



Lambeth Adult Social Care Local Account
**The Adult Social Care Annual Review of 2022/23
and Business Plan for 2023/24**

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About this document

Title: The Adult Social Care Annual Review of 2022/23 and Business Plan for 2023/24

Approved by: Corporate Director, Housing and Adult Social Care

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Introduction

This is the Local Account for Lambeth Adult Social Care services for 2022/2023 and 2023/2024. It gives you the information to hold Lambeth Adult Social Care to account for the outcomes we achieve and the quality of our service. It sets out the work that we have done during 2022/2023, our achievements and our challenges. It also sets out our priorities for 2023/24.

This Local Account and Business Plan sets out the role that Adult Social Care has in delivering our Borough, Corporate and Health and Care Plans and the Health and Wellbeing Strategy. We have a key role in striving to make Lambeth a borough of equity and justice, which for us is focused on ensuring that all adults with care and support needs can get the right support at the right time in their communities.

During 2022/2023 we saw an increase in demand for our services. At the same time we had to manage budgetary pressures arising from the cost of living crisis and spiralling inflation. We know this was, and continues to be, a challenging time for you all individually and particularly for the most vulnerable members of society.

Our staff continue to strive to provide a high quality service. We want to thank them all for their dedication and commitment to supporting Lambeth residents with care and support needs. We know we don't always get things right first time, but we encourage a learning workforce and seek to make improvements wherever possible.

We have a strong history of excellent partnership working built up over many years, which has enabled us to be more innovative in addressing

the challenges facing the health and social care sector. Over the past year we have continued to work with our partners including residents, the NHS, care providers, and voluntary and community sector organisations to develop and deliver services together. More recently we have focused on working more closely with our colleagues in Housing Services. Although this document focuses on Lambeth Adult Social Care we acknowledge that we cannot achieve good adult social care outcomes without working in partnership with other agencies. We are very grateful to our partners, both those within the council and outside of the council, for their ongoing commitment and support.

We hope you will find the report both interesting and helpful.

**Councillor Jim Dickson &
Councillor Marcia Cameron,**
Cabinet Member for Healthier Communities
(Job share)

Fiona Connolly
Corporate Director, Housing and Adult Social Care

Lambeth Adult Social Care Local Account

The Adult Social Care Annual Review of 2022/23



What is Adult Social Care?

Adult Social Care covers a wide range of activities to help people who are older or living with disability or physical or mental illness live independently and stay well and safe.

It can include personal care, such as support for washing, dressing and getting out of bed in the morning, as well as wider support to help people stay active and engaged in their communities.

Social care includes support in people's own homes (home care or domiciliary care); support in day centres; care provided by care homes and nursing homes (residential care); reablement services to help people regain independence; providing aids and adaptations for people's homes; providing information and advice; and providing support for informal or family carers.

Adult Social Care includes commissioning services. This involves understanding what our population needs are, then designing, planning and resourcing services to meet those needs. This includes working with providers to ensure they are financially sustainable and provide high quality, safe services.

We do a lot of work in partnership with others. Much of this is with our partners in Lambeth Together - community voices, like Healthwatch Lambeth, Black Thrive Lambeth, Patient and Public Voice Members of the Board, voluntary and community services such as Age UK Lambeth, Thames Reach and Certitude and public bodies like NHS South East London Integrated Care Board, South London and Maudsley NHS Foundation Trust, Guy's and St Thomas' NHS Foundation Trust, King's College Hospital NHS Foundation Trust, and Lambeth GP practices.

We also work closely with colleagues in Housing, Children's Social Care and Special Educational Needs.

However, this document focuses on Lambeth Adult Social Care, our services and what we have achieved rather than the work we do with others.

What happens when I contact Adult Social Care for support?



Contact

We speak to you about your concern and provide **advice, guidance and information**



Assessment

Some people may need a **statutory care assessment or an occupational therapy assessment**. This is a discussion with you and others who know you well to help understand your situation and needs better. Together with our staff, you will explore what help and support can be provided to reduce, delay and/or prevent your reliance on care and support now and in the future.

If you are assessed as eligible for services we will work with you to develop a **care and support plan**. You will also be asked to complete a **financial assessment**, which will see if you need to contribute to the cost of your care.



Review

For people with a care and support plan we aim to **review** the services received at least every year. This is to check if the care and support you have is working for you and see if your needs, outcomes and wellbeing have improved or changed.



