

Adult Social Care

# Local Account for 2017-18



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# Introduction

We are pleased to present the update of Adult Social Services in Islington for 2017/18. 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.

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 2017/18, to help meet these challenges we:

- Start with what people can do, what is important to them and what support they have within their own friends and family and wider community. We build relationships with people so that together different types of support can be considered, people can stay as independent as possible, be less socially isolated, and live the lives they want. Examples of this are supporting people to get involved with voluntary work, family members visiting regularly to avoid loneliness, provision of equipment and telecare so that people can continue to live in their own home.
- 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.

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Care

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Services

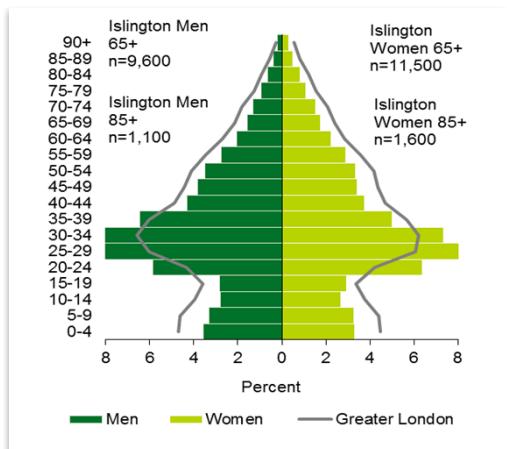
# 1. Key messages

- Islington's older population is expected to grow over the next 10 years. This growth will push up the demand for social care support due to the increased health risks associated with ageing.
- The growth in demand for social care from 18-64 year olds is attributable to people with a Learning Disability (LD) who need support. For those aged 65 years and over the growth in demand is down to personal social and physical care and cognition and memory needs.
- Carer numbers have fallen for the first time since 2014-15. In 2017-18, 745 carers were receiving support from Islington, compared to 850 carers in 2014-15
- Since 2015-16, there has been a steady decline in the rate of long term admissions to residential and nursing care homes among older people (65+) in Islington.
- Islington's proportion of successful reablement has consistently outperformed its comparator groups and London and England. Comparator groups are similar boroughs to Islington. Reablement is a short and intensive service, usually delivered in the home, which is offered to people with disabilities and those who are frail or recovering from an illness or injury.
- In Islington there has been a consistently high uptake of direct payments amongst carers. Direct payments are payments for people who have been assessed as needing help from social services. For service users the uptake of direct payments is lower than its comparator groups.
- Islington experiences a higher rate of average daily Delayed Transfers of Care. This is when there is a delay in discharging a patient from hospital to an appropriate setting, such as their own home, residential nursing home or community hospital.
- For both people with learning disabilities and those with mental ill health who are in contact with secondary mental services, Islington's performance is below average for supporting these groups into paid employment, compared with similar authorities. However, for both groups, it does well in terms of support to live independently or with their family.
- The 2017-18 Service User Survey tells us that the overall social care-related quality of life score in Islington was 18.3, out of a maximum score.

## 2. Population overview

- Islington as a whole has a younger population relative to London.
  - The distribution of 65+ individuals across Islington is generally consistent. A few areas, in particular Finsbury Park show has a greater proportion of 65+ individuals when compared to the other
  - The older population will see a significant growth in the next 5 and 10 years. See Figure 1.
  - The 65+ population in Islington will rise by 12% compared to 11% in London in the next 5 years. In the next 10 years it will rise to 28% compared to 27% in London.
  - The 85+ population in Islington will increase by 18% in 5 years compared to 16% in London and in the next 10 years it will rise by 48% compared to 33% in London

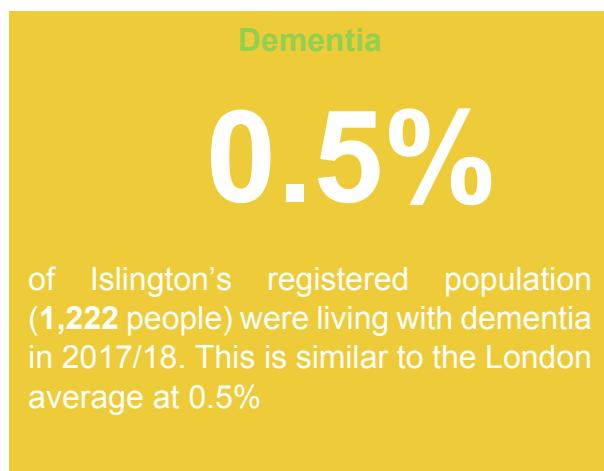
Figure 1. Islington population compared to London



