

Adult Social Care Annual Report

Councillor Williamson

Presentation to Health, Wellbeing and Care Scrutiny

Forward by Cllr Williamson

2024 has been a busy and challenging year for Adult Social Care and Public Health with staff across the health and care system working to deliver the council's and the Islington priorities and those of the Islington Borough Partnership.

At the start of 2025 a new combined Health and Social Care team was created in the council's corporate structure. This will allow for more co-ordinated working and for us to have stronger clearer voice within the health system to ensure that the best quality of services are being delivered to our residents.

Despite the challenging pressures across health and social care, we are on course to deliver a balanced budget, and deliver the saving identified as part of the Medium Term Financial Strategy....

I began in post in May 2024 – so this report covers the start of my first few months, and also some of the work previously delivered by Cllr Turan.



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Section 1: Vision, operating model, and statistics

Joint Health and Wellbeing Strategy (JHWS)

- Produced by Health and Wellbeing Boards, JHWSs are unique to each local area
- The Strategy is a partnership strategy of the Board, between the council, the NHS and the community and voluntary sector.
- The strategy is organised around the life course, against the backdrop and influence of healthy environments.

Start well

Live Well

Age Well

Healthy
Environments

Adult Social Care Vision

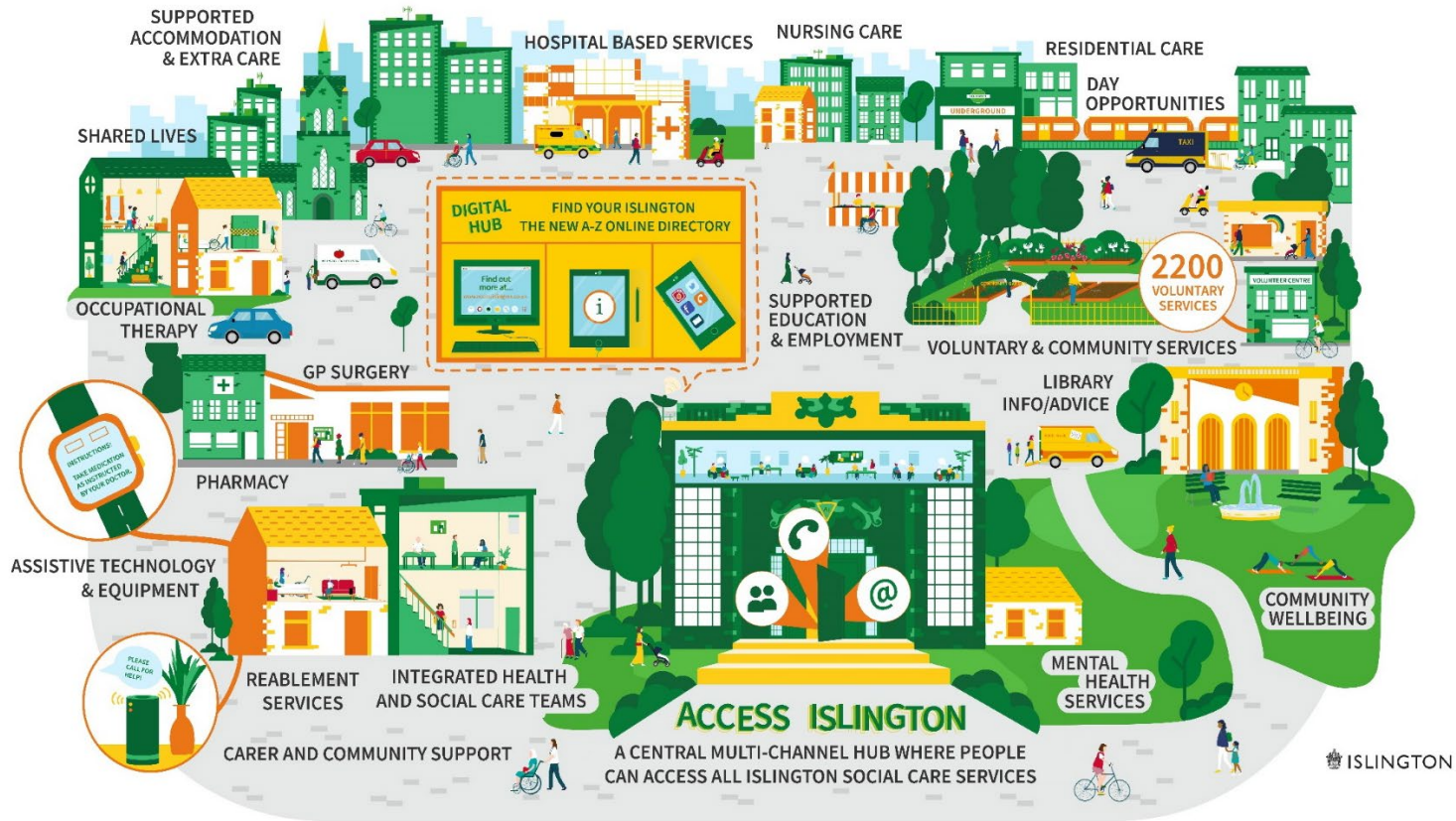
Strong, inclusive,
connected
communities