<https://www.lambeth.gov.uk/adult-social-care-health/know-your-rights>

2022/23 in numbers: Our activity

2022/23 has been another extremely busy year for Adult Social Care in Lambeth.



Over the last nine years Lambeth Adult Social Care has seen an overall increase of 9% in the number of people for whom we provide long term support.



The number of people in nursing homes placements has increased since the Covid-19 pandemic, but there is a decrease in people living in residential care placements.

2,866

completed assessments, which is an average of 239 each month (70% of assessments completed in six weeks).

3,995

people needed a package of care in the community. For most people this was home care.

18%

We now support 18% more people in the community than we did in 2014/15, with the greatest increase in those aged 65 and above.



21 new people aged between 18 and 64 needed to move into a care home and 142 people aged 65 and older.

55%

of our assessments led to care and support plans - the detailed document setting out what services will be provided, how they will meet your needs, when they will be provided, and who will provide them.



We completed 76% annual reviews for people living in care homes and 65% of the reviews for people living in the community. (We have plans in place to complete even more this year.)

20,994

contacts to assist, an average of 1,743 contacts each month.

994

people needed a place in a residential care home or a nursing care home.

2022/23 in numbers: Carers

1,037

carers received support during the year, supporting 964 service users. (Increase of 72 (7%) from the previous year.)

62%

of carers assessments were completed as separate assessments. (8% decrease from previous year.)

50%

of service users in the community have a carer.

52%

of carers were identified as new.

PERFORMANCE INDICATOR

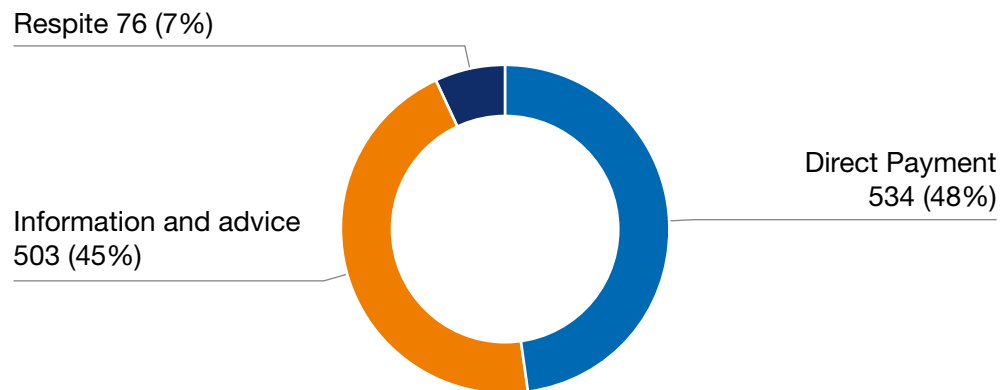
68%

of carers are aged 26–64.

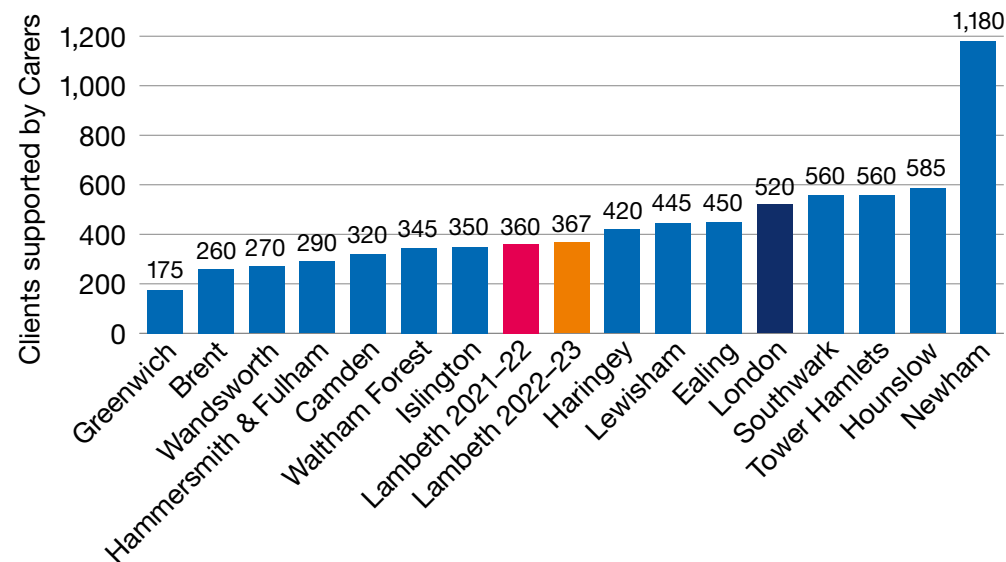
94%

of assessments completed where carers have been identified and offered an assessment or been assessed. (3% increase from previous year.)

