



What is Adult Social Care?

Overview



What is Adult Social Care?



- The core purpose of adult social care (ASC) is to help people and their families and networks to achieve the outcomes that matter to them in their lives, enhance their wellbeing, maintain independence and to be safe.
- ASC services work with people who might have a care and support need and people who are informal carers of others, such as; older people, people with learning disabilities, people who are mentally unwell, people have long term conditions and and people with physical disabilities.
- Social care is often broken down into two broad categories of ‘short-term care’ and ‘long-term care’. Short-term care refers to a care package that is time limited with the intention of maximising the independence of the individual and eliminating their need for ongoing support. Long-term services are provided on an ongoing basis and range from high-intensity services like nursing care to lower-intensity community support.
- Any adult is entitled to an assessment to determine their eligibility, regardless of their financial status.

Who is eligible for social care?

Eligibility threshold

Care Act learning and development materials

An adult meets the eligibility criteria:

- Their needs are caused by physical or mental impairment or illness
- As a result of the adults needs they are **unable to achieve** two or more **specified outcomes**

■ **As a consequence there is or is likely to be a significant impact on the person's well-being**

An adult is to be regarded as being **unable to achieve** an outcome if the adult:

- is unable to achieve it without assistance;
- is able to achieve it without assistance but doing so causes the adult significant pain, distress or anxiety;
- is able to achieve it without assistance but doing so endangers or is likely to endanger the health or safety of the adult, or of others; or
- is able to achieve it without assistance but takes significantly longer than would normally be expected.

The **specified outcomes** are:

- Managing and maintaining nutrition
- Maintaining personal hygiene
- Managing toilet needs
- Being appropriately clothed
- Being able to make use of the home safely
- Maintaining a habitable home environment
- Developing and maintaining family or other personal relationships
- Accessing and engaging in work, training, education or volunteering
- Making use of necessary facilities or services in the local community including public transport and recreational facilities or services
- Carrying out any caring responsibilities the adult has for a child

ASC is means-tested. Individuals have to pay for support if they have money or property over £23,250. If they have less, a financial assessment will determine how much they will need to pay towards their care. Individuals will also be expected to use any income they have (for example, from a pension) to pay towards the cost of care, minus a Personal Expense Allowance, which is the minimum a person should be left with every week after paying for care. These amounts are very low, meaning most people will have to contribute something towards their care. The rates for 2021/22 are £24.90/week in England.

Adult Social Care: The National picture



How many people who request social care actually get it?



In 2019/20, local authorities received 1.9 million requests for support from new clients – 560,000 from working age adults and 1.4 million were from older people.

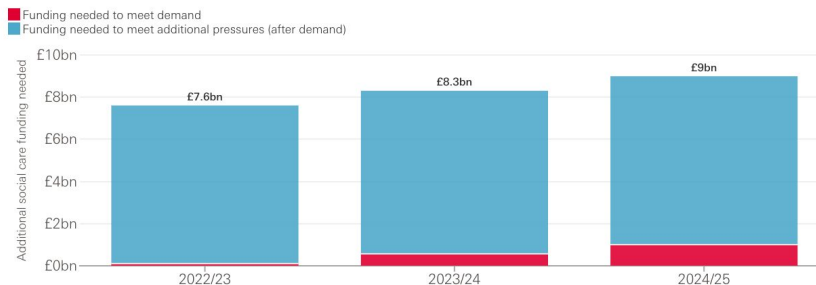
In total, 839,000 people received long-term care (548,000 older people and 290,000 working-age adults). There were also 231,000 episodes of short-term care (203,000 for older people and 28,000 for working age adults).

Overall, around 43 per cent of people who request support receive some form of service, a further 28 per cent receive advice or signposting, and 29 per cent receive nothing.

Around 43% of people who approach their local authority for adult social care support receive some form of service, and a further 27% receive advice or signposting

An additional £9bn is needed for adult social care in 2024/25 to meet demand and additional pressures

Additional funding needed for adult social care in England



Although the Spending Review (Oct 2021) made funding available for reforms such as a cap and improved means-test – funding for the current system is barely enough to meet future demands, let alone address the challenges social care faces. These challenges include; high levels of unmet need, poor workforce pay and conditions, and a fragile provider market.

The rising cost of social care is driven by two main factors: increasing demand for services and increasing costs of providing them.

