

Adult Social Care Annual Report

Councillor Turan

Presentation to Health and Care Scrutiny

18 December 2023

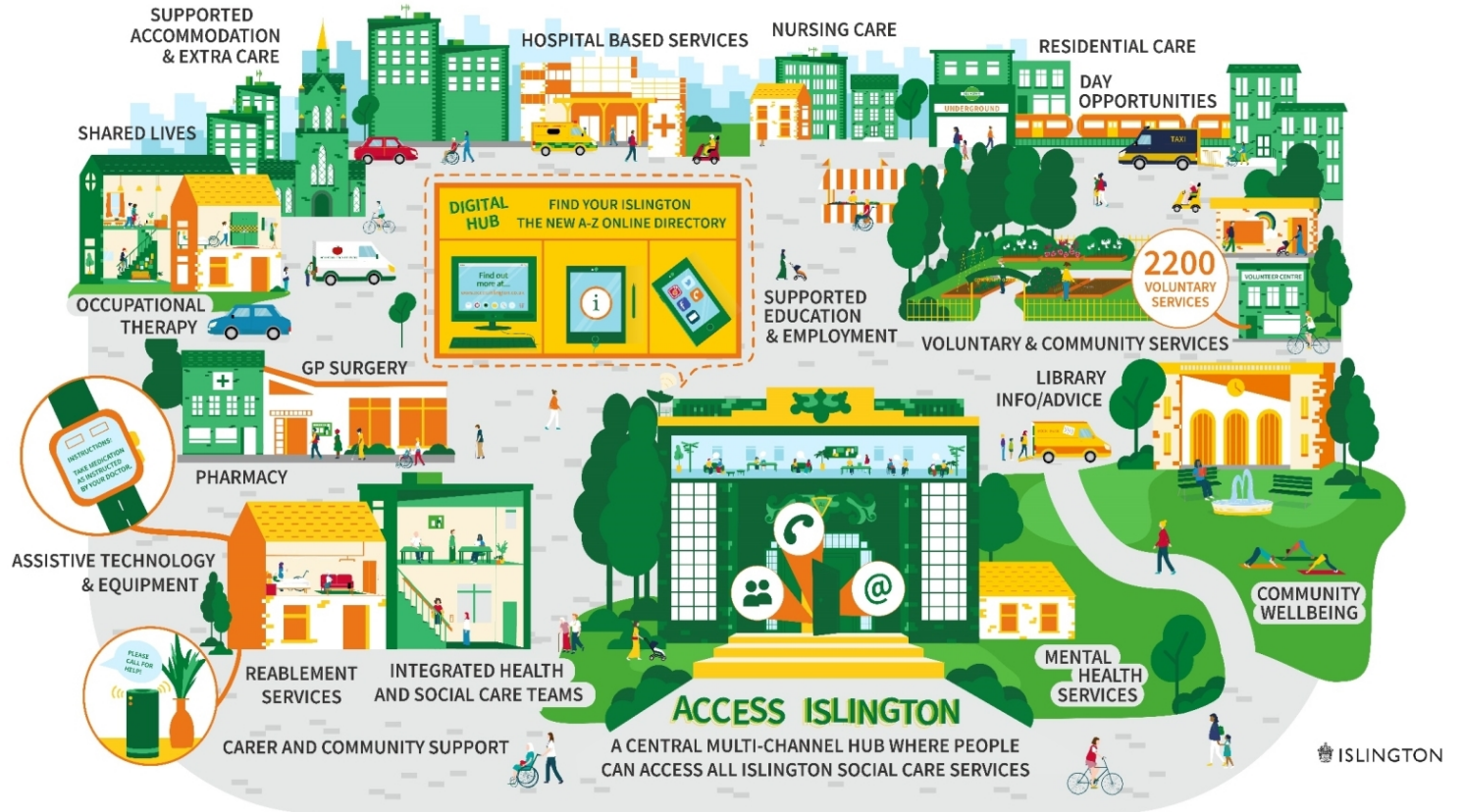
Executive member's summary



The past 12 months have seen significant change within Adult Social Care and some exciting achievements that are set out in this report. Our senior leadership team has been permanently recruited, which will provide the stability required to deliver our ambitious priorities for the future. We have co-produced some fantastic events and have seen continued improvements in the way we work, which is evidenced by feedback from residents. We know there is still more to do, and this report finishes with an outline of how we are preparing to meet these challenges and be ready for CQC assurance when it comes.

ASC vision

For Islington to be a place made up of strong, inclusive and connected communities, where regardless of background, people have fair and equal access to adult social care support that enables residents to live healthy, fulfilling and independent lives.