Source: Greater London Authority population projections, 2018



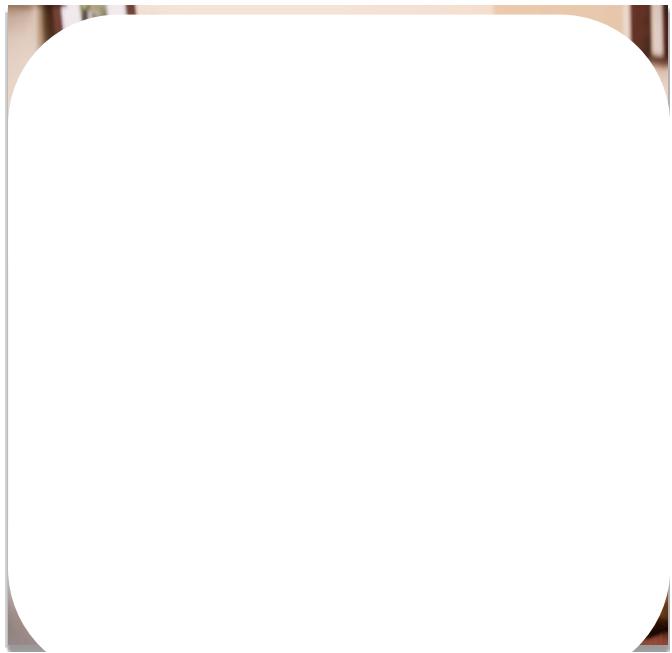
Relative needs of the Islington population are as follows:



Source: QOF, 20/17/18, Family Resource Survey 2016/17, PHOF 2009/10, RNIB Sight Loss data 2016, Census 2011

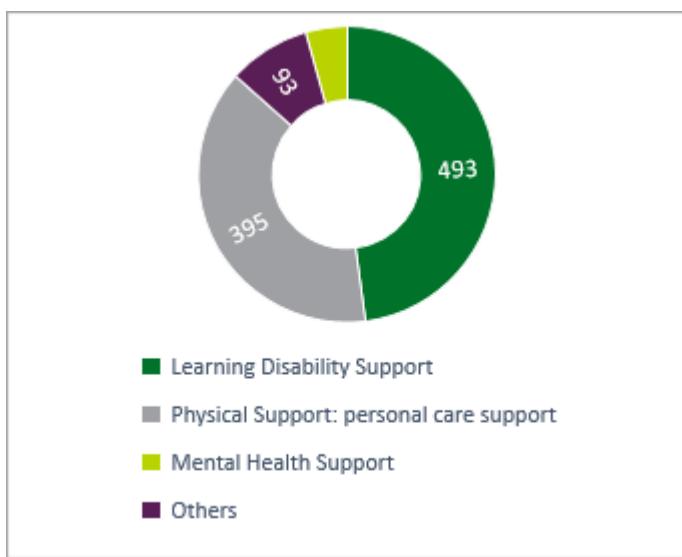
### 3. A profile of service users

#### A profile of service users in Islington



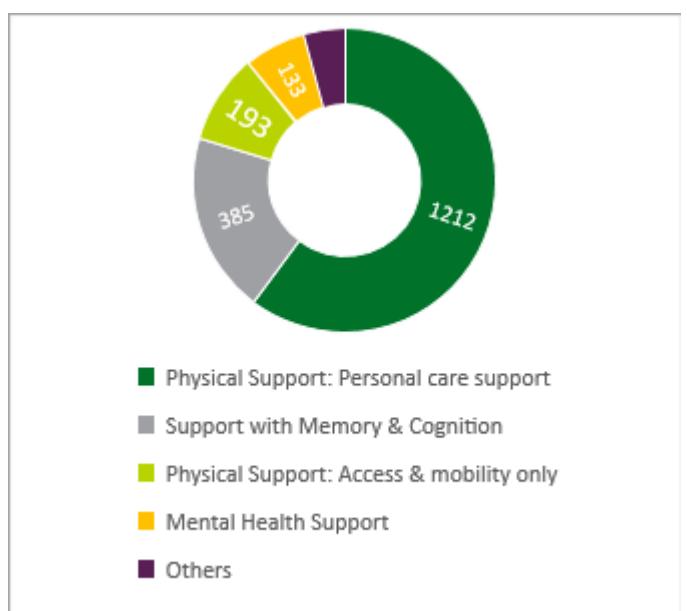
- Most people are helped through short-term services, advice and information, or signposting on to other services, including voluntary sector services.
- Depending on the severity of a person's health condition(s), at some stage in that person's life, they may need long-term support. Figure 2 and 3 show the support needs of service users in 2017/18.
- For people aged 18-64 the primary support reason is learning disability and physical support whereas for people aged 65 and over the primary support reason is physical support for personal and social care and support with memory and cognition.

