

Access to Health and Care Services in Islington

Health and Care Scrutiny Committee review

George Roscoe, Deputy Director of Adult Social Care

Overall aim of the review: To consider if residents are able to access health and care services in Islington effectively; specifically GP appointments, and the Adult Social Care “front door”

Access to Adult Social Care

- Do residents find it easy or difficult to access the Adult Social Care “front door?”
- Are there effective signposting services to help people access the care they need?
- What is the council’s approach to triaging those seeking Adult Social Care services; what systems does the council have in place to support and manage referrals?
- Are all communities able to access social care services equally, what information, advice and support is available to support referrals?
- Is advice and information accessible, in line with best practice and government guidelines?
- What more can be done to support “hard to reach” groups?

Adult Social Care were asked to provide

- Equalities information on access to services
- Are any groups under-represented?
- Is there outreach/engagement with hard-to-reach groups?

Population Demographic 2022/23

Adult Social Care

Ben Kells, Health and Care Intelligence Analyst

Key Messages

- In 2022/23, **4641 individuals received at least one service** (long-term support and/or short term support) from the Islington Council Adult Social Care Department.
- Islington Council's ASC population had a **significantly higher** proportion of adults **aged 65+** compared to the general population.
- **Women were disproportionately overrepresented** in Islington Council's ASC population compared to the general population.
- People from **Black and Other ethnicities were overrepresented** in Islington Council's ASC population compared to Islington's general population, whereas people from **White, mixed and Asian ethnicities were underrepresented**.
- The most deprived areas of Islington contain **the highest proportion of the ASC population**.
- The demographics observed in this analysis are **similar to those that were observed in 2020/21 and 2020/22**

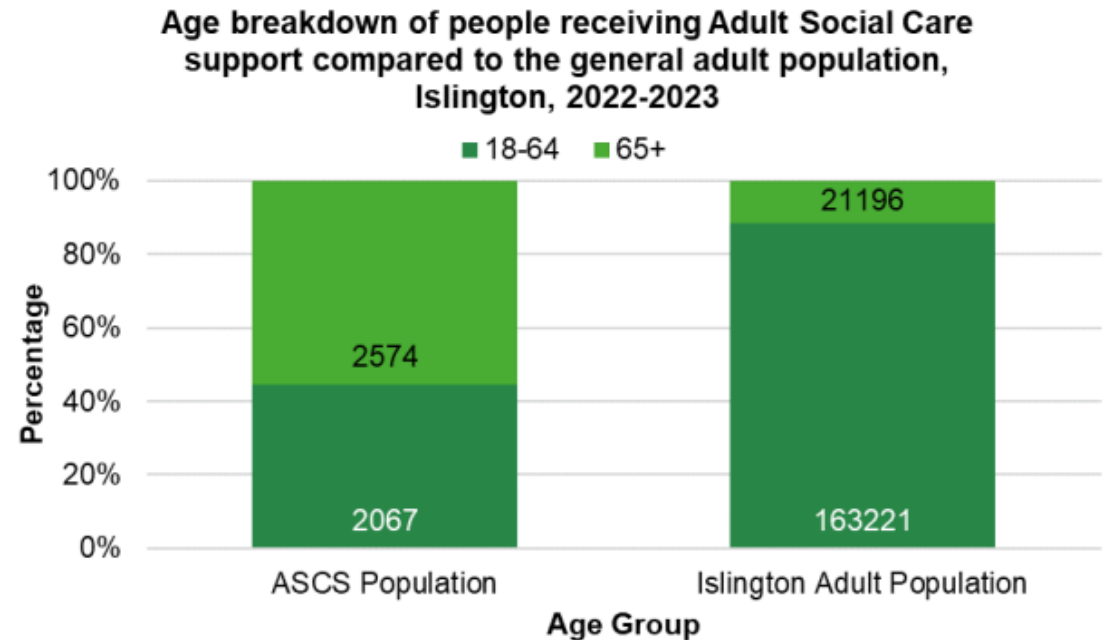
Population Demographic

This analysis explores the demographics of Islington's 2022/23 Adult Social Care (ASC) population using data from the end of financial year ASC All Services reports for 2022/23. It considers any individual who received at least one long-term or short-term package of care, and compares it against the demographics of the adult population across the London Borough of Islington.

Age

Of the residents we support, the majority (over 50%) are aged 65+.

Older people (aged 65+) made up a significantly higher proportion of the Adult Social Care population (55%) when compared to the general Islington adult population (11%).