Our Adult Social Care principles

Coproduced with our residents, carers and staff, these priorities sit at the heart of Islington's ASC offer, shape our improvement priorities, and support quality management. Islington ASC will:



Islington Adult Social Care offer

Achieving better outcomes for residents



The right support

Getting the right support to keep residents safe. Reduce or delay the need for longer term services using targeted support and assistive technology.



The right time

Resolving issues at the first point of contact wherever possible, to maximise residents' resilience and independence.



The right place

Assisting residents to remain at home, with access to the full range of community services that Islington has to offer.

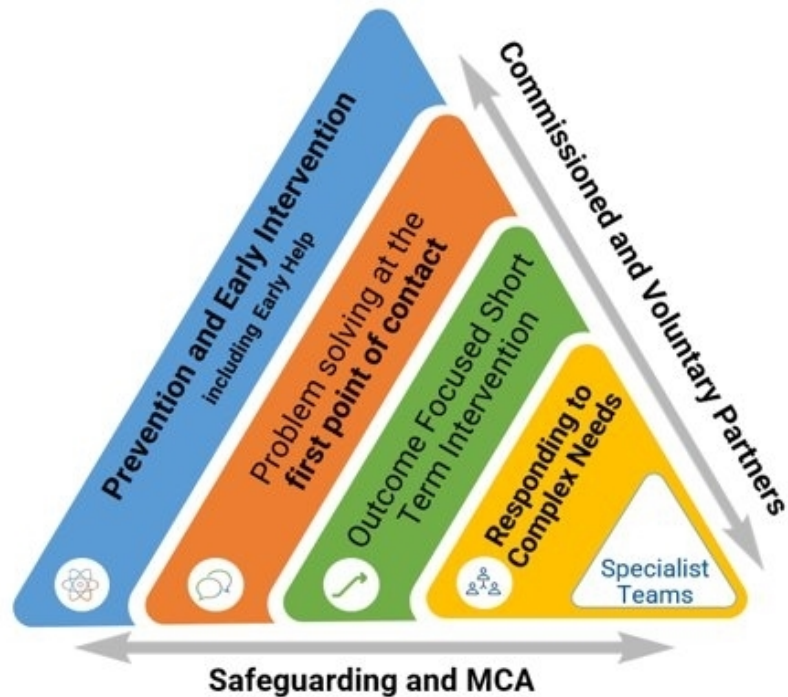


The right network

Working with the resident, their support network and our partner organisations to achieve better outcomes and make the most effective use of our resources.

ASC operating 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

Who we support and what they said



Islington's population in 2021 was around **216,000** on census day.



Around **2% of residents** received **adult social care support** last year (4,700 people)



2,785 individuals were receiving **long-term adult social care service** at year end 2022/23, no increase since 2021/22



2,152 individuals received **support in the community** at year end 2022/23, slightly less than 2021/22



633 individuals were supported in a care home at year end **2022/23**, slightly higher than 2021/22



29% (629) service users received **direct payment** at year end 2022/23, the same as 2021/22



791 carers are supported by Adult Social Care and a further 3,600 registered with the Carers Hub



2,179 safeguarding concerns were raised in 2022/23, **23% less** than in 2021/22



66% of people report being **satisfied overall with the care and support they receive**. Higher than 2021/22 (62%)



84% of people report that their **support makes them feel safe and secure**. Higher than 2021/22 (78%).



81% people were still at home 91 days after discharge from hospital 2022/23



80% of people who use services said that they have **control over their daily life**, higher than 2021/22 (70%)

Who we support and what they said



66% of people report being **satisfied overall with the care and support they receive.**

Trend: Improvement from last year 2021/22 (62%)

Benchmarking: Higher than London (59%) and similar to England (64%)



80% of people who use services said that they have **control over their daily life.**

Trend: Improvement from last year 2021/22 (70%).

Benchmarking: Higher than London (72%) and England (77%)



70% of people who use services **find it easy to find information about services.**

Trend: Improvement from last year 2021/22 (63%).

Benchmarking: Higher than London (65%) and England (67%)



84% of people report that their **support makes them feel safe and secure.**

Trend: Improvement from last year 2021/22 (78%).

Benchmarking: Similar to London (82%) and lower than England (87%)

2022/23 key achievements



Challenging Inequalities

In January we launched the See Me First campaign, a staff led initiative aimed at driving real change in our organisation's culture by bringing visibility to race equality issues in the workplace. Promoting an open, non-judgmental and inclusive working environment that demonstrates to staff that their identity and culture is valued and respected. See Me First was started by Whittington Health Foundation Trust and **Islington is the first local authority to adopt the initiative**. We have around 90 ASC staff signed up so far.



