

Local Account for Islington

2016/17

Message from the Executive Member and the Corporate Director

Introduction to the Local Account and Annual Report for Islington

We are pleased to present the update of Adult Social Services in Islington for 2016/17. This report provides information about how we are serving the residents of Islington compared with similar London boroughs and also provides feedback from the surveys of service users and carers.

Adult Social Services are facing increasing pressures with reductions in funding at a time when the numbers of frail older people are increasing and there is a high incidence of people with long-term mental health conditions, along with a population of people with physical and learning disabilities who require specialist services.

In 2016/17, to help meet these challenges we:

- ✦ Start with what people can do and build on their strengths, focusing on the things that can work to overcome barriers which are preventing them from reaching their potential and having the best possible lives they can.
- ✦ Have been providing support to carers of people receiving adult social care through the provision of direct payments, advice and information, respite care, support groups, special events and the Flexible Breaks fund service.
- ✦ Been working to reduce social isolation by broadening the number of social contacts through innovative schemes with the voluntary sector, so people are better connected to things that can engender a sense of wellbeing and greater quality of life.
- ✦ Support independent living through direct payments and self-directed support; and by supporting service users to make their own informed decisions and choices.

Please let us know what you think about the Local Account by filling in the questionnaire on the back page.

Janet Burgess

Sean McLaughlin

Executive Member for Health and Social Care

Corporate Director Housing
and Adult Social Services

Some facts about Islington

Did you know that Islington -

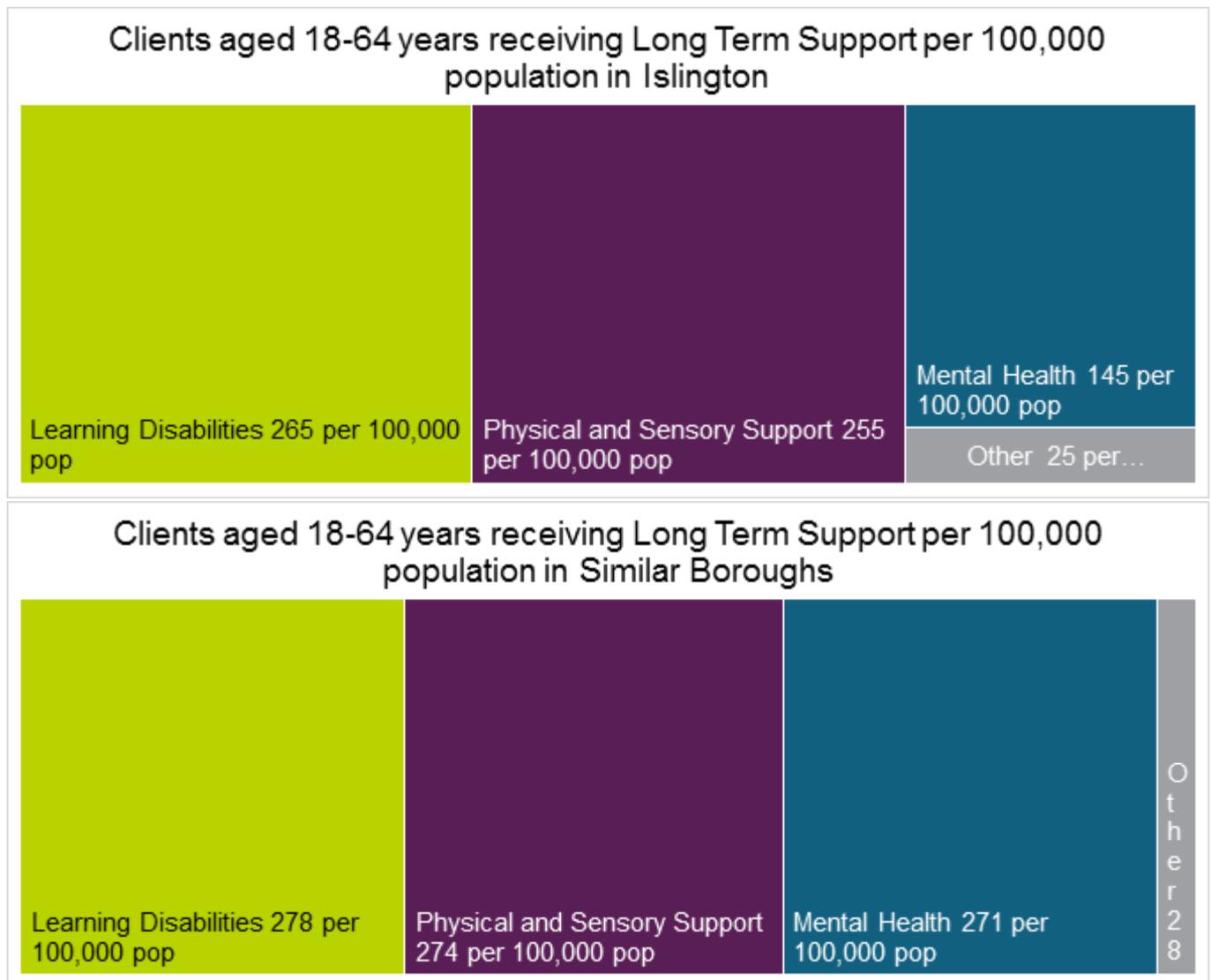
- Is the fifth most deprived borough in London?
- Has the highest percentage of physically active adults in London?
- Has the fourth highest rate of people with learning disabilities in London?
- Has the eighth lowest percentage of overweight or obese adults in London?
- Has the fourth highest prevalence of long-term health conditions or disabilities at 15.7% of the population?
- Has the second best early diagnosis of cancer in London at 55%?
- Has the second highest prevalence of long-term mental health conditions in London at 7.1%?
- Has the highest rate of formal diagnoses of dementia in London at 90.6%?
- Has the second highest prevalence of depression and anxiety in London at 15.7%?
- Has the eighth lowest rate of unemployment in London?
- Has the highest rate of injuries due to falls in people aged 65 and over compared with the rest of London?
- Has the seventh highest percentage in London of people aged 40-74 who have received an NHS Health Check at 55.8%?

