



ISLINGTON

# Adult Social Care

Local Account 2019/20



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## 2. Foreword



We are pleased to present the Local Account for Adult Social Services in Islington for 2018/19. This report provides information about how we are serving the residents of Islington and also provides feedback from the surveys of service users and carers.

Making sure that we can effectively respond to the changing needs of our population is one of Adult Social Care's key challenges. We continually review our services and develop our offer to keep pace with the changing needs of our population. We recognise that all our residents, including those with the most complex needs, have strengths and assets. Our role is to ensure services continue to support residents to achieve better outcomes and have a good quality of life.

### 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, family and wider community. Build relationships with people so that together we can consider different types of support and 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, or the 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.
- Have been working to reduce social isolation by broadening the number of social contacts through innovative schemes with the voluntary sector, so that people are better connected to things that can bring about 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.

*Janet Burgess*

**Councillor Janet Burgess**  
Cabinet Member for Health and Social Care

## 3. Islington's Population in 2018/19

### People

Population: **241,600** with an expected increase of **10%** over the next 10 years.



The number of people aged **65+** is expected to increase by **28%** over the next 10 years.



Islington is this **5th** most deprived local authority in London as of 2019.

### Health

#### Life expectancy



80 years



83 years

#### Healthy life expectancy



60 years



62 years

Life expectancy has increased, but healthy life expectancy has remained constant meaning that people are living longer in ill health and resulting in higher health and care costs.

Around 5% of the population has a dementia diagnosis. This is expected to rise with the population increase for 65+.

### Care and support



Islington has a relatively large proportion of older people who live alone and are potentially isolated and is ranked

**8th** nationally for estimated risk of loneliness in those aged 65+.



**19%** of service users had learning disabilities with **8%** being in paid employment.



Family carers and other informal or unpaid carers make an enormous contribution to supporting vulnerable people within our communities.

- **2,796** carers were registered with Islington Carers' Hub
- **23%** of unpaid carers provided more than 50 hours of care a week.



- Islington had a higher prevalence of serious mental illness than any other London borough
- In 2017/18, **1,237** people were admitted to hospital for alcohol-related conditions, significantly more than the London average.

## 4. About Islington Council Adult Social Care

### Our vision

We want to ensure that people in Islington can live healthy and independent lives. Our approach starts with resident's strengths and abilities and seeks to intervene early to prevent or delay needs increasing.

Islington Council has a clear vision - to make Islington fairer and create a place where everyone, whatever their background, has the same opportunity to reach their potential and enjoy a good quality of life.

In our corporate plan we have made the commitment to ensuring our residents can lead healthy and independent lives by:

- Making Islington a fairer place for all which must include valuing all of our residents. We need to work with our partners to tackle health inequalities and help residents to stay fit and healthy, both physically and mentally, for as long as possible.
- Working with the NHS to deliver more joined up health and care services, arranged around people's lives, and focusing on early intervention before problems worsen.
- Ensuring that older and vulnerable residents are cared for and safeguarded, and that residents are supported to live independently where possible and well supported if not. We will work to ensure that residents are socially active and connected to their communities.

### Our purpose

We provide and commission care and support for Islington residents who need it. Care and support 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 supported housing, residential or nursing homes.

### Who we support

Our residents 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 conditions.

## 5. Adult Social Care 2018/19: By the numbers



### How we spent our budget

In the 2018/19 financial year, Islington Council's Adult Social Care net expenditure was **£80.5 million**. Spend on long term care was divided in the following way:



# 6. Making social care better with your help

Your experiences of using care and support services, and your ideas about what could be better, help us to continually improve social care in Islington.

There are a number of ways in which we work or consult with residents to achieve this:

- Every year we ask social care service users to complete a survey about their experiences. We also ask carers to complete a similar survey every two years.
- We ask a number of service user and carer representative groups to gather feedback about how well our services are doing, and to work with us to make them better. Service

user and carer representatives also join us on decision making panels to decide who we should commission to provide specific services on our behalf.

- Sometimes we undertake formal consultations about changes to a service or have informal discussions with people who use services to learn about what we could improve.