Figure 2. Long term support by primary support reason for 18-64 year olds in Islington, 2017/18



Source: Adult Social Care Activity & Finance: England 2017, NHS Digital

Figure 3. Long term support by primary support reason for those aged 65 and above, 2017/18



## Support provided to carers

In 2017-18, Islington provided support to 745 carers, compared to 971 carers in 2016-17, a fall of 23%. The comparator groups, London and England average experienced the same falling trend in that year. See Figure 4.

Figure 4. Number of carers supported by Islington 2017/19



Source: *Adult Social Care Activity and Finance: England 2017-18*,  
NHS Digital

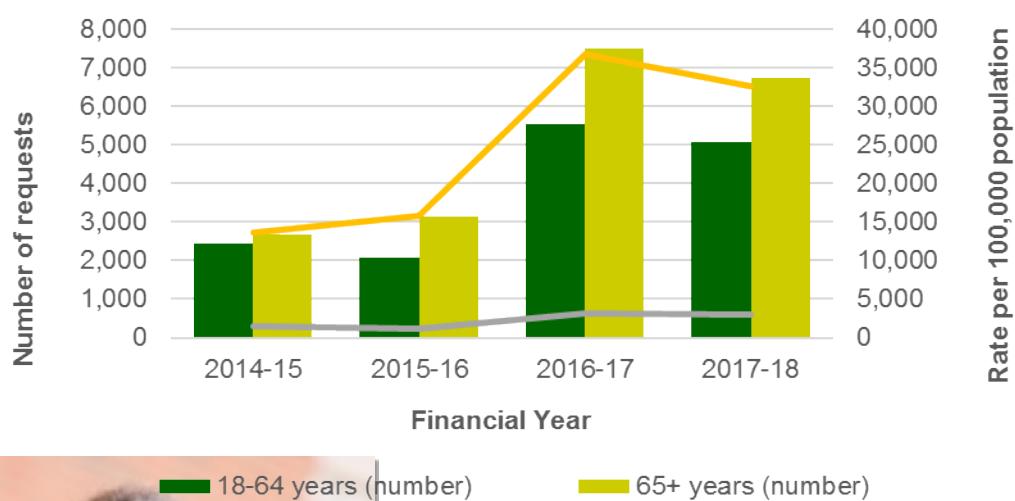
## 4. Facts about services and outcomes

### Requests for support from new people



- In 2017-18, there were a total of 6,275 new requests for support received from people aged 65 years and older. These requests were received mainly from community settings (74%) followed by requests made through discharges from hospital among older adults (26%). See Figure 5.

Figure 5. Number and rate of requests for support received from new people, by age group.



**Source:** Adult Social Care Activity & Finance: England 2017-18, NHS Digital

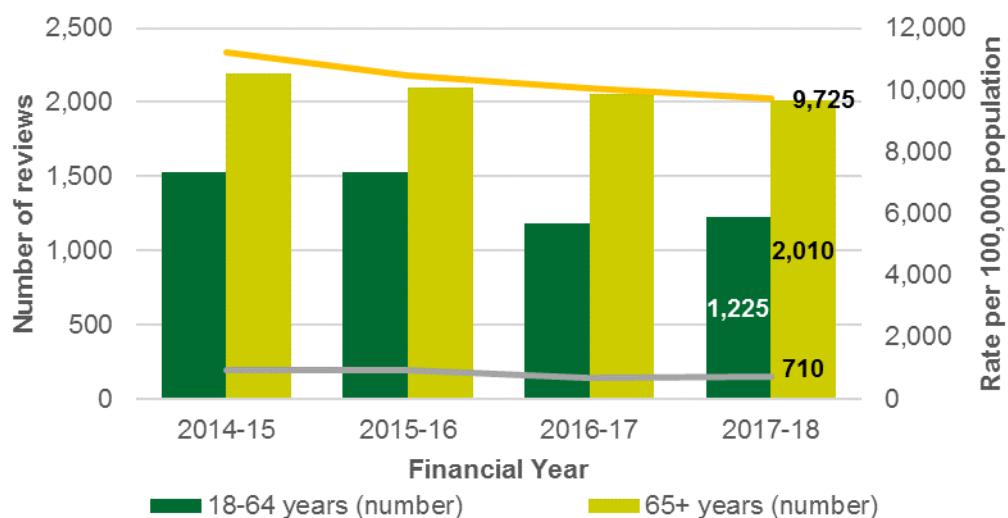


## Long term care

- The rate of people accessing long term support has decreased over time in Islington. It dropped from 941 per 100,000 people in 2014-15 to 710 per 100,000 in 2017-18 among younger adults (18-64 years).