A Profile of Service Users in Islington

Residents of Islington have a number of challenges to face in their daily lives. The facts about Islington demonstrate the context in which Adult Social Care operates in the borough.

Most clients are helped through short-term services, advice and information, or signposting on to other services, including voluntary sector services.

Depending on the severity of a person's health condition(s), at some stage in that person's life, they may need long-term support. The charts on this page and the next page give information about the support needs of service users receiving services in 2016/17.



In Islington, for clients aged 18-64, the rate of service users with learning disabilities and physical and sensory support needs is higher than the rate for similar boroughs.

A Profile of Service Users in Islington

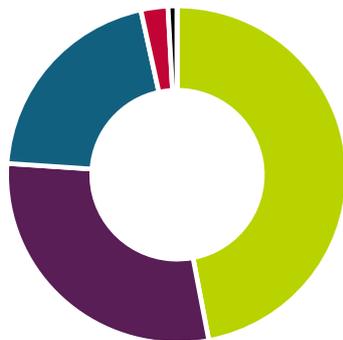
Clients aged 65+ years receiving Long Term Support per 100,000 population in Islington



Clients aged 65+ years receiving Long Term Support per 100,000 population in Similar Boroughs



As clients get older and frailer, they tend to need support with physical and sensory disabilities. Support with memory and cognition also becomes more common with this age group. In Islington, support with memory and cognition for conditions, such as dementia, is more common than in similar boroughs.



- Physical Support (47%)
- Learning Disabilities (29%)
- Mental Health (21%)
- Memory and Cognition (2.6%)
- Social Support (0.9%)
- Sensory Support (0.0%)

Of the carers that we support, just under half support people with physical support needs, around a third support people with learning disabilities and a fifth support clients with mental health conditions.

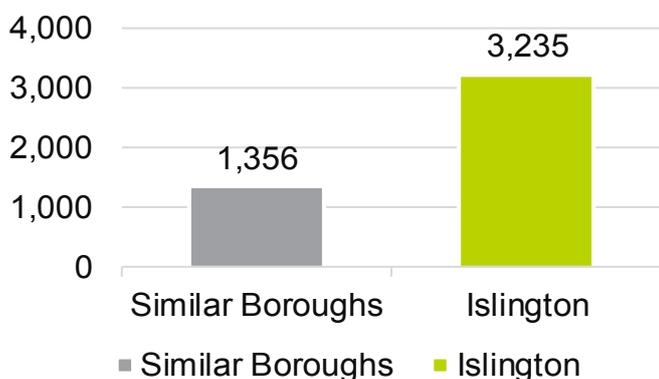
Some Facts About Services

In 2016/17, Islington received three times as many requests for support from people per 100,000 population aged 18-64 and over twice as many from people per 100,000 population aged 65 and over compared with similar boroughs. Of these requests:

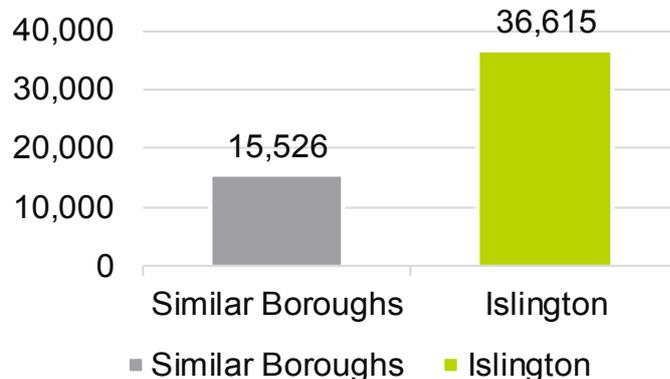
For those aged 18-64, 13% received universal services, advice/information or were signposted to other services, 15% received long-term services, 9% received ongoing low level support, short-term services or end of life care, while the remaining 63% were not eligible.

For those aged 65 and over, 10% received universal services, advice/information or were signposted to other services, 28% long-term services, 14% ongoing low level support, short-term services or end of life care and 48% were found not to need services at that time.

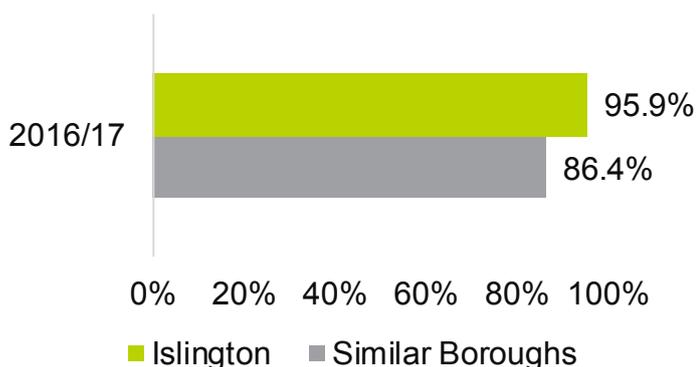
New Clients Requesting Support 18-64 Per 100,000 Population



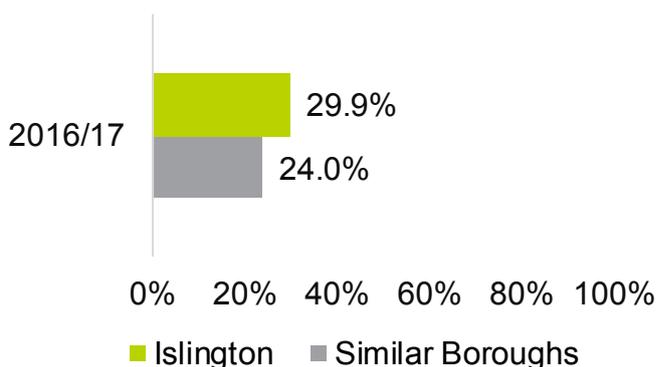
New Clients Requesting Support 65+ Per 100,000 Population



Service Users Who Receive Self-Directed Support



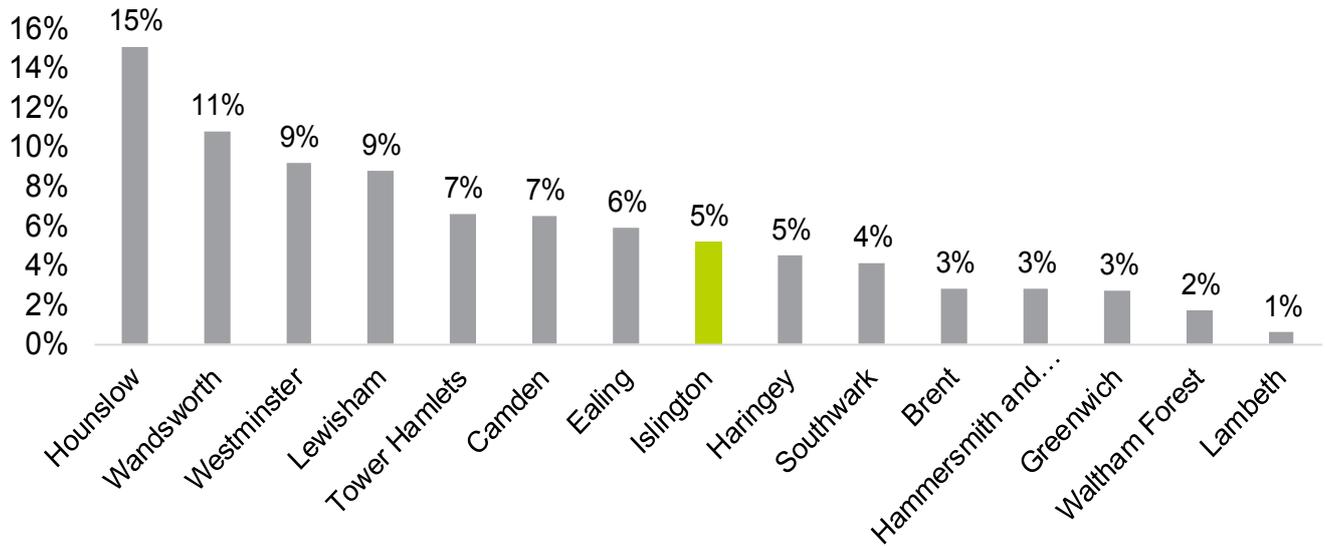
Service Users Who Receive Direct Payments