Below are some examples of where service users and their carers told us what could be improved, and the work we have done or will do as a result. Some of these examples are featured in more detail throughout this report.

## You said

People who use a direct payment for their care, or for someone they care for told us:

- The experience of using direct payments could be improved.
- There should be a mechanism for engaging and working with people using direct payments.
- Together we should look first at previous co-production work in this area for suggestions to take forward.

Carers completing the statutory survey told us that they find the carers direct payments rules and processes difficult to follow.

## We did/will do

- Established a Direct Payments Forum and working group in partnership with people who use direct payments.
- The group's work plan is based on the Making It Real Review and Spark a Solution Report. Both papers gathered feedback and explored how we could improve social care, particularly around direct payments.

We have made changes to the personal budget allocation for carers, removing the weekly cap. Additional work on this will continue in 2019/20.

The Better Days Engagement asked service users and their carers about how they wanted to spend their time. They told us:

- They want better information about services and support on offer
- They would like more social interaction and peer support in their day to day life. Transport can also present barriers to accessing specialist or universal day provision like leisure centres.

Through statutory surveys, service users told us that we need to reduce stigma in the community, particularly for people with mental health issues or learning disabilities.

People with lived experience of mental health issues also identified intersections with other issues that experience additional stigma and discrimination:

- Learning disabilities and mental health issues
- LGBTQ+ and mental health issues
- Substance misuse related to mental health issues.

Service users told us that they would like more support to make and maintain friendships with their peers.

- The Adult Social Care Plan includes work to improve information for the public.
- Better Days will enable us to take a strategic approach to day provision in Islington – across universal and specialist provision. This will also inform the transformation of in-house services.
- We have consulted with disabled and older residents for the Transport Strategy and will continue to work with them. This will also inform the upcoming Accessible Community Transport Strategy.

Time to Change Islington launched this year – this is part of a national campaign to reduce stigma and discrimination about mental health issues.

- The council is working with people with learning disabilities) to co-design learning disability accessible promotional materials and training. National Time to Change is also supporting this campaign.
- All local Time to Change partners, including the council, are working with mental health service user representatives and an LGBTQ+ mental health peer support group to develop a campaign related to this.
- Time to Change Hub partners are supporting a champion to deliver a campaign to reduce stigma and discrimination around mental health issues and associated substance misuse. National Time to Change is also supporting this campaign.

We are working to meet the needs of our service users around social isolation.

The council is also supporting voluntary and community organisations in the south of the borough to develop a pilot project to address loneliness and social isolation.

# 7. Supporting people to live healthy, independent lives

Adult social care staff work alongside a variety of partners, such as Public Health, the NHS and voluntary and community sector organisations to ensure that adults have the support they need to live as healthily and independently as possible.

## Creating accessible physical activity opportunities

In partnership with Islington Council, Greenwich Leisure Limited (GLL) run 17 gym and sports facilities across the borough and offer a low-cost inclusive membership to all disabled people. They work to make their centres as accessible as possible.

In 2018/19, we had an average of 846 disabled people signed up to our low-cost monthly membership. These members made an average of 2,360 visits per month to an Islington leisure centre to swim, use the gym and/or to do a fitness class. GLL run leisure facilities in 66 boroughs/areas across the UK, and Islington has the second highest number of Better Inclusive members. In partnership with Camden & Islington Foundation Trust, GLL arranges venues for weekly tennis, football and running sessions for adults with mental health difficulties and provides a variety of accessible activities such as disabled swimming and ice-skating sessions, and a weekly Disability Sports Coach session at the Sobell Centre.



### Key fact

Across our targeted disability sports programme in 2018/19, we had an average of 695 attendances per month.

## Bringing health care to people with learning disabilities

The Nursing Health Hub is a service for people with learning disabilities at the Islington Learning Disability Partnership (ILDP). The nursing team at ILDP improves the health of people with learning disabilities through advice, monitoring, and signposting. As part of the Nursing Health Hub, we offer other health initiatives, including a sexual health outreach service for people with learning disabilities, and a low vision clinic in collaboration with the Royal National Institute of Blind People. We offer longer appointments of an hour, and multiple appointments if necessary. The Care Quality Commission have commented on the outstanding work done in the Health Hub in tackling health inequalities.