- Older adults had a steeper decline in the rate, from 11,201 per 100,000 in 2014-15 to 9,725 per 100,000 in 2017-18. However, it is higher than the London average of 7,255 per 100,000.
- There were a total of 1,227 people aged 18-64 year olds who were supported for long term needs in 2017/18. This is a 3 per cent increase from 2016-17 (1,187 people). Learning disability, personal care and mental health were the top 3 primary support reasons recorded in 2017/18. This was similar to 2016/17.
- There were a total of 2,010 people aged 65 and over recorded as needing long term support in 2017/18. This is a 2 per cent decrease from 2016-17 (2,055 people). Personal care support, support with memory and cognition, access and mobility and mental health support were the top 4 primary reasons for support recorded. This was a similar pattern to 2016/17.

Figure 6. Number and rate of people accessing long term support during the year



Source: Adult Social Care Activity & Finance: England 2017-18,

## **Direct payments to service users and carers**

Figures 7 and 8 show the proportion of service users and carers receiving direct payments. In Islington there has been a consistently high uptake of direct payments amongst carers whilst for service users the uptake of direct payment is lower than its comparators, London and England.

Figure 7. Proportion of service users who receive direct payments by comparator groups

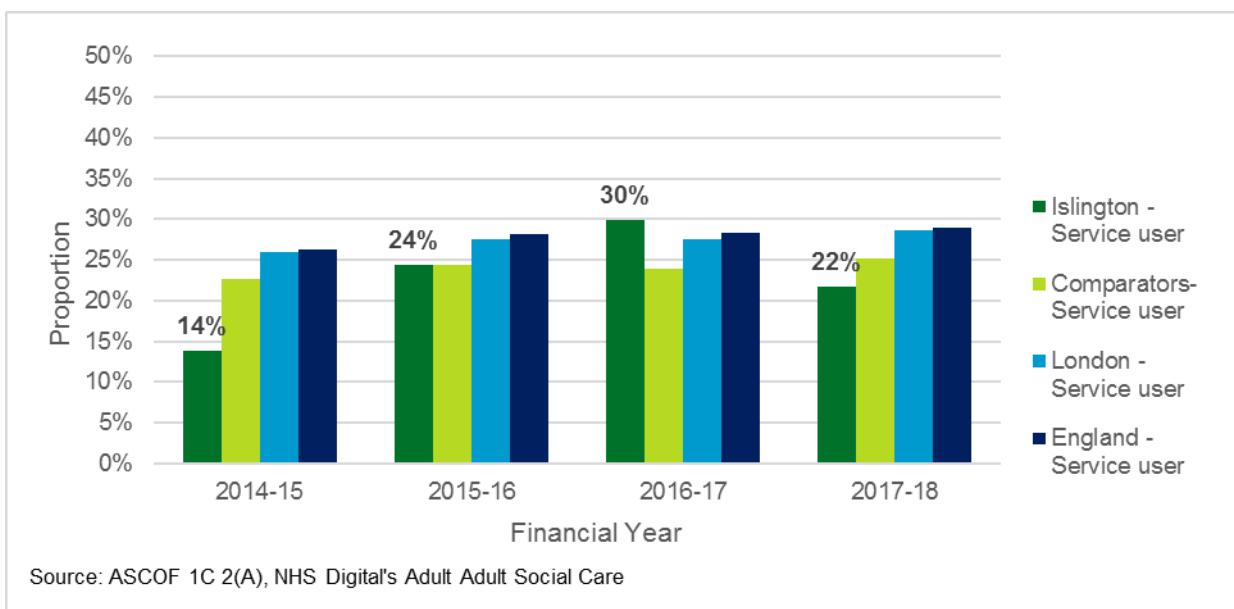
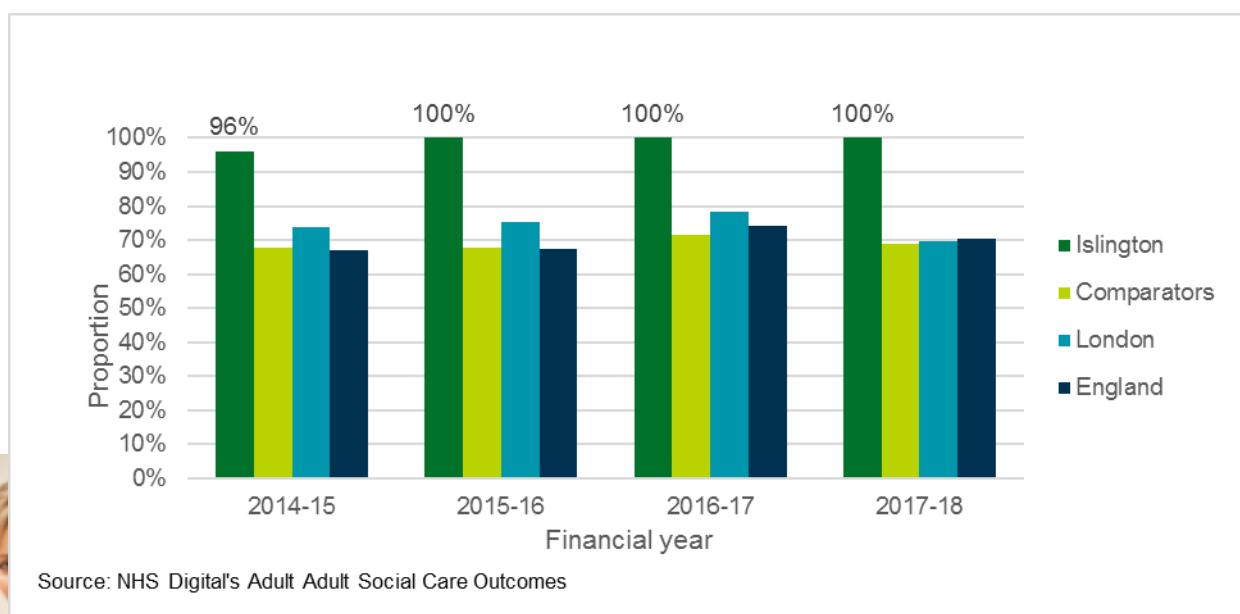