Improving recruitment processes

This year we developed our first stakeholder recruitment panels to involve residents in our recruitment process and develop a fairer recruitment process. The panels were first involved in recruiting our new senior leadership team and are now used for recruitment of all senior positions. The process and questions were coproduced and are reviewed by people who work in and use our services. Every stakeholder panel involves at least two members of staff and two people who use our services.

Putting residents first

Highbury New Park day centre reopened to admission in March. The team **admitted 34 residents in 18 weeks**. This was a tremendous effort from the team assessing, planning and admitting so many people in such a short amount of time while all the time putting the needs of the residents first.

"[My mother has] the stimulation and interaction that she needs and is eating well as they are catering for her specific dietary requirements; she is using the communal lounge with the other residents and is building a good relationship with a couple of her carers who are brilliant I have to say."

2022/23 key achievements



Co-producing our events

On 14 July we ran our second annual My Way Day at Arsenal's Stadium. The day is for residents with a learning disability and/or autism, their family and carers, care professionals, and service providers to try out and learn more about what is available in Islington. We had **five activities, more than 30 stalls, and more than 300 people through the door**. The event was developed and organised by Islington ASC in collaboration with Elfrida Society, Parent Carer Action Group, Department for Work and Pensions, and Arsenal.



Celebrating our carers

The tenth annual Dignity in Care awards took place on 13 September. The awards highlight the quality of care and support provided to residents by both paid and unpaid carers across the borough. There were **10 winners across nine categories from more than 90 nominations**, many of which were made by residents and their families. Around 150 people attended and were treated to entertainment by Mencap Radio and artists at Daylight Studio, both Islington-based charities that support people with learning disabilities.



Supporting independence

The [Islington Supported Employment Team \(ISET\)](#) supported **six residents into employment since July**. ISET provides employment support to residents who have been diagnosed with a learning disability or autism. Jemaine (pictured), has been working at Almeida Theatre as a Kitchen Assistant. ISET helped staff in devising a more accessible interview for him, and adapting the job to his strengths, with support from a learning and development app called AutonoMe. This is combined with holistic support through our day services and a direct payment to help him live a health fulfilling life. His story has been [featured in the Citizen](#).

CQC assurance

CQC Inspections of Local Authority Adult Social Care Departments will start in December 2023.

The CQC will assess local authorities in four key areas:

These will be examined using a range of quality statements and 49 evidence categories.

1. Working with people

2. Providing support

3. Ensuring safety

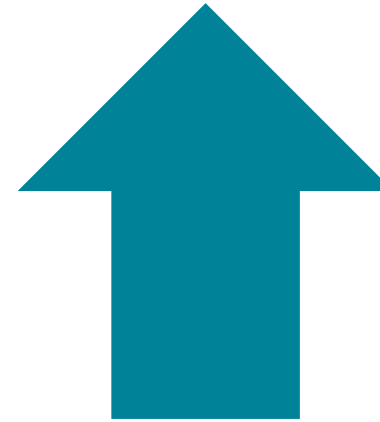
4. Leadership

LGA Peer challenge

To prepare for the assurance process, Islington commissioned a Peer Challenge which took place in September and October. To support this the council developed a self-assessment which identified key strengths and areas to maintain and improve.

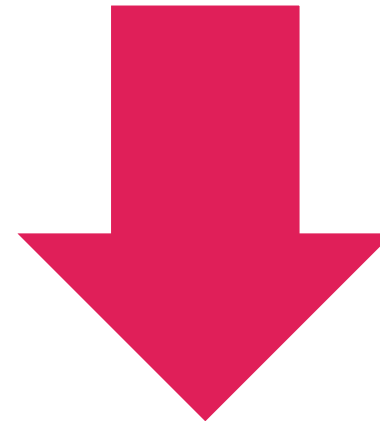
The feedback from the process was positive and aligns with the strengths and weaknesses identified within our self-assessment. This has offered several opportunities for learning, and the development of effective logistics to support the new inspection regime. The report's recommendations will be available later this year and provide targeted areas for development and support our improvement and development plans for the coming year.

The Chair of Scrutiny was praised for their participation and the role that the Health and Social Care Scrutiny Committee provides through their positive challenge to the health and care sector. This was evidenced through the committee's commitment to holding partners to account through the scrutiny programme including deep dives which supports continuous improvement across the borough.



Key strengths

- Supporting choice and control
- Co-production and partnerships
- Human rights are protected through MCA and DoLS services
- Whole council approach to prevention and early intervention



Maintain and improve

- Ensuring people have the right services at the right time
- Reducing reliance on spot contracts
- Supporting people with multiple disadvantages
- Developing effective career pathways for staff in every role