Support provided to Carers 2022–23



Number of clients directly supported by carers per 100,000 population



2022/23 in numbers: Keeping you safe

Safeguarding Adults: Achievements



Development of a Safeguarding Hub to improve the consistency of our decision making and to provide a main point of entry for most of our safeguarding referrals.

800

Mental Capacity Act practice week (in March 23) - attended by 800 people across various organisations in Lambeth.

2,122

concerns received about suspected neglect or abuse of an adult.



Self-neglect represents 9% of all safeguarding concerns we received in 2022/23. The Lambeth Safeguarding Adults Board continues to widely promote the self-neglect multi-agency guidance.

287

National Safeguarding Adults Week (in Nov. 22)- was well attended by 287 people across 22 different organisations.



We checked a sample of our Safeguarding and Mental Capacity Act work and used the learning to improve our work during our practice weeks.

35%

of these needed further investigation and action. (6% increase from the previous year.)

92%

of cases where an outcome was identified the outcome was fully or partially met.



Risk reduction, or removal of risk following an intervention, remains high at 83%.

2022/23 in numbers: Keeping you safe

Deprivation of Liberty Safeguards

A Deprivation of Liberty Safeguard (DoLS) is part of the framework introduced by the Mental Capacity Act 2005. A person who is being deprived of their liberty as a result of their care needs is entitled to legal safeguards. This is to make sure that the restrictions in place to keep them safe are appropriate and proportionate. The Mental Capacity Act safeguards apply to people who are:

- Over 18
- Have “an impairment of or a disturbance in the functioning of, the mind or brain”
- Whose freedom is being restricted; and
- Who do not have the mental capacity to make decisions about their care or treatment

1,120

DoLS requests were received in 2022/2023.



This is a 23% decrease from 2021/2022. Lambeth has two acute hospitals within the borough and we know that 2021/2022 would have been a busier time in hospitals due to the Covid pandemic.

600

In 2022/2023 we resumed our average position of 600 care home authorisations being granted.

1,038

Granted.

This number includes all granted authorisations within the year as well as those individuals who had an authorisation already in force as at 1 April 2022.

707

Not granted.

The large majority will be made up of short term hospital stays where the person was discharged or passed away before they were assessed.

Who might I speak to?

Lambeth Adult Social Care employs about 340 members of staff.

You may speak to a social worker or an assessor. They work with you to explore what you are able to do for yourself, how others can support you and any further support that may be needed so you can remain independent. These staff also help to protect vulnerable people from harm or abuse.

We also work closely with Age UK Lambeth, who answer calls/queries and provide advice and information to people who do not yet need social care support from the council.

You may also speak to an Occupational Therapist or an Occupational Therapy Assistant. These staff help you to overcome challenges completing everyday tasks or activities. This may involve providing equipment or adapting where you live.

There are 34 staff in the Integrated Commissioning for Adults teams – this is a jointly-funded function and team members are employed by both the Council and the Integrated Care Board covering responsibilities across health and social care.

We have staff who support people to apply for benefits and help with appeals when awards are too low or refused (Every Pound Counts).

We work in day services (one for people with dementia and one for adults with learning disabilities) and there are other staff who support our front line activity.

Who we supported

The following section provides some examples of the type of work that we do. We have not covered all areas, but just a snapshot.

Cases we have included are:

- An older gentleman, whose son is concerned that his father is struggling to look after himself
- A female with Downs Syndrome and a learning disability living in a care home. This example shows how the Deprivation of Liberty Safeguards operate
- A gentleman who received support from a Rehabilitation Officer for the Visually Impaired and an Occupational Therapist
- A lady who has paranoid schizophrenia and needed support to remove a ring. This case demonstrates joint work between Adult Social Care, a care provider and Mental Health services.