Figure 8. Proportion of carers who receive direct payments by comparator groups

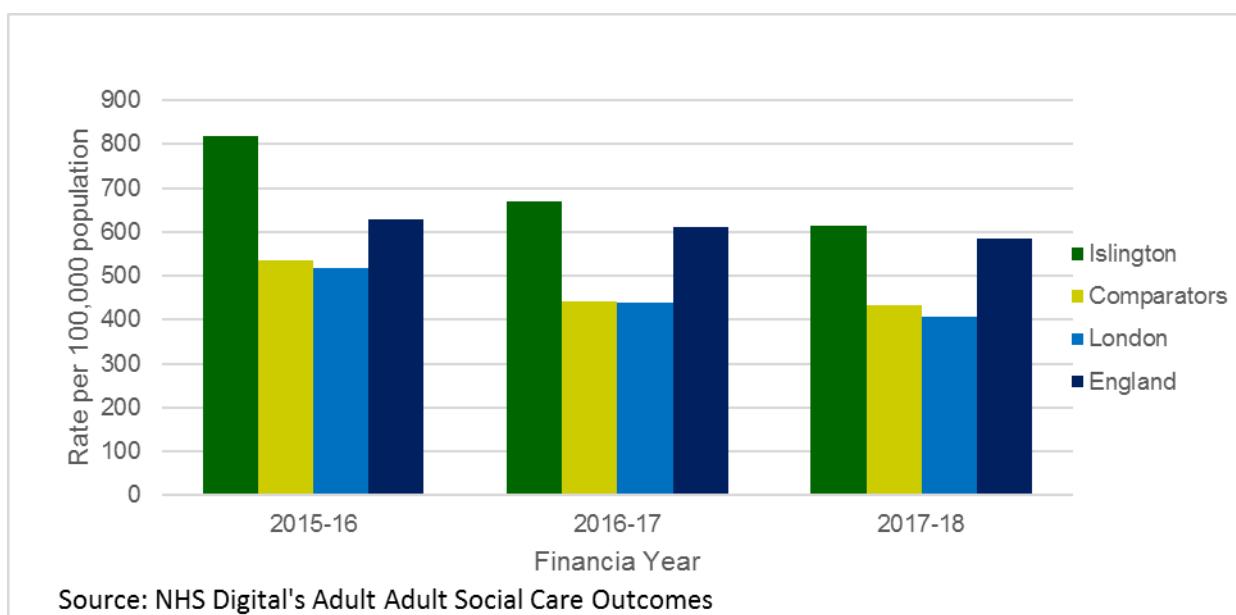


## for people

### Admissions to residential and nursing care

- There has been a decline in the rate of long term admissions to residential and nursing care homes among older people (65+) in Islington over the last three years. It dropped from 820 per 100, 000 in 2015/16 to 614 per 100,000 in 2017/18.
- The current rate is above our comparator boroughs (433 per 100,000) and London (406 per 100,000), but lower than England (586 per 100,000).