Adult Social Care: Workforce in England



The state of the adult social care sector and workforce in England

Key findings  Source: Skills for Care workforce estimates and ASC-WDS data , 2020/21

[Download PowerPoint](#)

[Press here to view more data from the report](#)

Hover over charts to view more information

1.67m jobs

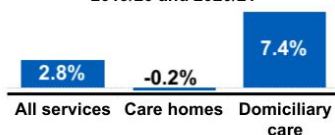
1.54m people



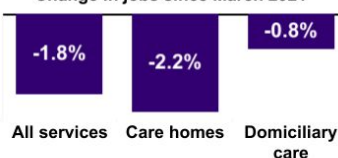
in adult social car..

Jobs (filled posts) trends

Change in jobs between 2019/20 and 2020/21



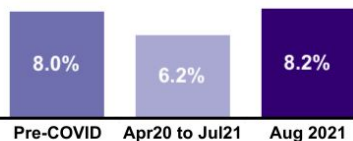
Change in jobs since March 2021



Between 2019/20 and 2020/21 the number of adult social care jobs increased by 45,000. Since March 2021 the number of jobs (filled posts) has started to decrease.

105,000 vacancies

were being advertised on an average day in 2020/21

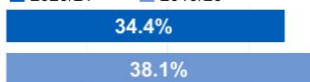


Staff vacancy rates decreased during the pandemic in 2020/21. Since March 2021, the vacancy rate has increased and is now back above pre-pandemic levels. This suggests the fall in jobs is related to recruitment and retention difficulties rather than a decrease in demand.

Care worker turnover

Leavers in the previous 12 months

■ 2020/21 ■ 2019/20



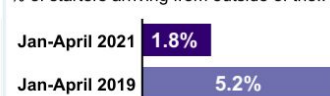
Absence

Average days in the previous 12 months



Nationality

% of starters arriving from outside of the..



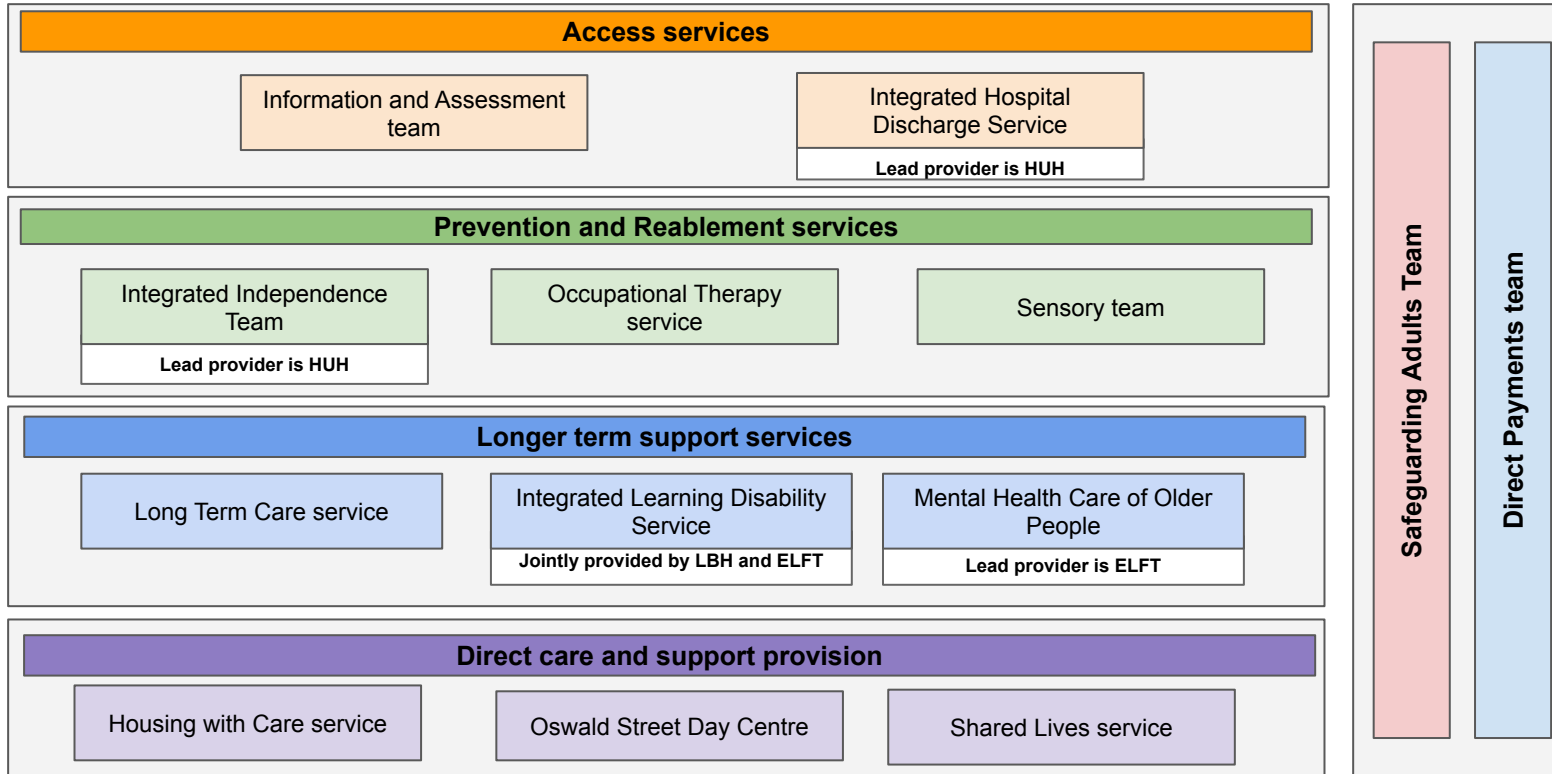
- 6.8% of roles in adult social care were vacant in 2020/21.
- Forecasts show that if the adult social care workforce grows proportionally to the projected number of people aged 65 and over in the population between 2020 and 2035, an increase of 29% (490,000 extra jobs) would be required by 2035.