### Key fact

The Nursing Health Hub saw 74 patients in 2018/19.

## Case Study:

A resident had ongoing issues with their sleep pattern and was prescribed medication for this to take when required. They visited their health hub where they were given support with creating a sleep hygiene plan. They returned for a follow up appointment where it was found that their sleep pattern had improved, and they no longer required the use of medication.

## Helping people feel safe and secure in their homes

Our Telecare service keeps some of the borough's most vulnerable and elderly residents independent in their homes, offering equipment that can be installed in the home and that will alert Telecare when assistance is needed. Telecare had a very successful year in 2018/19, increasing the number of clients and responding to over 1,500 residents. Telecare also monitors various housing schemes that collectively house around 400 residents, and contribute to keeping these residents safe and secure in their homes. We are working to maintain their standard of service delivery and to identify opportunities to work with other teams and areas within Islington Adult Social Care.

“Just a small thank you for Mum having this alarm, and a big thank you for being there, especially on that fateful day when she fell at home, forever grateful.”

## Supporting people to stay at home independently

Islington Council's Occupational Therapy (OT) team is a very busy team, receiving around 20 referrals every day in 2018/19. Our OT team works closely with partners in hospital, mental health, housing, prison and in both Adult Social Care and Children's Social Services. This work helps service users and their carers stay in their home environment as easily, safely and independently as possible. This keeps service users at home longer and can also reduce demand on social care and hospitals.

## Case Study:

Islington Council Occupational Therapy liaised with an out-of-borough hospital to ensure timely discharge and ordering of appropriate equipment and aids for Jane, a 54-year-old wheelchair user who had undergone a recent amputation. Jane was discharged to her daughter's home as her own home was inaccessible. OT helped set Jane up a micro-environment in her daughter's living room and found that she had three young grandchildren also living in property. Islington OT submitted a re-housing report with recommendations for future housing and helped with property viewing. In the end, Jane and her daughter's family were rehoused to an accessible property together, and the OT made sure all necessary equipment and adaptations were available in the new property.

## 8. Working with the NHS

### Funding and installing equipment in people's homes

The Disabled Facilities Grant (DFG) helps fund the installation of showers, ceiling track hoists, kitchen adaptations, ramps, and other equipment and adjustments recommended by occupational therapists. In 2018/19, a total of 458 adaptations were completed in Islington properties. In one case, an Islington Occupational Therapist identified a risk of falls for a husband assisting his wife on the stairs in their home, and the DFG helped provide a stair lift which enabled the wife to independently manage the stairs while reducing her husband's risk of falling. In 2019/20, the Disabled Facilities Grant is stopping the means testing qualification on applications for adaptations under £10,000.

### Giving people choice and control over their services

In 2018/19, 26% of service users received a direct payment. People who receive direct payments generally feel that they have more choice and control over their services and are more satisfied with their service. We have re-formed the Direct Payment Forum, so people using direct payments and their carers can discuss issues and their experiences with council staff. We are working to set up a co-production working group to take forward actions from the forum and plan future events. We are also working with our colleagues in Children's Services to ensure that we offer a clear and supportive transition for young people moving into adulthood and with health partners to ensure a coordinated approach and sharing of expertise.



The studio space created for the Artist in Residence programme by the Mildmays Extra Care housing scheme.

Maximising our collaboration with health partners helps bring a greater focus on prevention and early intervention, ensuring Islington residents are as healthy and independent as possible and are leading fulfilling lives.

### Working with health partners to help people leave hospital on time

Discharge to assess is a joint approach between Islington Council, the CCG and other NHS partners which aims to discharge qualified patients to have their social care needs assessed at home, or in a community setting, rather than on the ward. This approach eases demand on hospital beds and staff, makes better use of community services and delivers better overall outcomes for patients. The programme receives consistent feedback regarding its responsiveness, in line with a target of assessing 100% of patients at home within 24 hours of discharge.

