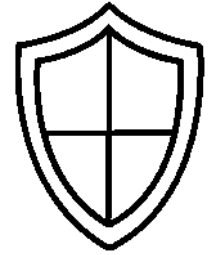
## Inequality

The pandemic has highlighted and exacerbated existing inequalities in society. In response, the Council have launched its Challenging Inequalities Programme which officers will continue to develop in 2021/22.



## Workforce

Significant recruitment and retention challenges remain across social care and the pandemic has presented significant challenges for staff wellbeing.



## Safeguarding

There has been an increase in the number of safeguarding concerns reported over the period and we have been particularly concerned about increases in domestic violence and self-neglect. The pandemic also meant we had to change the way we work to safeguard people.

**The pandemic has highlighted and exacerbated a range of pre-existing challenges – which are expected to continue into 2021/22 – officers have responded by working differently, more innovatively, and by driving transformation.**

## Opportunities/priorities

- **COVID recovery and renewal**
- **Further embedding the 'Building Strengths for Better Lives' approach**
- **Transformation**
  - Demand management
  - Partnership and collaboration
  - Collaborative commissioning
  - Care at home
  - Assistive technology
  - In-House transformation
  - Maximising Independence
- **Challenging Inequalities**
- **Fairer Together**
- **Returning to a sustainable financial position**



## Legislative/Strategic changes

**The Health and Care Bill is due to make significant change to how health and social care services are organised, in response over 2021/22:**



- **Officers from Social Care and Strategic Commissioning will be working with local health partners to implement new working arrangements as part of the newly formed Integrated Care System.** This will include opportunities to improve joint working, as well as working to ensure the needs of Islington residents continue to be well-served and funding is used to best effect for the benefit of residents and the system.
- **Officers will be preparing for re-introduction of CQC inspections of Council Adult Social Care functions,** including by undertaking a range of internal quality assurance work.

**Additionally, officers will be preparing for the transition from Deprivation of Liberty Safeguards (DoLS) to Liberty Protection Safeguards.**

**Moving forward, the Adult Social Care department will continue to work at pace in pursuit of opportunities to deliver our vision, further transformation, to contribute to key Council priorities, and to respond to changing legislative requirements and operating environment.**

# Contact details

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## Report Date:

September 2021

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