Adult Social Care: The Hackney Picture

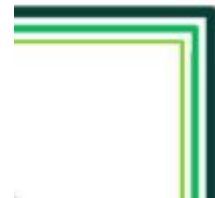


- In 2018, the population of Hackney was 279,994 of which 210,624 were over 20 years old.
- In 2020/21, approx 3600 adults accessed ASC services, just ~1.7% of the adult population. However, this accounts for ~30% of the overall Council spend.
- It is estimated 1,900 people accessing ASC services were aged over 65, and 1,600 aged between 18 – 64.
- On 1 Oct 2020*, 482 people were in care home placements (68% of which were out of borough), and 1248 received home care support.
- According to the last Census, 19,300 residents identified as a carer. There are currently 2,828 carers registered, and ASC supported 1,535 carers during 2019/20.
- The growth in all age population between 2016 and 2020 was on average 1.13% but the growth in the number of people receiving care was on average 6.14% in the same period.

Summary of services directly or jointly provided by Hackney Council



Summary of services externally commissioned by Hackney Council



Carers services

Supported Living

Residential and nursing care

Homecare services

Telecare, community equipment, assistive tech and adaptations

Lunch Clubs

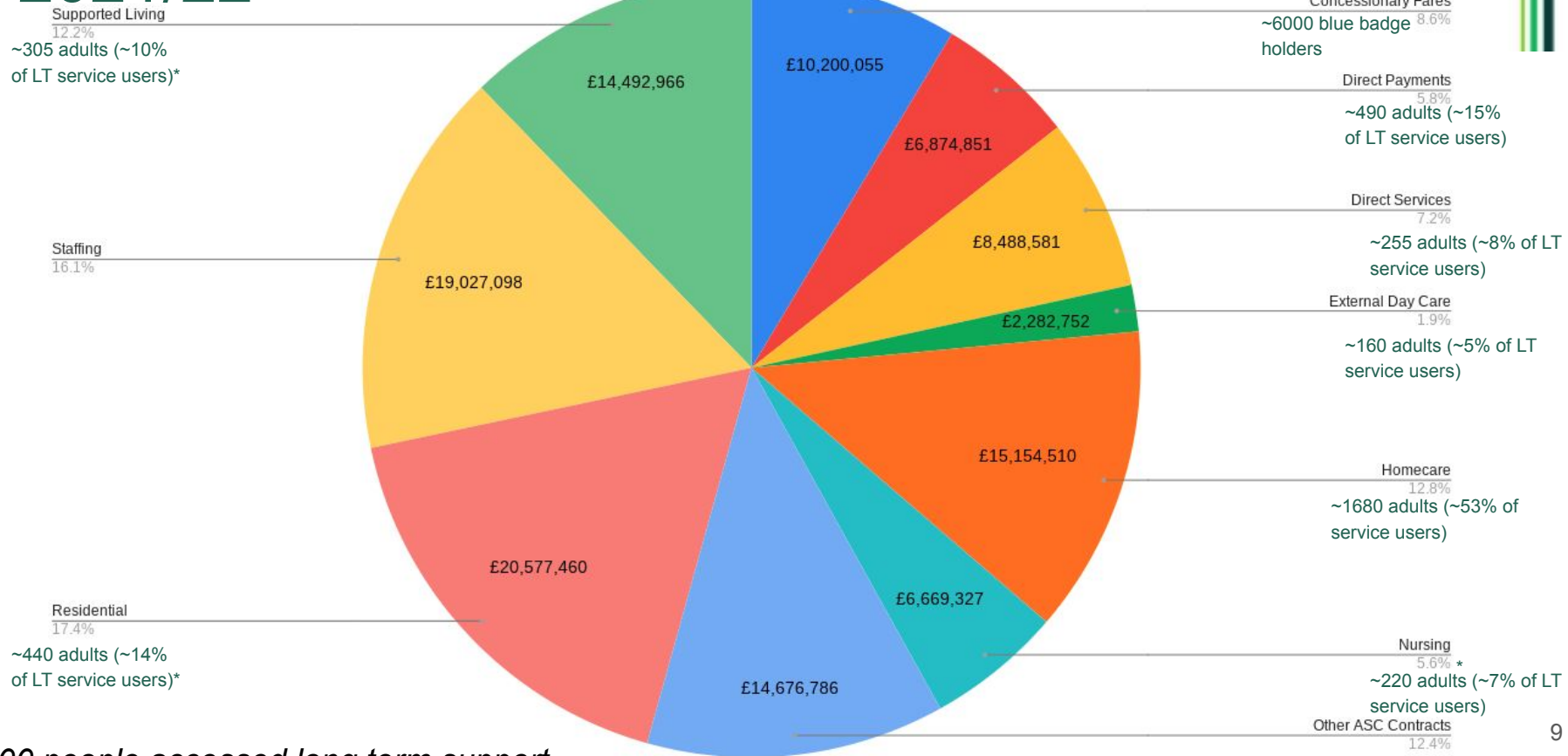