### Providing rehabilitation at home

Our Reablement Service provides up to 6 weeks of goal-orientated rehabilitation at home rather than on a hospital ward. As people leave hospital they are referred to Reablement following an assessment. In January 2019, our Reablement Service achieved an overall 'Good' Care Quality Commission rating which was recognised as a significant achievement following the previous years' inspections and challenges.

### Case study:

BL had a fall resulting in a head injury and fractured knee. BL was referred to the Reablement Service from hospital. She initially needed support with personal care, meal preparation and medication administration (three times a day). BL received regular support from Pharmacy, Physiotherapy, Rehabilitation Assistant and Case Manager. She was supported for a total of 4 weeks and by the end she had achieved independence in all activities of daily living, with no ongoing support.

### Avoiding hospital admissions

The Admission Avoidance pathway continues to provide an additional route into Adult Social Care from the Rapid Response Acute Community Service. This ensures service users receive timely access to relevant social care support following a period of ill health, whilst also remaining in their own homes. We are working with partners to establish a simpler route of access into Adult Social Care from all hospitals and community settings, as part of the Adult Social Care Plan 2019/21.

## 9. Help residents to feel socially active and connected in their community

Being part of the community can reduce social isolation and help to maintain an active lifestyle. By working closely with voluntary and community sector organisations, we ensure that our residents live independent and fulfilling lives while continuing to be an active part their community.

### Creating social opportunities for people with learning disabilities

Islington Council provides several services to help people with learning difficulties develop new skills, lead lives as independently as possible, and access activities, groups and leisure opportunities in the community. Me Time, a social inclusion service run by the Royal Mencap Society, provides a programme of activities which is co-produced by service users and Mencap. Activities in 2018/19 included a football group, DJing, gardening and drama groups. At the Daylight Centre, a large in-house service in Islington, service users can access community and building based day opportunities and on-site activities such as art, drama, music, pottery, wheelchair dance, and gardening.



#### Key fact

An average of 80 service users participated in activities through Me Time every quarter of 2018/19.

“I’m looking forward to the summer timetable already, even more so knowing that I’ve helped plan some of them.”

### Creating social opportunities for older people in care homes

Exciting partnerships between older people’s care homes and Islington’s Extra Care Housing Scheme benefitted both residents and the wider community. The Mildmays Extra Care Scheme worked with the local arts charity Cubitt to pioneer an Artist in Residence programme in which unused space within the Extra Care housing scheme was transformed into studio space and rented out at a reduced rate to socially conscious artists, who then worked with residents on a voluntary basis. Other exciting partnerships included co-developed intergenerational projects with local schools, a local music charity who have found a base in Bridgeside Lodge, and Pets as Therapy organisations, who have worked with care homes in Islington to encourage contact between residents and calming animals.



Musicians recording at the Daylight centre’s on site studio space

### Building a more responsive mental health recovery pathway

As part of Islington’s strategy to embed our strengths based approach and to make our services more accessible, responsive and flexible, we have worked with service users to re-design and commission a new Mental Health Recovery Pathway, provided by Islington MIND. Following extensive transformation, this pathway has combined several services into one integrated service offer. We have also reconfigured the services delivered in day service buildings, enabling more residents to access spaces and resources.

### Making Islington a Dementia Friendly Community

Islington’s Services for Ageing and Mental Health (SAMH) offer has been highlighted by NHS England as a national best practice example for clinical care of people with Dementia. Over 2019/20, London Borough of Islington (LBI) will be working in partnership with the Alzheimer’s Society to become a Dementia Friendly Community. Dementia Friendly Communities take active steps to encourage everyone to share responsibility for ensuring that people with dementia feel understood, valued and able to contribute to their community. Islington also aims to double the number of Dementia Friends Champions in-borough to 34. Dementia Friends Champions are volunteers who encourage others to make a positive difference to people living with dementia in their com-

munity by giving them information about the personal impact of dementia, and what they can do to help.

### Supporting carers

In November 2018, Islington Carers Hub launched a suite of training designed for carers on both support areas related to the people they care for and also to support their general health and wellbeing. These courses ranged from training on mental health, dementia and carers first aid to workshops on mindfulness and meditation. In less than a year, there have been over 300 attendees who have benefited from accessing training and workshops held within the local community and Islington Council buildings.