Fair and
equal access
to support








Healthy,
fulfilling, and
independent lives



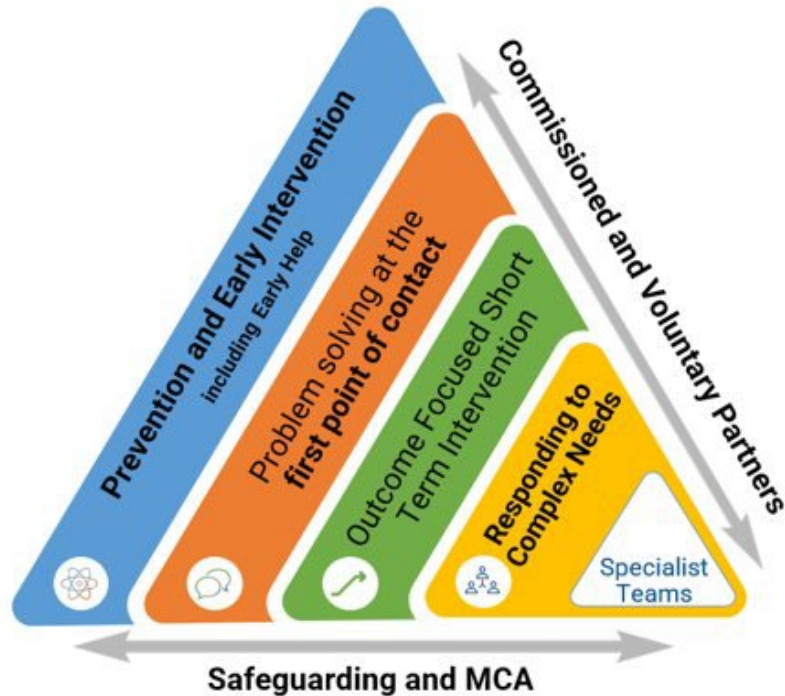
Our ASC Principles – I and We statements

To deliver our vision and enable us to shape how we work, we have co-produced ASC 'I and We' statements with residents that draw on our services, carers and our staff.

| Resident (I statement) | ASC Principles (We statements) |
|--|---|
|  <ul style="list-style-type: none">I am listened to and involved in my care and support planning.I can share my views on adult social care in Islington. | <ul style="list-style-type: none">We listen to you and involve you in what we do and how we do it. |
|  <ul style="list-style-type: none">I can understand the choices and support available to me.I can access the information I need. | <ul style="list-style-type: none">We are clear about the choices you have and the support available to you. |
|  <ul style="list-style-type: none">I have the right support at the right time.I have support to build on the things that I can do and helps me to do what's important to me.I have access to support that helps me find employment and learning opportunities that work for me. | <ul style="list-style-type: none">We offer the right support at the right time, based on your strengths and what's most important to you. |
|  <ul style="list-style-type: none">I have access to good services where I can make relationships with people involved in my care and supportI know how to tell the Council about any problems with the services I receive and feel sure they will do something about it | <ul style="list-style-type: none">We will improve the quality and consistency of services and continue to celebrate success. |
|  <ul style="list-style-type: none">I can take part in opportunities that interest me in the community | <ul style="list-style-type: none">We will support you to connect to local voluntary and community groups and to continue supporting and learning from each other. |

Joined up Delivery Model

Proactively taking all opportunities to build on people's strengths, maximise their independence and connecting them with their community, ensuring equality and fairness throughout.



Prevention and early intervention

Work proactively to build on residents' skills, resilience and capacity to make positive and sustainable changes in the community.



Problem solving at the first point of contact – up to six weeks

Highly skilled staff utilising a strengths-based approach to ensure a proportionate response to the presenting need.

- Advice, guidance, and signposting
- Initial assessment - maximise independence/support planning
- Unplanned reviews
- Onwards referrals
- Safeguarding/response to Merlin reports
- Legal action/liaison



Outcome focused short term intervention – up to six weeks

A joint focus on maintaining or improving independence by initiating short term creative interventions

- Establishing or initiating referrals to preventative interventions
- Unplanned reviews/amend offer appropriately



Responding to complex needs

Holistically managing complex situations, to achieve sustainable best outcomes for the resident. Continuously reviewing with supervisor.