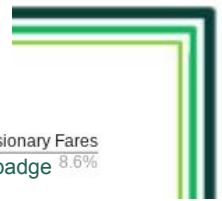
Advocacy support

Accommodation Based Support services

Day care and day opportunities

Floating Support Services

Adult Social Care Gross Expenditure Budget: 2021/22



~3200 people accessed long term support

Hackney Adult Social Care Workforce



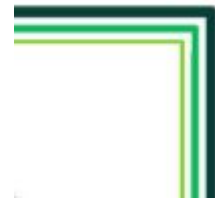
- In Sep 2021, over 600 staff work across the Adults, Health & Integration directorate (this includes Public Health).
- 86% are directly employed and 14% are agency workers.
- In addition, thousands of care and support workers are also employed by companies commissioned by the Council to deliver care, such as domiciliary care, care home staff etc.
- Hackney is a Living Wage employer, meaning all care workers are paid the London Living Wage.
- We face similar challenges with our workforce that we see nationally, such as an ageing care workforce, recruitment challenges, sustainability of the care market, and competition with other sectors such as retail and hospitality.
- Covid-19 vaccination has been made mandatory within care homes, and we expect to see this roll out to wider social care workforce groups. This *could* mean a loss of Hackney social care staff who are unwilling to be vaccinated.