Figure 9. Long-term support needs of older adults (aged 65 and over) met by admission to residential and nursing care homes, per 100,000 population

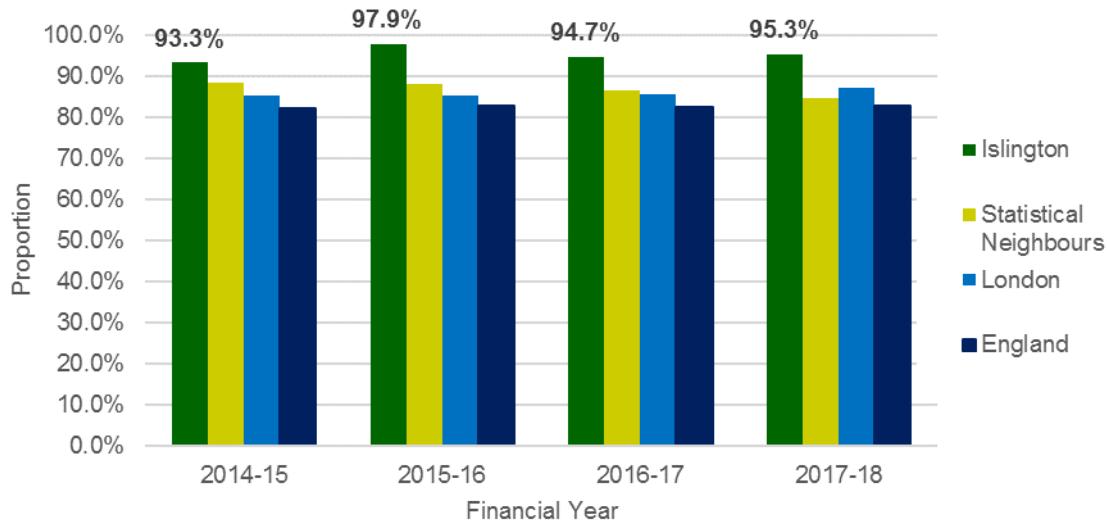


## Reablement Services

- 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 the need for long term social care support. The service promotes personalisation, working collaboratively with people to promote independence and support people to achieve their outcomes through an 'enabling model of care'. The model involves a short period of support for up to 6-weeks of intensive input. This enables people to get back their independence following an illness or crisis which may have affected their confidence.

- Since 2014-15, Islington's proportion of successful reablement has consistently been above its comparator boroughs, London and England

Figure 10. Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/rehabilitation services



Source: NHS Digital's Adult Adult Social Care Outcomes Framework

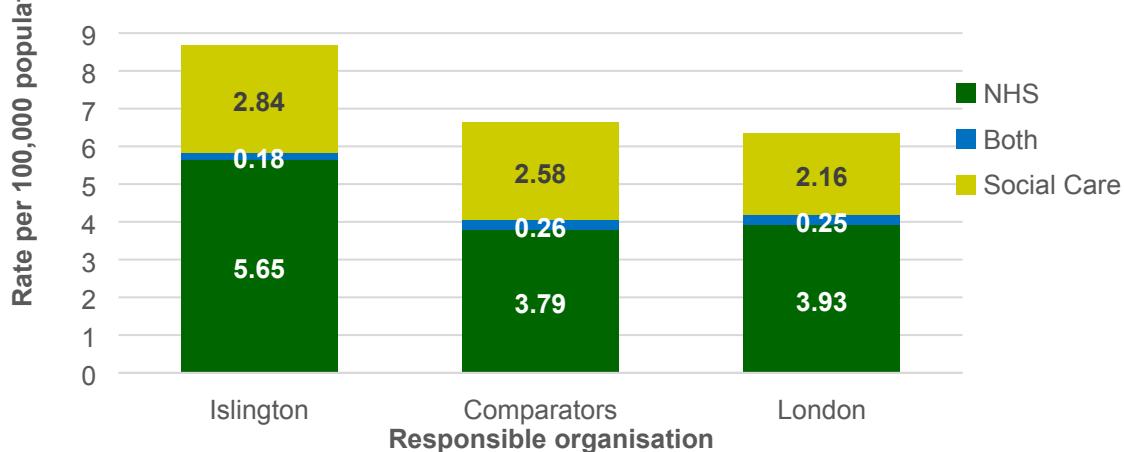
## Delayed transfers of care (DTOC)



- 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. This is when there is a delay in discharging a patient from hospital to an appropriate setting, such as their own home, residential nursing home or community hospital.

- The rate of average daily DToC halved from 12 per 100,000 people in October 2017 to 6 per 100,000 in September 2018. It is now comparable to comparator boroughs (7 per 100,000) and London (6 per 100,000).