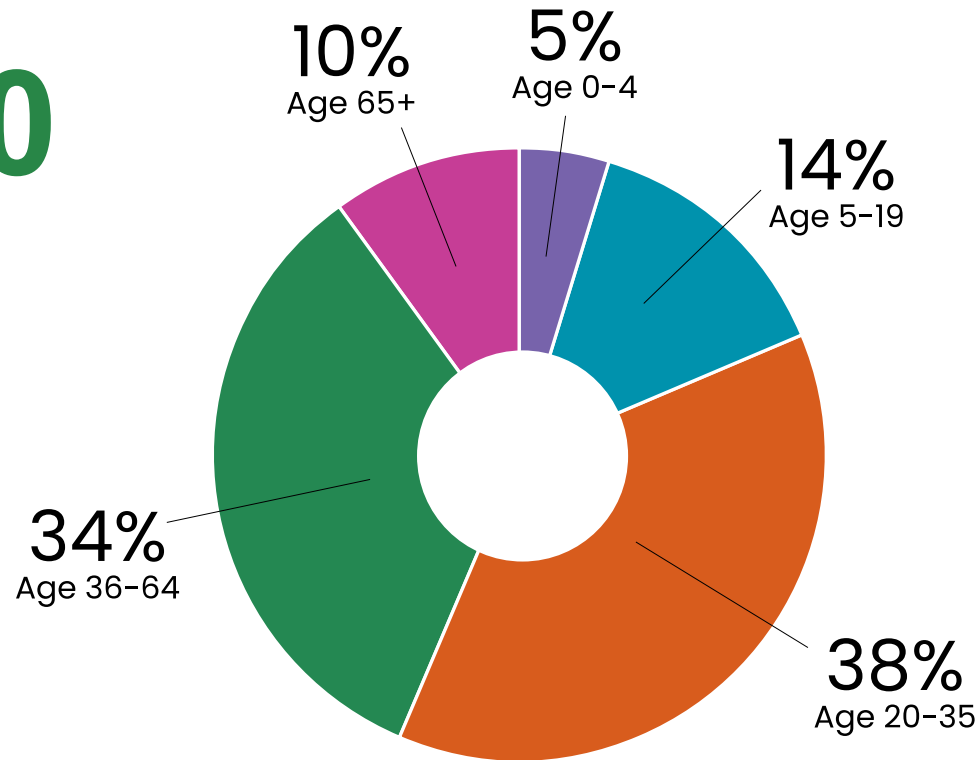
- Assessment/reviews/development of support
- Safeguarding/LPS/DoLS
- Court work/legal liaisons

Current population and context

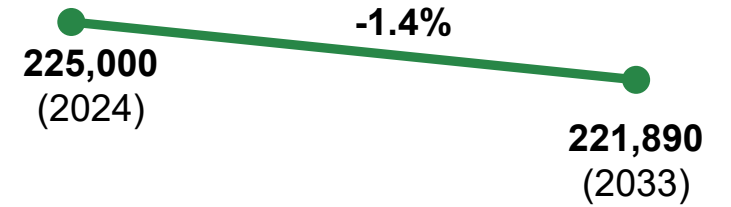
POPULATION

225,000

High population turnover, with young people moving in to study while those aged 30-39 tend to leave.



POPULATION PROJECTIONS



The biggest population increases are expected in those over 65 years but remains the smallest in absolute numbers.

Public Health

LIFE EXPECTANCY AND HEALTHY LIFE EXPECTANCY (HLE)



Islington: 78 years
London: 79.1 years
England: 78.9 years
Islington HLE: 63 years
London HLE : 63.8 years
England HLE: 63.1 years



Islington: 82.6 years
London: 83.6 years
England: 82.8 years
Islington HLE: 63.8 years
London HLE : 65 years
England HLE: 63.9 years

MAIN CAUSES OF EARLY DEATH IN ISLINGTON



Cancer



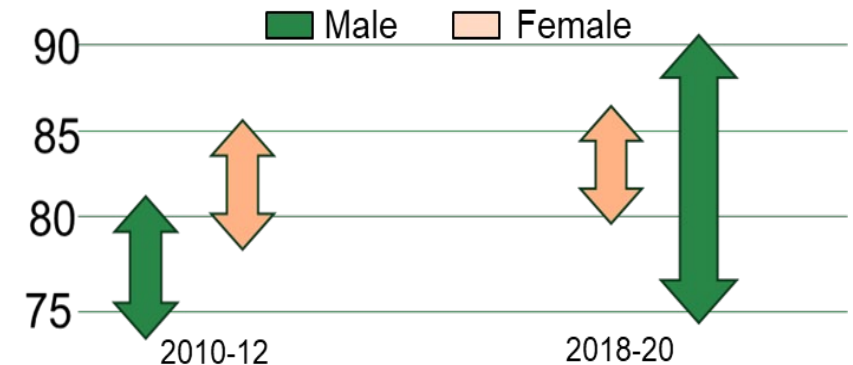
Respiratory Disease



Cardiovascular Disease

INEQUALITY IN LIFE EXPECTANCY

Inequalities in life expectancy at birth in Islington has been increasing more significantly for males than females.