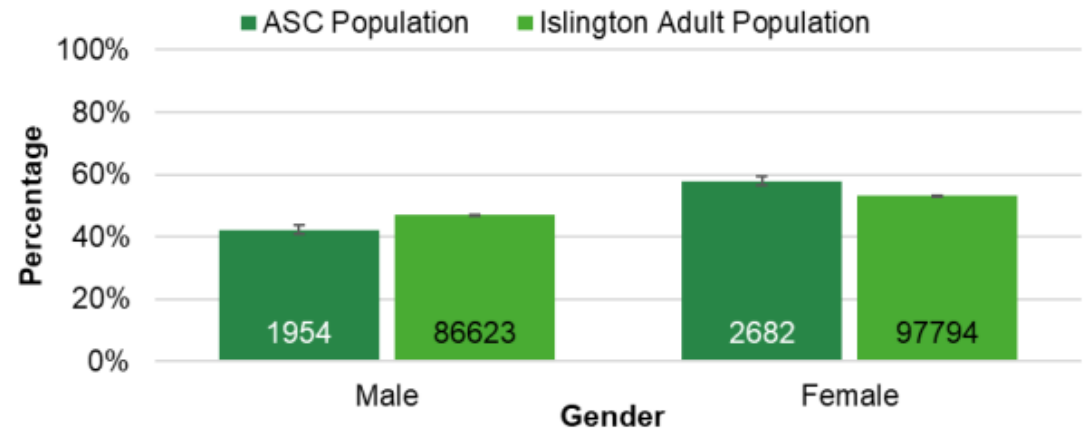


Source: Internal all services Islington ASC data 2021-22; Interim GLA Identified Capacity Scenario

Gender

In 2022/2023, females were overrepresented in the Adult Social Care population (56%) when compared to the general Islington adult population (53%).

Proportion of people receiving Adult Social Care support compared to the general adult population, by gender, Islington, 2022-2023



Note: Due to low numbers of individuals in the ASC population who identified as transgender, gender neutral or other were not included in the graph. One individual was missing their gender.

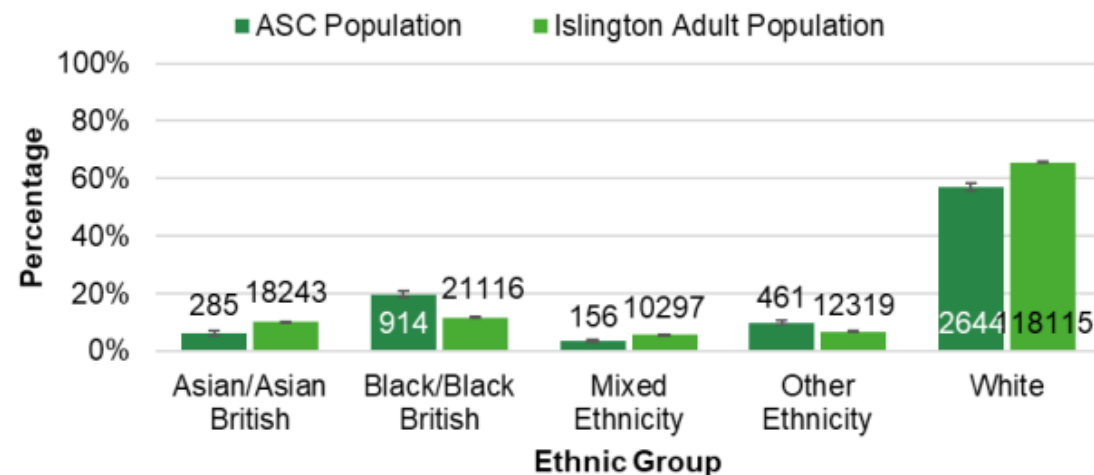
Source: Internal all services Islington ASC data 2022-23; Interim GLA Identified Capacity Scenario (2021)

Ethnicity

In 2022/2023, individuals who identified as Black/Black British and Other ethnicities were overrepresented in the Adults Social Care population when compared to the general Islington adult population.

Whereas individuals who identified as Asian/Asian British, mixed ethnicity and White were underrepresented in the Adult Social Care population when compared to the same population.

Proportion of people receiving Adult Social Care support compared to the general adult population, by ethnicity, Islington, 2022-2023



Note: 181 (3.9%) individuals in the ASC population were either missing their ethnicity data or refused to provide it.

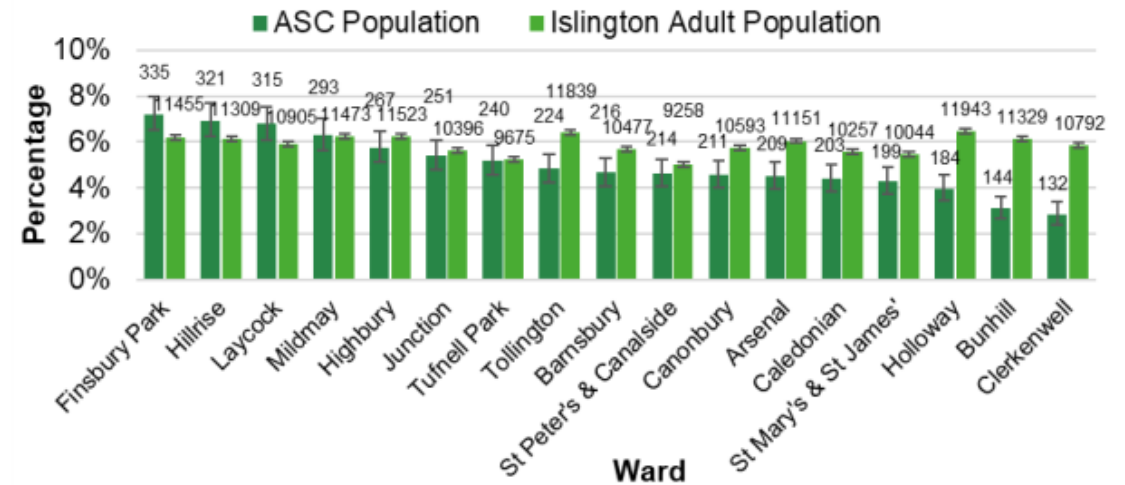
Source: Internal all services Islington ASC data 2022-23; Census 2021