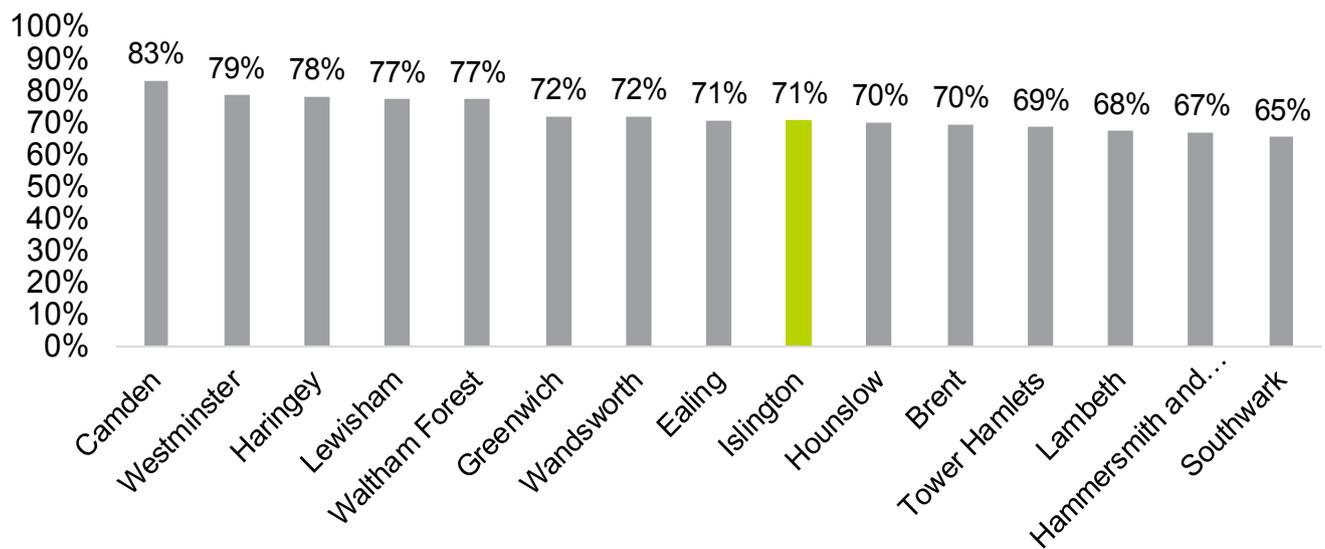
Outcomes for Service Users and Carers

How do the services we provide make a difference to people?