Local challenges



- Demand for care is increasing in Hackney at a time of reduced overall funding for local governments, and additional financial pressures related to the coronavirus outbreak and the recovery from the cyber attack.
- There has been a significant increase in the number of people discharged from hospital who require care and support compared to pre-pandemic. In addition, practitioners have reported that the care needs of those leaving hospital have become more complex, and we are seeing more working age adults with care needs than pre-pandemic.
- Recovery from the cyber attack is ongoing, and we are still operating with incomplete systems and data, causing delays, inefficiencies and increasing risk to practice.
- As of 23 Oct 2021, 116,774 people in Hackney remain unvaccinated. Uptake of the covid-19 vaccinations amongst the social care workforce in Hackney overall is also lower than some other London authorities. This will likely contribute to pressures during winter (especially the hospital discharge service), which is an already challenging period for services.
- We anticipate we may see the impacts of long covid resulting in increased demand for care over the coming years, though impact of this is yet unknown.

Responding to the local challenges



Through a new transformation programme, ASC aims to...

- Support staff to deliver holistic services that **prevents more residents from reaching crisis**
- Facilitate **multidisciplinary** working with partners within **Neighbourhoods**, delivering more person-centred and joined-up care, especially for residents with the most complex needs
- Make Hackney an attractive place for ASC **staff to work, grow and develop**
- **Promote the independence** of people who use our services
- Adopt a user-focussed approach, and offer a smoother [journey through all ASC services](#)
- Embed learnings from **SARs** and ensure safeguarding is the golden thread
- Provide staff with **fit-for-purpose technology** that is safe and facilitates excellent practice
- Ensure services are **value for money**, efficient and financially sustainable
- Increase the uptake of the winter vaccination programme amongst social care staff

The Transformation Programme



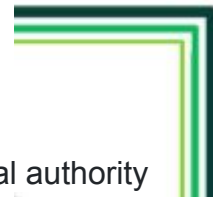
1. Process	2. Organisational Design & Development	3. ICT	4. Culture
Operational Leads: James Pearce & Zainab Jalil	Operational Leads: Ilona Sarulakis & Michelle Witham	Operational Lead: Ann Mcgale	Operational Lead: Helen Woodland
Transformation leads: Eden Munro Lisa Green	Transformation lead: Simon Richardson	Transformation lead: Sally Thomas	Transformation lead: Kat Buckley
This workstream will...			
Optimise the end-to-end resident journey through Adult Services, and embed Neighbourhood working	Develop an enhanced learning and development offer to attract and retain talent	Deliver a new ICT system that helps staff do what they need to do, safely and efficiently	Embed a positive culture that promotes compassionate leadership and a shared purpose across the department

Health & Social Care Integration in England



- Health and social care challenges are interrelated. Better integration between health and social care will mean care becomes less fragmented and people are cared for in the right place for their needs, and navigating services will be simpler. A more holistic focus on prevention will mean less people will require hospital treatment, and health and care needs can be prevented, delayed, or reduced, and will mean more people maintain greater independence and an improved quality of life.
- Building on proposals in NHS Long Term Plan, The Government published a [white paper](#) in Feb 2021 which set out legislative proposals for a Health and Care Bill. Key to this was the proposal to establish integrated care systems (ICSs) as statutory bodies in all parts of England.
- This was further detailed in the Government's '[Building Back Better: Our Plan for Health and Social Care](#)' published in Sep 2021, along with wider details of plans to reform health & social care.

Health & Social Care Integration in Hackney



On 1 April '21, the North East London Clinical Commissioning Group (NEL CCG) was formed by merging 8 local authority areas; Barking & Dagenham, City of London, Hackney, Havering, Newham, Redbridge, Tower Hamlets, & Waltham Forest.

NEL CCG is part of the [North East London Health and Care Partnership](#). This is our ICS, bringing together NHS organisations, local authorities, community organisations and local people to help residents live healthier, happier lives.

Within this ICS are three local Integrated Care Partnerships (ICPs). In City and Hackney, our ICP brings together a variety of partners to commission and deliver health, care and wellbeing services to our patients and residents.

Priorities for the City & Hackney ICP are;

- Deliver a shift in resource and focus on prevention to improve the long-term health and wellbeing of local people and address health inequalities
- Deliver proactive community-based care closer to home and outside of institutional settings where appropriate
- Ensure we maintain financial balance as a system and achieve our financial plans
- Deliver integrated care which meets the physical, mental health and social needs of our diverse communities
- Empower patients and residents

The Neighbourhoods programme is supporting more joined up and multidisciplinary working amongst health, care and wider partners within smaller geographic footprints. ASC is a key partner within this programme, and is currently in the process of redesigning community, case holding teams around Neighbourhood footprints to support this.