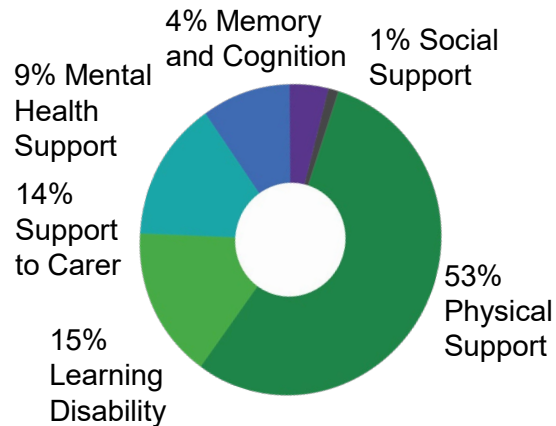
Life expectancy and healthy life expectancy

- Increases in life expectancy have been slowing down in recent years, but Islington has caught up with the average for England for females and closed some of the gap for males. Improvements in cancer, cardiovascular disease and respiratory disease mortality are among the contributors to the improvement.
- While life expectancy has increased at a similar, steady rate over the past decade for most of Islington's population, a small part of the population living in the least deprived parts of the borough have seen much faster increases in life expectancy. This has increased the inequalities gap in life expectancy between the most and least deprived. The local gap for females remains smaller than the average nationally, whereas for males it is higher but not statistically significantly so.
- Healthy life expectancy – the amount of time on average that people spend in good health - has increased significantly in Islington over the most recent decade, rising 6.2 years in males and 5.5 years in females. This compares with increases in London of 1.0 and 1.1 years and static national healthy life expectancy. The local improvements are such that the gap between Islington and national averages for healthy life expectancy have disappeared, while the gap with London has significantly reduced.

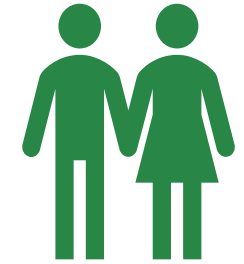
Who We Support



We provide support to around **4,600 residents** annually, both long-term and short-term, which represents 2% of the local population.



53% of residents we support receive physical support



The majority (**over 58%**) of people we support are female - significantly higher than the general population.

The adult social care population has a significantly higher proportion of Black ethnicities compared to the general Islington population and significantly lower proportions of Asian and White ethnicities

Data Source: Internal Islington Data, long and short term support.

ASCOF areas of success 2023/24

18.8*



Quality of life of people who use services

Bench-marking:

London: 18.4, England: 19.0



29%*



Proportion of people using social care who receive direct payments

Bench-marking:

London: 25%, England: 26%

367*



Admissions to care homes (65+) per 100,000 population

Bench-marking:

London: 433, England: 561

46%



Overall satisfaction of carers

Bench-marking:

London: 33%, England: 37%

33%



Carers who use services reported that they had as much social contact as they would like

Bench-marking:

London: 30%, England: 30%

*Indicator is not published yet. Islington figures are from 2023/24 internal reporting and might be slightly different to published statistics. London and England figures are from 2022/23 published data

ASCOF Areas for improvement based on London benchmarking

76%* The proportion of older people who were still at home 91 days after discharge from hospital

Bench-marking:

London: 86%, England: 82%

70%* The proportion of people with a learning disability who live in their home or with family



Bench-marking:

London: 79%, England: 81%



*Indicator is not published yet. Islington figures are from 2023/24 internal reporting and might be slightly different to published statistics. London and England figures are from 2022/23 published data