Figure 11. Average daily DToC per 100,000 population aged 18 or over, by responsible organisation, October 2017 to September 2018



Source: DToC, Oct 2017 to Sep 2018

## 6. How do the services we provide make a difference to our residents?

- Figures 12-13 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 whilst Islington's performance is below average for supporting people with learning disabilities into employment, compared with similar authorities, it does well in terms of supporting adults with a learning disability to live in their own home or with their family.
- Figures 14 shows the proportion of people in contact with hospital mental health services who are in paid employment is lower compared to comparator boroughs.
- Figure 15 shows the proportion of people in contact with hospital mental health services living independently in Islington is better than comparator boroughs.

- Figure 12. Proportion of adults with a learning disability in paid employment

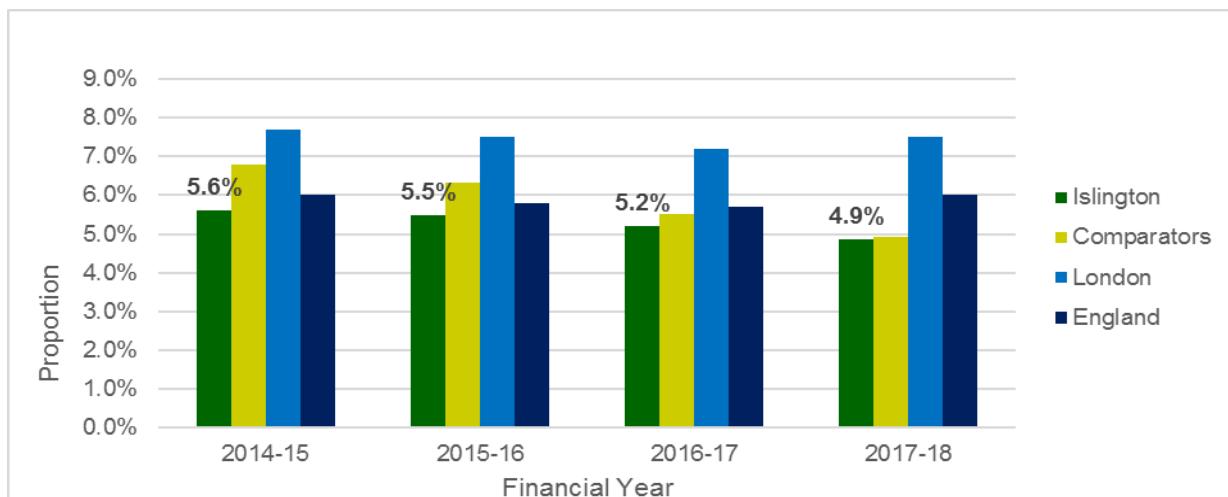


Figure 13. Proportion of adults with a learning disability who live in their own home or with their family