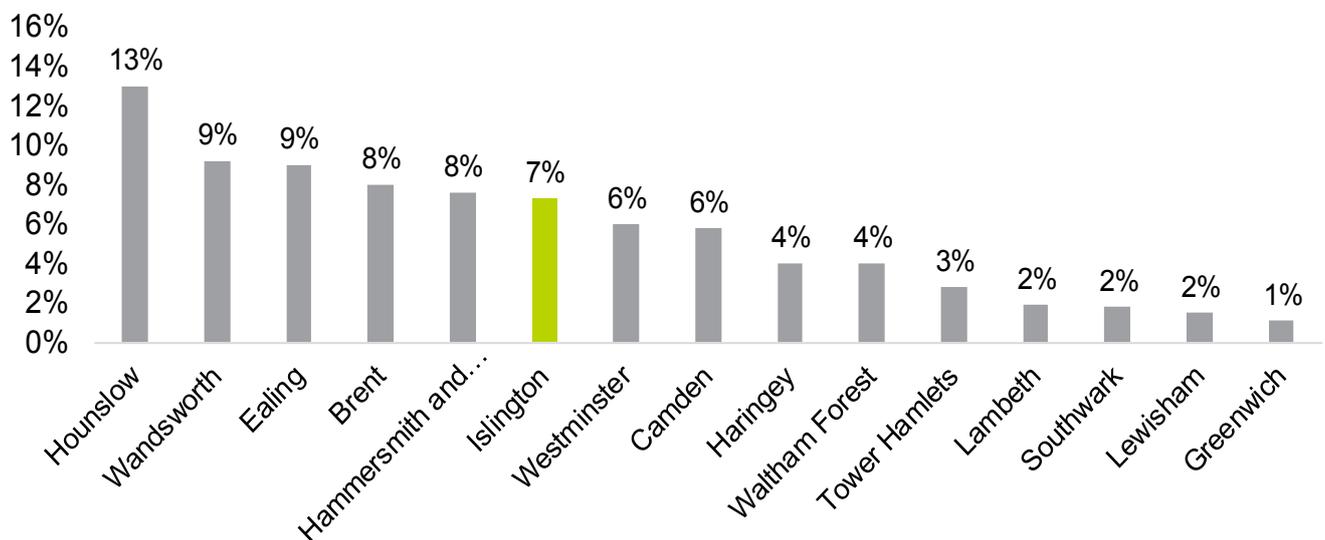
Proportion of clients with LD in paid employment



Proportion of clients with LD who live in own home/with family

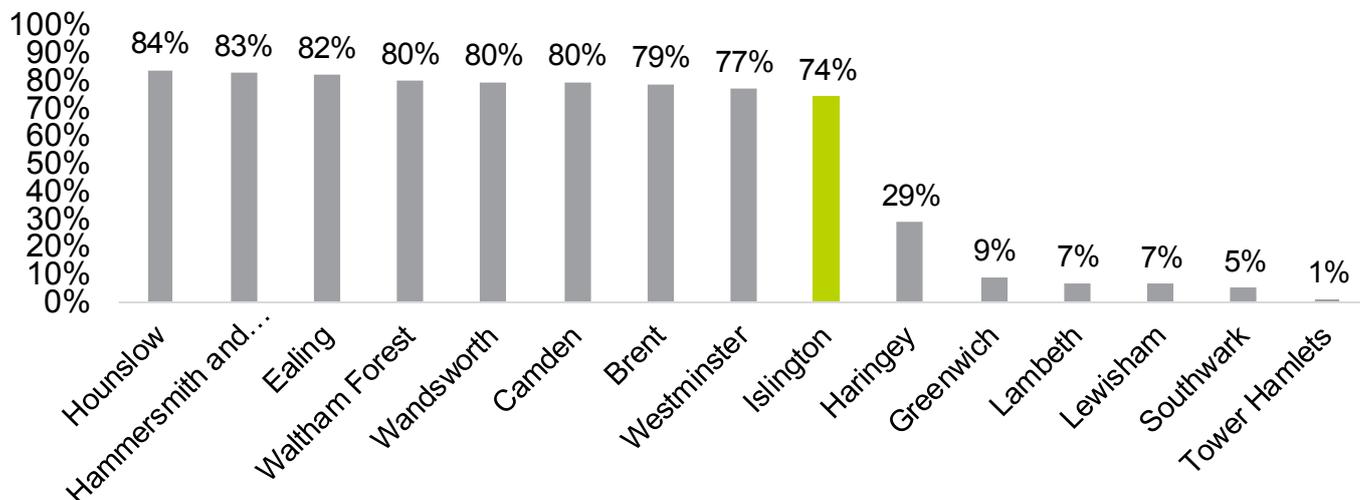


Proportion of clients with MH in paid employment



Some Facts About Services

Proportion of clients receiving secondary MH services who live in own home/with family