“I really enjoyed the first session and have asked a friend whose husband also had dementia to join me for the next sessions. There were a lot of women attending, just one man, but not all were there because their husbands had dementia like me. Some were there because of their mother or their nan. It was comforting to know that there were others out there in a similar situation as I am.”

Dementia course attendee

# 10. Safeguard and protect older and vulnerable residents

We take great care to make sure that our older and vulnerable residents feel safe and in control. We have a variety of safeguarding measures in place and work closely with providers to make sure our residents receive good quality and safe services.

### Protecting vulnerable residents

Islington Council's Safeguarding Adults Board has membership from organisations across Islington including health, probation, emergency services and voluntary organisations. In 2018/19, our board focused on topics affecting adults with care and support needs that have also been of national interest, including homelessness, fire safety for disabled people, and gangs and knife crime. In 2019/20, making safeguarding personal is a priority for the board and much work is taking place around this.



#### Key fact

In 2018/19 we had 435 safeguarding enquiries (10% of the total concerns raised).

### Helping our partners protect vulnerable residents

Training on safeguarding adults and the Mental Capacity Act that is available to partners in health and social care. In 2018/19, we delivered bespoke training on modern day slavery and human trafficking in partnership with Islington's Community Safety team. Around 300 people have been trained to date. We also created bespoke e-learning modules on a range of safeguarding adults' issues such as domestic abuse. In 2019/20, we are working on several trainings in partnership with other organisations, including a fire safety training to care home providers in partnership with the London Fire Brigade.

"I have been to many human trafficking trainings before but this was the best I had ever had!"

Modern Day Slavery training course participant



As part of our Safeguarding Awareness month week, service user drama group – Your Life, Your Say, performed a play on making safeguarding personal to social care staff and commissioners on 26 June 2019. The drama group performed at a conference for service users and carers which attracted over 50 people and was very successful.

### Protecting the freedom of our residents

Islington's Deprivation of Liberty Safeguards (DoLS) service is one of the best performing services in the country, averaging 26 days from the completion of a referral to authorisation. Much shorter than the London (68 days) and England (138 days) averages. Our DoLS service processed over 1,000 referrals in 2018/19. Unlike many DoLS services across the country, we do not have any back logs so can give assurances that Islington residents within hospitals and care homes who lack the capacity to consent to their accommodation are cared for under the DoLS framework.



#### Key fact

There are currently 485 Islington residents in care homes and hospitals who have a DoL in place.

### Case study:

Robert is a 50-year-old man with a learning disability and a history of alcohol abuse. Robert's first Deprivation of Liberty was six months ago, and as a result of serious concerns regarding the suitability of his placement, two further short term DoL authorisations were put in place together with a number of conditions, and a paid Relevant Persons Representative (RPR) to support him. Following the work of the DoLS assessors, paid RPRs and care management, Robert is now far more settled and his placement is secured.

"I had a great visit with Robert yesterday and spent some time with various members of staff. In the last 3 months Robert has been allocated a social worker; his personal allowance is now well managed by client affairs; he has been reviewed twice by a Consultant Psychiatrist and he is presenting with very few challenges. The placement is no longer in jeopardy; there have been no incidents in the last 3 months and he is now agreeing to drink in his room instead of on the street. Robert continues to go out on his own and always returns without issue. In my opinion the DoLS is now fairly straightforward and I would recommend a 12-month authorisation."

From a recent assessment

# 11. Supporting people into employment

Having a fulfilling job contributes to wellbeing. It can give us a purpose, an income, promotes independence, and allows us to develop social contacts. We want to support residents to gain the skills they need to get a good job.

## Helping unemployed Islington residents to get jobs they want

Our iWork employment service offers one to one tailored coaching and mentoring support to get unemployed Islington residents into jobs that they want to do. It has a holistic approach, looking at the person's strengths and interests. Clients can engage with the service for as long as required.

Clients regularly feedback how much the iWork service has improved their quality of life, with many reporting that before engaging with the service they had very little or no support and the daily challenges of being unemployed were having a detrimental impact on their health and wellbeing. In 2018/19, iWork created a "Hub" at 222 Upper Street, which is a collaboration of 11 services offering specialist employment support to residents.