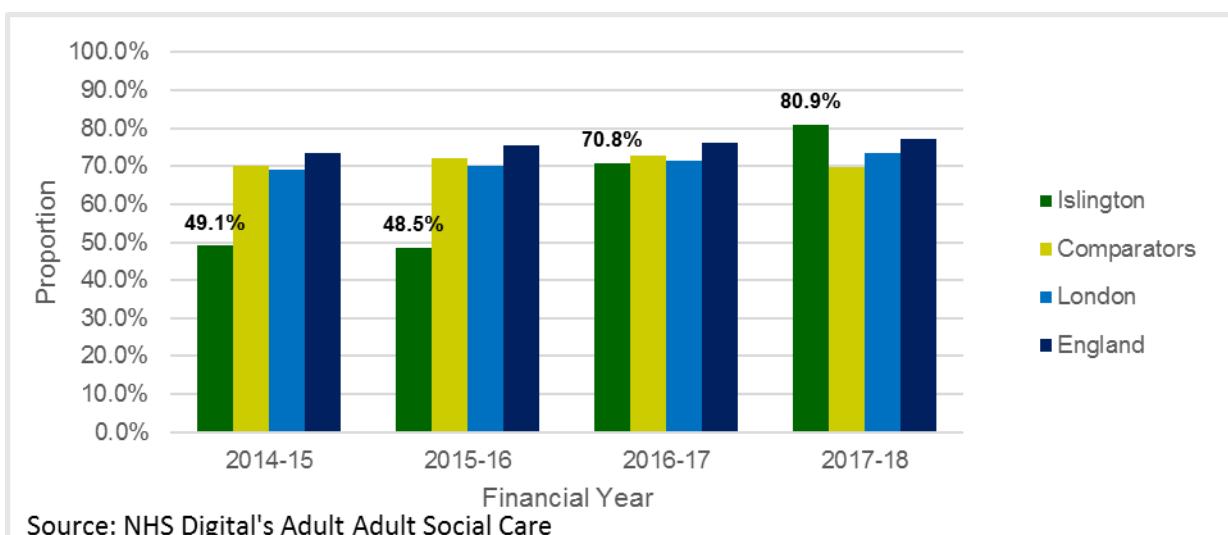
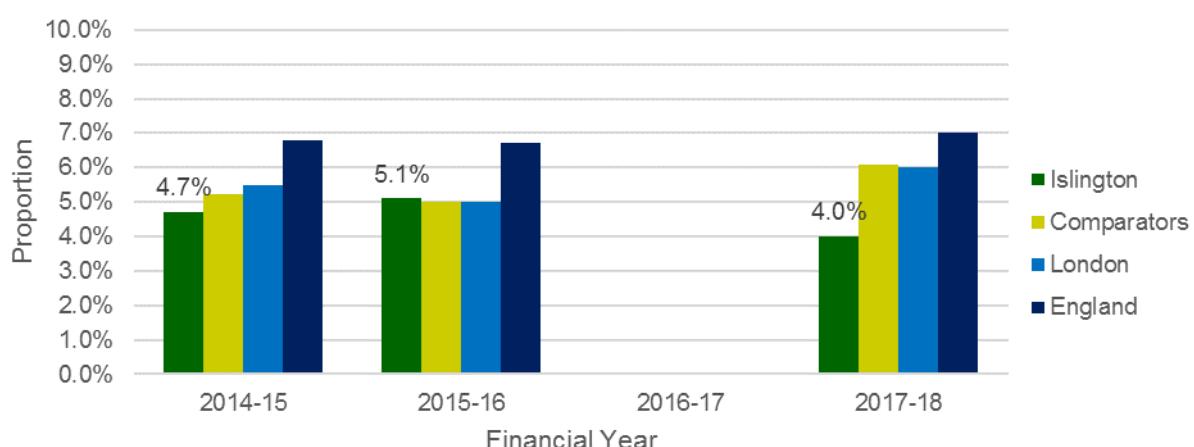
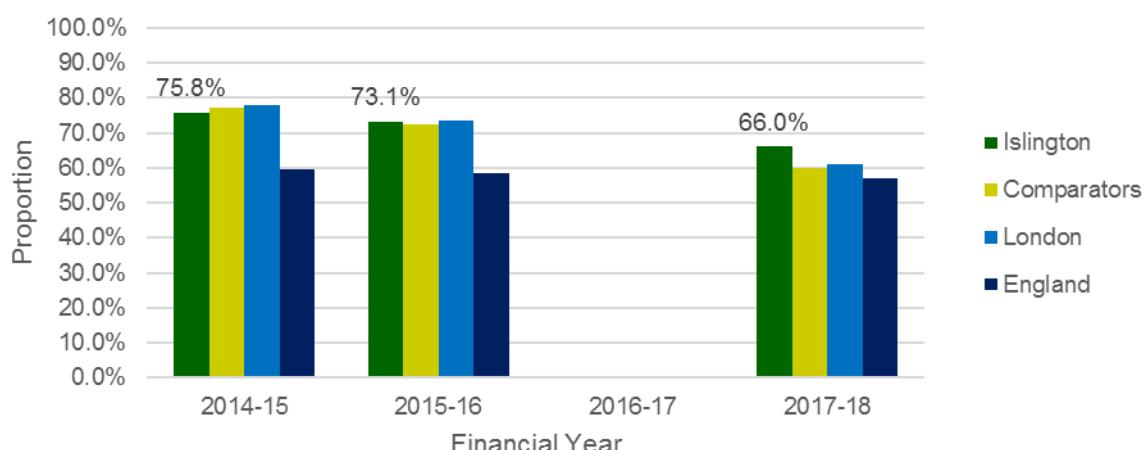


Figure 14. Proportion of adults in contact with secondary mental health services in paid employment



Source: NHS Digital's Adult Adult Social Care Outcomes Framework (ASCOF)

Figure 15. Proportion of adults in contact with secondary mental health services living independently with or without support.



Source: NHS Digital's Adult Adult Social

Source: Adult Social Care Outcomes Framework (ASCOF), Department of Health (DOH)

**NB: Data for 2016/17 are not available**

## User views

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 for 2017/18:

- In 2017/18 the service user quality of life score was 18.3 out of a possible total of 24, a decrease from the 2016/17 score of 18.9
- 59% of service users responding to the survey reported that they felt safe compared to the London average of 66%.
- 42.5% of service users in Islington, compared with 41.4 % in London.
- 54.8% of those asked were either 'Extremely Satisfied' or 'Very Satisfied' with care and support services received from Islington, compared to 59.3% in London.
- 59.2% of Islington residents surveyed felt they had 'Enough choice over care and support services' in Islington, compared to 63.5% in London.