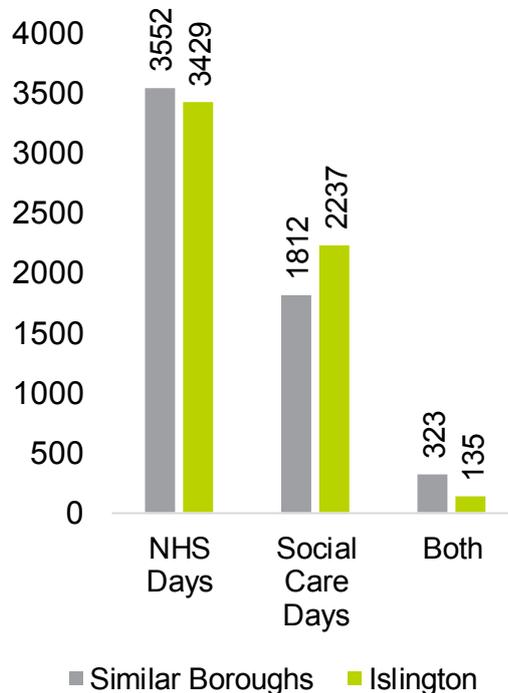


The charts above show the proportion of service users with learning disabilities who are in paid employment and who are living in their own home or with family. These show that Islington's performance is below average when compared with similar authorities. For clients receiving secondary mental health services, Islington's performance is slightly above average while the proportion who live in their own home or with family is below average.

Delayed Transfers of Care

Adult Social Care services also include joint services with Health. A key measure of success with this work at the interface of health and social care is a measure relating to delayed transfers of care. When a patient is medically optimised for discharge but is unable to leave hospital, this is called a delayed transfer of care. In Islington in 2016/17, there was a total of 5,801 days delayed. Of these, 3,429 were NHS delays, 2,237 were social care delays and 135 were attributable to both the NHS and social care. This chart shows Islington's delayed days per 100,000 population aged 18+ compared with similar boroughs.

Delayed Transfers of Care Days per 100,000 Population Aged 18+



Outcomes for Service Users and Carers

How do the services we provide make a difference to people?

Discharge to Assess

‘Discharge to assess’ (D2A) is a new approach to discharging people from hospital that is being introduced in Islington and across the North Central London STP area. The approach means helping people who are ready to be discharged from hospital, but who still need some support, to leave hospital more quickly by assessing their social care needs at home or in an appropriate community setting.

This is better for patients and families and means social care assessments happen in an environment they’re familiar with and can support them to work towards goals that are really important to them and their daily lives. D2A also supports improved patient flow in hospitals and helps us to deliver more proportionate assessment and support to best meet our residents needs in the community.

In Islington we’re committed to delivering an effective D2A approach and we’re currently running pilot projects with both the Whittington and University College London Hospital.

Reablement

The Reablement and Home Support Service provides a range of home support services to support people to safely remain in their own homes following either hospital discharge or to prevent avoidable admission to hospital or long term social care. The service promotes personalisation, working collaboratively with people to promote independence and enable people to achieve their outcomes through an ‘enabling model of care’. The model involves a short period of support through up to 6-weeks intensive input to support Islington residents back to their independence following an illness or crisis, which may have affected their confidence and skills.

Outcomes for Service Users and Carers

How do the services we provide make a difference to people?

Each year a survey of adult social care service users takes place and every other year, a carer survey takes place. Below are details of results from these surveys:

- Service user quality of life in Islington was 18.9 out of a possible total of 24 and for carers the score was 7.3 out of a possible maximum of 12. This is comparable to similar authorities with scores of 18.5 and 7.4 respectively.
- 43.7% of service users in Islington, compared with 40.7% in similar boroughs reported that they had as much social contact as they would like. For carers, the proportion who feel they had as much social contact as they would like was 28.1% compared with 31.3% in similar boroughs.
- 60.4% of those asked were either 'Extremely Satisfied' or 'Very Satisfied' with care and support services received from Islington, 5th best compared with similar boroughs.
- 66.9% of Islington residents surveyed felt they had 'Enough choice over care and support services' in Islington, 3rd best compared with similar boroughs.
- 77.3% felt that they either have 'as much control' over their daily lives as they require or have 'adequate control' in Islington, ranked 1st compared with similar boroughs.

Survey—please send replies to the address below:

1) **Did you find this document useful?** Yes No

2) **Which parts of the Local Account did you find to be the most useful?**

3) **Which parts of the Local Account did you find to be the least useful?**

Survey—please send replies to the address below:

4) Have we missed something in the Local Account?

5) Are you?

Someone who makes use of Adult Social Care Services?

Someone who acts as a carer for someone else?

An interested member of the public?

A member of staff?

Please send this form to:

**Michele Chew
Head of Quality and Performance
Public Health
222, Upper Street
London
N1 1XR**

Or email it to: Michele.chew@islington.gov.uk

The data source for information in this Local Account is NHS Digital, part of the Government Statistical Service under the terms of the Open Government Licence v3.0 www.nationalarchives.gov.uk/doc/open-government-licence