Lambeth Adult Social Care Case Study - Mr S

The person

Mr S is 87 years of age, he is from Chile but can speak English. Mr S has dementia, which means he struggles with his memory; he also has osteoarthritis, glaucoma, and mobility problems. Mr S can wash and dress himself as well as prepare meals. He lives alone in a ground floor flat.

His son has made a referral to Adult Social Care, following concerns his father was struggling to remember to wear clean clothes and to take his meals from the kitchen to the dining area. His son is also worried that his father has had several falls and he has struggled to contact him for help when this happens.

Action we took

A Social Worker made a home visit to complete an assessment, and asked Mr S how he was managing and who was around to support him. Mr S said he wanted to remain living in his flat and enjoyed South American food from a nearby restaurant. He also has a daughter who lived abroad and enjoyed her weekly phone call. She also helps by doing his food shopping online. Mr S's son visits once a week, and he looks forward to them spending time together. He enjoys cooking but acknowledged it can be a struggle to move his meals from the kitchen to the dining area, as he uses a walking stick.

Although Mr S did not mention needing to be reminded to wear clean clothes mainly because of his memory, he did acknowledge this was a problem due to his eyesight. Mr S agreed he needed help in these two areas.

Mr S's falls were also discussed, and the social worker informed him about how a pendant alarm could help alert someone for help.

The outcome

The outcome of the assessment was a small care package to help Mr S. This included carers prompting Mr S to wear clean clothes, and helping him to move his meals from the kitchen to the dining area.

The social worker also worked with our Assistive Technology Team to install a pendant alarm so he could alert someone for help.

Mr S was happy with this support and very pleased that we helped him to remain in his flat, as that was his ultimate goal.

Lambeth Adult Social Care Case Study - Miss E

The person

Miss E is 57 years old. She lives in a residential care home in Banstead, Surrey; she has lived in this home since 2004. Miss E has a diagnosis of learning disability and Down's Syndrome. She is no longer in contact with any family members. Miss E is unable to communicate verbally; she can communicate basic needs through her behaviour or using a few objects of reference.

She likes going out for walks, going out for lunch, to parks and garden centres. She enjoys playing with soft toys and musical instruments at home.

Miss E is dependent on the staff at the care home to support her with all aspects of her personal care and activities of daily living such as shopping, preparing food, attending appointments. Miss E is not able to go outside of the home without support.

Action we took

Miss E's standard authorisation was coming to an end; the Deprivation of Liberty Safeguards (DoLS) Team reminded the care home to submit a request.

The care home sent the request and it was logged onto our recording system, Mosaic.

In order to assess for a new authorisation, by law, both a Section 12 Doctor and a Best Interests Assessor are required. The DoLS Team commissioned these assessments.

Once the Section 12 Doctor report was received, which confirmed Miss E's diagnosis and that she continued to lack capacity to consent to the current care arrangements, the Best Interest Assessor (BIA) arranged to go out and complete a best interest assessment.

The BIA gathered the views of the Professional Relevant Person's Representative (RPR) about Miss E's current living and care arrangements.

The outcome

The RPR responded and confirmed that they had visited Miss E in the care home and that they did not have any concerns that they wanted to raise on her behalf.

Once the reports were received, they were scrutinised by a DoLS Signatory and the authorisation was agreed: it was in Miss E's best interests to continue to be deprived of her liberty at the care home to protect her from harm. A standard authorisation was put in place for 12 months.

All the records on Mosaic were updated.

Authorisation paperwork was sent to the care home. A Professional RPR was instructed. Miss E's rights were protected.

Lambeth Adult Social Care Case Study - Mr B

The person

Mr B was in his early 90's, of West African heritage who lived alone in a Housing Association property on the 4th floor with no lift. He was blind. Following a hospital admission, Mr B received support from two carers three times a day to support him.

Mr B had shown some improvement since discharge and was referred to the sensory team and for Occupational Therapy (OT) input.

Mr B was allocated a Rehabilitation Officer for the Visually Impaired (ROVI) and an OT to undertake assessments with a view to optimise his formal care and support and safely maximise his independence.

Action we took

A joint OT and ROVI assessment was done in Mr B's kitchen focusing on 'making a cup of tea'. Mr B preferred to use a stove top kettle on a gas cooker. He was able to fill the kettle and carry it to the stove. He correctly placed the kettle on the burner but had issues identifying which control on the cooker was for that particular burner; he also had trouble identifying the ignition switch. Mr B quickly became tired and needed to rest.