Section 2: Highlights over the last 12 months

Updating Islington's Joint Health and Wellbeing Strategy

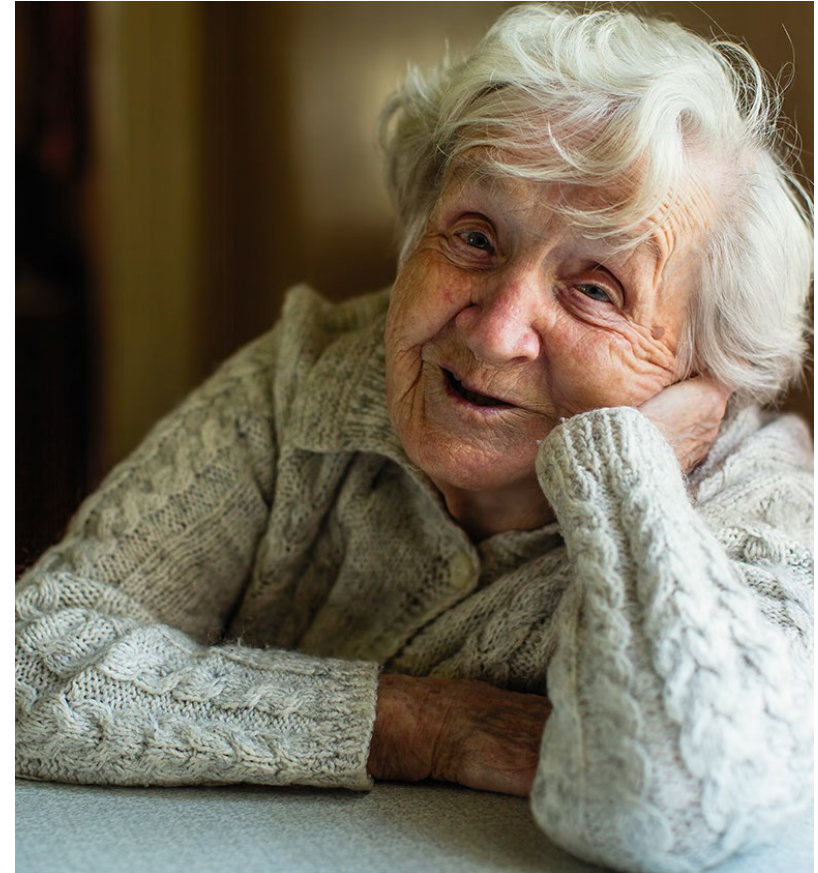
During 2024, a new Joint Health and Wellbeing Strategy has been developed between the council, NHS and community and voluntary sector partners to inform local collaboration and planning for health and wellbeing needs.

The draft strategy identifies key strategic priorities for health and inequalities where Islington's Health and Wellbeing Board (HWB) can make a real difference to people's health and create a more equal Islington. Its overall goals are to improve life expectancy and healthy life expectancy and reduce inequalities. Across the life course, there are specific priorities proposed around: early years health and wellbeing; children and young people with special educational needs (SEND); smoking; cardiovascular disease (CVD); healthy weight; age-friendly community; and dementia. Cross-cutting these priorities are themes of mental health; poverty; and housing.

Following the Health and Wellbeing Board's approval of the draft in November, the strategy is out to public consultation in early 2025. Once approved, the strategy is intended to run until 2030.

Age Friendly Communities

This year, Islington officially became a member of the Age Friendly Communities Network, facilitated by the Centre for Ageing Better. This is designed to support the health, well-being, and participation of older adults. Focusing on a range of areas such as housing, transportation, social participation, and community support. The council and its partners aim to create a more inclusive environment for older residents, ensuring they have access to necessary services and opportunities to engage in community life.



Carers Strategy Launch

This work aims to make Islington a more carer-friendly borough by supporting unpaid carers who provide essential care to family members. The strategy highlights the significant contribution of unpaid carers to society, emphasising their role in preventing the need for statutory services and supporting people to live independently at home. The strategy was co-produced with local health and social care organisations from the Islington Borough Partnership and outlines commitments to improving carer outcomes and ensuring that carers receive the necessary support.



Adult Social Care Accommodation Strategy

This strategy has been shaped by residents who use our services, their carers and the people who support them. They have shared what matters to them, and this has shaped the principles underpinning the strategy.

Our priorities

1. Promote strengths-based approaches to maximise independence and prevent need
2. Maximise use and potential of existing capacity
3. Develop new capacity
4. Develop our evidence base to support service development



Islington's new home care service

- The new home care contracts started on 1 April 2024.
- We took a collaborative approach to shaping the new home care service – residents, carers, social work colleagues, providers, home care workers and commissioners.
- We changed the way we commission – we changed our procurement approach AND the service model.
- We now have a home care framework (providers who bid and were successful in getting on our home care framework). We have
 - 9 locality providers (our main providers)
 - 14 secondary providers (back up providers for when we need additional capacity or to meet a specific need)
- We now have a more diverse local market