Ward

Two wards, Finsbury Park and Laycock, had a significantly higher proportion of the Adult Social Care Population when compared to the proportion Islington Adult Population.

Whilst 9 wards, Arsenal, Barnsbury, Bunhill, Caledonian, Canonbury, Clerkenwell, Holloway, St Mary's & St James' and Tollington, had significantly lower.

Proportion of people receiving Adult Social Care support compared to the general adult population, by ward, Islington, 2022-2023



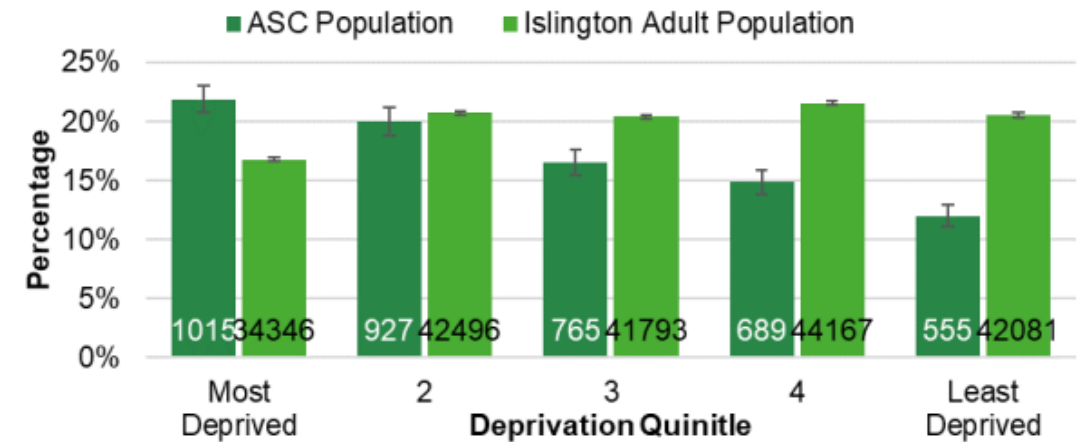
Note: 683 (14%) of individuals had a postcode that was either out of borough or missing.
Source: Internal all services Islington ASC data 2022-23; Interim GLA Identified Capacity Scenario (2021)

Deprivation

Individuals from the most deprived areas of the borough (quintile 1) were significantly overrepresented in the ASC population.

Whilst individuals from the three least deprived deprivation quintiles were underrepresented in the ASC population. As this deprivation measure considers income, this is likely correlated with the financial assessment to receive support.

Proportion of people receiving Adult Social Care support compared to the general adult population, by local level deprivation quintile, Islington, 2022-2023



Note: 690 (15%) of individuals had a postcode that was either out of borough or missing. One is the most deprived quintile

Source: Internal all services Islington ASC data 2022-23; ONS Lower layer Super Output Area population estimates (Mid-2020); IMD 2019

Contacts going on to a new referral

This analysis explores the percentage of contacts per demographic that went on to receive a full assessment. Currently only initial findings are available for this.

Contacts going on to a new referral

Monitoring the percentage of contacts that are referred for an assessment is a method of monitoring demand and need in adult social care.

This is one step of the ASC journey being included in the equalities deep dive analysis.

Initial findings for 2022/23

Of the 5581 contacts last year, 1302 (23%) were referred for an assessment. Of those referrals, we know the majority are:

- Adults aged 65+
- Female
- Of Asian/Asian British and White ethnicities
- From the least deprived areas of the borough were most likely to go on and become a referral.

Next steps are to compare this with the general population to identify any over/under representation.

Note: This does not mean the person receives support, rather they have met the requirements for an assessment which is the first stage of accessing support.

Next steps

Next Steps and Actions

1. Analyse the remaining parts of the adult social care resident journey by equalities characteristics
This includes analysing contacts, referrals and further analysis by cohorts
2. Deep dive into referrals by cohort – learning disability, mental health, older people by age and ethnicity
3. Audit of overrepresented groups by ethnicity for practice approaches
4. Review of training with staff to ensure that officers are capturing equalities information where appropriate
5. Review of training on diversity and equality – unconscious bias and cultural competence could be well received by members and important to our practice