## Bringing unemployment services together

Islington Working brings together 61 organisations that are currently offering employment support in Islington to coordinate a coherent, well understood and accessible employment support offer for the borough. Among many other activities in 2018/19, Islington Working produced an online directory of employment support in Islington and launched a refreshed and re-branded ebulletin. We also tested an Outreach Navigator model of resident engagement with Help on Your Doorstep. We are building on this work in 2019/20, with plans to launch an online jobs board that is shared and used by all employment support partners.

## Supporting people with learning disabilities to find work opportunities

The Community Access Project (CAP) is a short-term support service for adults with learning disabilities, many of whom can be socially isolated. CAP provides an initial assessment and co-produces a plan of action with a service user who is looking for work or wanting to try something new in their community. A successful referral results in a long-term positive outcome that can be sustained independently by the service user. This work has demonstrated that employment for candidates with learning disabilities can be achieved, and we have fostered good links with local employers and other supported employment teams over the years. One goal for 2019/20 is to build closer relationships with local schools for students with special educational needs.

## Case study:

In 2018, Islington Council CAP was part of a project to develop opportunities for people with Learning Disabilities in the NHS. A great deal of planning and consideration was put into the creation of posts, specifically creating roles for candidates with Learning Disabilities in mind and attempting to pre-emptively resolve or avoid any issues. As a result of this project, CAP helped support two people to work as Health Care Assistants for the NHS and they have sustained employment for over a year. Both candidates work over 12 hours a week to support residents with dementia.

## 12. Workforce

### Embedding strengths based practice in our workforce

Building Strengths for Better Lives is Islington Adult Social Care's approach to supporting and caring for people. It is a strengths based approach, which encourages people to use their own strengths and resources and to lead the independent and fulfilling lives they want. Independence, social relationships and being connected to the local community, are all promoted by this approach, and people are involved in all discussions and decision making about their own lives. In 2018/19, we put in place a programme of support and training for frontline practitioners and reviewed and rewritten policies with a strengths based approach to ensure these ideas continue to be put into practice.

### Case study:

A young mother with Sickle Cell was visited because she was asking for support from carers visiting. The practitioner had an open and strengths based conversation with her about how often her Sickle Cell flared up, what were the warning signs and trigger factors, how could she plan ahead to manage things differently at these times such as do shopping online. This contingency planning was also explored in partnership with community health staff and the plan will be to provide a direct payment so that she can arrange support for herself when her illness flares up.

## 13. Future priorities 2019/20

Our overall vision for Adult Social Care is clear. We want to ensure that people in Islington can live healthy and independent lives, by taking an approach that starts with people's strengths and abilities and seeks to intervene early to prevent or delay needs increasing. We want to build the capabilities of our communities and services to help people to help themselves, and to ensure people get the right support at the right time.

In order to achieve this, we have an Adult Social Care Plan which prioritises the areas we need to focus on to make improvements to Adult Social Care in the context of rising demand and reducing budgets. Some of our key priorities for 2019/20 are:

- Supporting our whole workforce to practice a strengths based approach, making sure that we are building on strengths and assets rather than just assessing needs.
- Driving forward the personalisation of Adult Social Care to make sure people can be in control of their lives through self-directed support and direct payments.
- Developing our local services, whether provided by the council or by our partners, to prioritise our resources to have the most positive impact on health and independence.
- Improve our partnerships and joint working to deliver better outcomes. This

includes closer working with Health, Public Health, Housing, the Community & Voluntary Sector and the prison services to join up our priorities and work together on improvements in care and support.

In addition to these areas of focus, we are developing further plans for improvements in the coming years, these include:

- Developing an easily accessible information offer for Adult Social Care
- Improving our use of assistive technology to support health and independence
- Transforming our own in-house Adult Social Care services to offer high quality, good value specialist support
- Reviewing our offer to family carers to make sure we are giving the support they need to continue their vital and valued role
- Reviewing how people access Adult Social Care to ensure people get the best possible service experience however they come into contact with our services
- Supporting and developing our workforce to ensure they are equipped to deliver the services our local residents need and want.



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Published January 2020