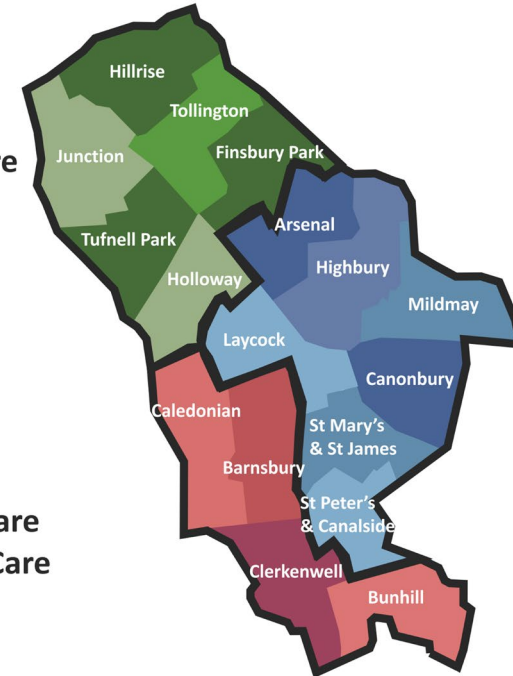
| | VCSE | Small | Medium | Large |
|----------------------------|------|-------|--------|-------|
| Locality Provider | 1 | 6 | 1 | 1 |
| All Providers on Framework | 1 | 16 | 3 | 4 |

- The majority of residents now access home care packages from our framework providers. We have reduced our reliance on spot providers (a service procured on an individual spot basis with a provider who is not on our framework)

Islington Home Care Postcode & Ward Areas

North

Care Central
MiHomecare
Prime Way Care



Central

Goldsmith
Homedotcare
Vista Care

South

Eazy Care
Nema Home Care
Rather Home Care



↑ in % of residents with framework providers (over 95%)

↑ in % of home care residents with locality providers (over 70%)

↓ in % of residents with spot providers (under 5%)



ISLINGTON

For a more equal future

Feedback from residents whose package of care has moved from spot providers to framework providers

- Mr K, who suffers with anxiety, was initially concerned about changing care provider and having a change in carers. However, he expressed satisfaction with his new carer. He appreciates the friendly and engaging approach of his new carer, which put him at ease immediately.
- Ms A's son find its hard to meet all his mother's needs on his own and lacks insight into his mother's needs. The carers have a good understanding and are sensitive to this. Carers are diplomatic and engaging, whilst closely monitoring the care provided by Ms A's son.
- Mrs R finds her carers "really kind" and is managing well with their support. Ms R expressed happiness with her new care provider.



Diverse by design for Adult Social Care

[Diverse by Design for Adult Social Care](#) captures 15 elements for equality, diversity, and inclusion in the workplace.

| | | | | |
|----------------------|------------------------------|--------------------------------|-----------------------------|-----------------------------|
| Gather data | Redefine equality & fairness | Senior diversity champions | Agree how to talk about EDI | Rethink recruitment |
| Have Role models | Make EDI a business strategy | Rethink Equalities training | Engage staff networks | Fair reward and recognition |
| Inclusive leadership | Engage managers and staff | Check policies for stereotypes | A flexible work culture | Create confident managers |



Adult Social Care have signed up to the Local Government Association (LGA) Diverse by Design ASC framework. As part of this work a community relationship tool was completed by staff within the Adult Social Care Challenging inequalities Working group and three priorities were identified.

Use of Feedback from People

Strengths-based and EDI training

Strengths-based Service design

ASC staff are working with the LGA to implement these three priority areas to ensure that we listen to and meet the needs of all of Islington's diverse communities.

Social Care Workforce Race Equality Standard (SC-WRES)

This year, Islington signed up to the SC-WRES as part of our commitment to challenging inequality. Both Children's and Adult Social Care submitted information returns in October and are drafting action plans, based on the findings and further engagement with staff.

The SC-WRES supports organisations to address evidence and make progress towards race equality. It requires local authorities to collect and submit data on an annual basis based on nine indicators which highlight differences in experiences of Black, Asian and minoritised ethnic staff. It holds up a mirror to reveal inequalities, supports change, and strengthens the accountability of organisations.

Organisations can then use their findings to develop action plans to support organisational change. The SC-WRES Improvement Programme is a long-term process, as new practices are embedded into everyday behaviour with change monitored year on year.



The Integrated Front Door

The Integrated Front Door Service in Islington launched on the 1st October 2024. This is a new health and care model that was developed jointly by Whittington Health and Adult Social Care. The service is designed to act as a single point of access for all ASC, urgent community health and hospital discharge referrals for Islington residents and is based in our Upper Street offices.

The Rapid Access Service sits within the Front Door. It allows for a timely identification of residents in crisis that require urgent attention and support to avoid further deterioration. This is delivered through an integrated multidisciplinary team of health and social care professionals

The teams have integrated ways of working such as: pathways and referral processes that align with the 'no wrong front door' approach; digital/automated solutions for existing processes where appropriate to expedite the referral assessment and response rates; an integrated Community Health referral form across all GP practices and other community settings to help reduce duplication in referrals and improve referral processes in primary care; and co-located community health and social care screening functions.



Islington's Dignity in Care Awards

Adult Social Care delivered the annual Dignity in Care awards with over 90 nominations for care workers, family carers, volunteers and teams. The event was a huge success and a heartfelt celebration of the amazing work that happens in the borough to support people who draw on care and support. The 2024 award winners were:

- **Care Worker of the Year** - Comfort Boadu
- **Unpaid Carer of the Year** - Amy Metcalfe
- **Outstanding Team Collaboration** – Care UK, Forest Healthcare and Whittington Health
- **Shared Lives Carer of the Year** - Maximilian Shopay
- **Volunteer of the Year** - Jeanne Pring
- **Special Recognition** - Sue Beveridge



New supported living accommodation

The Council is developing two new supported living properties, one for adults with complex mental health needs (Beaumont Rise) and one for adults with learning disabilities (Rosehip House). These will add vital in-borough capacity, enabling people to live as independently as possible in their home borough.

While there has been delays in these properties opening, we anticipate that both services will open in 2025.



Section 3: Challenges over the last 12 months

Measles Mumps Rubella (MMR) vaccination rates

New cases of **measles** in the UK began to increase towards the end of 2023, initially in parts of the Midlands with low vaccination cover and shortly after in northwest London.

The UK Health Security Agency was concerned about the risk of a large outbreak, especially in London given significant numbers of unvaccinated or partly vaccinated children. Measles can cause serious illness, with around one in seven children visiting hospital or needing admission and can be fatal.

Through 2024, Islington implemented various strategies to promote MMR vaccination, resulting in a slight increase in first doses (79% by age 2; 84% at age 5), but overall vaccination rates remained insufficient to protect the entire population. Despite no significant outbreaks in Islington, the risk persists with measles still circulating, prompting a new London-wide vaccination campaign towards the end of 2024.

Vaccination is a priority in NHS North Central London's Delivery Plan and in Islington's new **Joint Health and Wellbeing Strategy**.

Sustainability of care market

The sustainability of our care market continues to be a challenge for the council (as it is for all councils), with providers increasing their costs and expressing concerns about their financial sustainability. To support providers this year, we made significant improvements to our uplift process, improving our communications, oversight and timelines to agree final offers. Alongside this, we reviewed the structure of the Brokerage function to enable the team to better respond to the market, with a focus on negotiating quality providers for the best value price. We also supported our providers to deliver high quality care implementing a new Quality Assurance Framework to oversee quality, which puts the people who receive the service at the heart of quality. This is overseen by our Integrated Provider Quality Oversight Board, which brings together partners from across NHS and the Council to oversee any provider concerns for Islington and reports to the Safeguarding Adults Board.



Section 4: Care Quality Commission (CQC) inspection

CQC inspection

Significant work has been undertaken this year to ensure that Islington are ready for the conclusion of the CQC Assurance process.

On the 24 June Adult Social Care received formal notification of inspection from the CQC, this gave 15 working days to prepare supply the CQC with a number of key documents and information across 38 evidence categories ranging from: Statutory performance information, details of our approach to advice and guidance and early intervention and prevention. How we listen to seldom heard voices and how we support our workforce to deliver our statutory duties.

The ASC Senior Leadership Team met with inspection team on the 16 December to set out the council's vision and approach to delivering Adult Social Care. The CQC team have already been engaging with Carers Hub, Carers and Voluntary Sector partners to understand how this works in practice and the difference that the council's approach makes to Islington residents.

The process concluded with an on onsite visit that took place between the 20-23 January 2025 and the inspection team will be preparing a report that will be available in the coming months. The findings of this report will be used to develop targeted improvement activities in the new financial year.

Section 5:

Our relationship with the wider health system

North Central London Integrated Care Board (NCL ICB).

Paul Najsarek has been appointed as the new Chair of the (NCL ICB). Paul brings over 30 years of experience in local government and healthcare settings, including a decade at the Chief Executive level.

Paul will provide oversight, challenge, and support to the ICB, working closely with the Executive team to ensure the delivery of the Population Health and Integrated Care Strategy. His appointment is seen as a significant step towards improving health outcomes and reducing inequalities for local residents.

The NCL ICB change programme has led to a new partnership commissioning model across health and social care with the commissioning roles no longer being jointly funded by the council and NCL ICB.

The teams across the council and ICB have been working together to ensure that partnership and integrated working remain strong, developing shared work priorities and plans. Our pooled budgets remain in place, supporting integrated commissioning and relationships across the teams are positive.

Mental health services in Islington

The North London NHS Foundation Trust launched on November 1, following the merger of Barnet, Enfield and Haringey Mental Health NHS Trust (BEH) and Camden and Islington NHS Foundation Trust (C&I). This merger, supported by NHS England aims to enhance patient quality and safety, address health inequalities, and standardise best clinical practices across the five boroughs. The new Trust aims to provide increased capacity to deliver high-quality mental health care, improve performance, and provide more career development opportunities for staff. The integration will also enable a single inpatient bed management system, flexible staff deployment, and improved care pathways, ensuring better patient experiences and outcomes.

I have recently been appointed to the board of governors for the new foundation trust. At the time of writing this report I haven't yet attended a meeting.



Section 6: Food insecurity

Islington's Food Partnership

Islington's Food Partnership brings together a wide range of statutory and voluntary organisations. In 2023, the Partnership launched a 5-year Islington Food Strategy with a vision to ensure all residents have access to affordable, nutritious and sustainable food. The strategy is organised around four themes:

- **Healthy, affordable food for all**
- **Sustainable local food economy**
- **People-powered change**
- **Climate and nature emergency**

The aim is to deliver food security and good nutrition for all, at all stages of life, tackling inequity whilst benefiting society and the economy, and doing so in a way that helps to protect the planet.



Food insecurity

One of the key concerns is food insecurity. Food insecurity is when a person or household lacks the resources to ensure adequate nutrition, and they may not even know where their next meal is going to come from. Public Health carried out a needs assessment which considered the impacts of food insecurity in the borough.

- Not having reliable access to enough affordable, nutritious food has important consequences for health and wellbeing, as well as many other aspects of everyday life – it is necessary for healthy growth and development, especially for pregnant women, children and young people and older people, and to live an active and healthy life. As well as the physical impacts, it affects psychological wellbeing.
- Food insecurity mainly affects households on low incomes, for whom the cost of food accounts for a larger share of budgets compared to people on higher incomes.
- The households most affected by food insecurity in Islington are those with children, especially single parent households with multiple children. Other households at greater risk include: where the head of household is aged under 25; households which include a disabled adult; minoritised ethnic groups especially black groups; on low income or universal credit; and living in social housing.
- Food prices have increased faster than general prices in recent years, peaking at 19.2% in March 2023, and outstripping wage and benefits growth. As well as the cost of food itself, high housing costs and energy costs relative to household income, also represent economic pressures that increase the risk of food insecurity. Households and people in contact with food aid are therefore likely to be among those most affected by increases in the cost of living and other sources of financial distress.

Islington's Food Partnership

During autumn 2024, Islington convened roundtables to look at different aspects of poverty in Islington, and consider where further focus could help do more, including the relationship between poverty and health. Food insecurity was one of the areas considered.

There are numerous locations in the community providing food aid.

Most local food aid providers rely on donated food, which can be unpredictable and offer little choice to users.

In a survey conducted by the Islington Food Partnership, most food aid providers reported that their reliance on donations meant they were unable to offer nutritionally balanced food.

Some locations only offer food, while others offer other forms of support.

The roundtable highlighted that there are further opportunities to develop the sustainability of arrangements, increase healthy, nutritious food for people experiencing food insecurity and provide more choice control for people accessing food aid. It also recognised the importance of offering further measures to tackle poverty and related needs to people visiting food aid and community food hubs, and to do so in a more consistent way.

An alliance of Help on Your Doorstep, Manor Gardens Welfare Trust, Octopus Community Network, and Voluntary Action Islington supported by Islington Council is helping to join up and build the resilience of organisations and groups providing crisis food aid and community food hubs so they are better able to support households and individuals in crisis by offering a wider range of support that they need whilst also building grassroots capacity. This support might range from responding to immediate, short-term need for some people arising from a financial crisis, but for others might be around longer term or underlying needs of those experiencing chronic poverty or destitution. The work therefore aims to join up a network of food aid providers with targeted capacity building and develop the food aid offer in a way that links with Islington's welfare, employability, health and wider community support, so that people are able to get the right support at the right time and help tackle poverty and support wellbeing.

Section 7: Looking ahead, priorities for the next 12 months

Priorities for 2025

- Reviewing the CQC inspection findings and implementing any changes needed.
- Public Health and Adult Social Care teams coming closer together
- Developing our locality profiles and integrated ways of working, alongside the new NHS Neighbourhood Health for London model
- Working with the Islington Food Partnership to ensure that the council is supporting the delivery of the food strategy
- Opportunities from the Labour Government's with a renewed focus for delivering health care in the community, and a review of the future of Adult Social Care
- Capitalising on the opportunity presented in the government's legislation on Tobacco and Vapes to achieve a smokefree generation in Islington