During the visit he was observed moving to the lounge and his bedroom, slowly but independently using his zimmer frame.

The outcome

Mr B's fatigue meant it was unsafe for him to be independent with hot drink / meal preparation as there wasn't space for him to rest in the kitchen. So he continued to receive assistance with meal preparation and hot drinks.

The ROVI undertook a lighting assessment and recommended directional light fittings with sensors for several rooms. This was so Mr B wouldn't have to enter a dark room, reducing the risk of falls. The OT provided a wheeled shower commode chair allowing him to be seated during personal care and wrote a housing report to support an application for a move to extra-care sheltered accommodation where his needs could be much better accommodated.

Lambeth Adult Social Care Case Study - Ms R

The person

Ms R is in her late 60s from a Caribbean heritage. She has paranoid schizophrenia. She lives in 24 hour supported accommodation.

Ms R loves her jewellery. She has a Care Coordinator - a registered mental health nurse who checks in with her and arranges her reviews.

They were concerned that Ms R was more agitated and wouldn't remove her rings; one was far too small. They thought Ms R was in pain; her finger was swollen and discoloured. Ms R wouldn't go to the hospital or GP and the Care Coordinator was concerned.

Action we took

The Care Coordinator contacted mental health duty (Social Work Team) to discuss a safeguarding concern around self-neglect and additional information was gathered.

The Care Coordinator was able to provide a clinical perspective on the risk to the finger and an assessment of Ms R's mental state.

It was clear that whilst the pain was impacting on Ms R's mental state the primary issue at this time was her physical health.

The outcome

The Social Worker contacted the GP who visited Ms R but didn't take action as Ms R declined to go to hospital. There was no improvement in the finger and Ms R remained agitated. Attempts to remove the ring came to nothing. The Care Co-ordinator was worried about a risk, not just to Ms R's finger but to her hand and ultimately more.

The Social Worker got back in touch with the GP who after visiting Ms R again called an ambulance. With support from the fire brigade Ms R's rings were removed, her finger saved, and her mental state settled.

Ms R, in discussion with the care provider, the Social Worker and the Care Coordinator, agreed to a care plan of removing all her jewellery each night - which has worked to date.

Our Teams

Lambeth Adult Social Care Services



Information, Contact and Assessment Service

The 'front door' service for all new Adult Social Care referrals (except for Mental Health). Staff employed by Age UK Lambeth work alongside this team.



Adult Physical Disability and Older People Teams

Works with residents over 18 years of age, who require a service due to the impact of a physical or mental disability.



Placement Support Team

This team does reviews for people in nursing and residential care homes in Lambeth and for out of borough care home placements.



Community Duty Service

The service manages enquiries relating to people already known to Lambeth Adult Social Care.



Intermediate Care Lambeth

Includes the @home Team; an integrated service with GSTT providing an urgent community response service and supports admission avoidance. Also Rehab and Reablement which supports hospital discharges and new community referrals to Adult Social Care.



Central Hill Day Centre

This service enables older adults living with Dementia to stay as independent as possible and to have a routine in a safe, warm and supportive environment.



Substance Misuse Team

The team provides a service for people who misuse drugs or alcohol and gives advice to professionals on community drug and alcohol interventions for people who want to reduce their drug/alcohol dependency.




Adult Mental Health

Part of the Living Well Network Alliance (Lambeth Together) bringing together public and voluntary sector bodies for joined up health and care. The Mental Health service also provides social care input to other Mental Health teams that sit outside the Alliance.

Our Teams

Lambeth Adult Social Care Services



Every Pound Counts

The team supports people to apply for benefits and help with appeals when awards are too low/refused. The service also provides briefings to increase awareness of the impact of welfare reform.




Adult Learning Disabilities

This service supports residents who have a learning disability. In this service our Occupational Therapists support both adult and children with disabilities.



Hospital Teams

The hospital teams manage the hospital discharge of all Lambeth residents in hospital who have Adult Social Care needs.



Lambeth Rathbone Without Walls Service

An integrated service which provides positive outcomes for residents through a person-centred service tailored to individual needs, with the aim to reduce challenging behaviour through opportunities and choice.

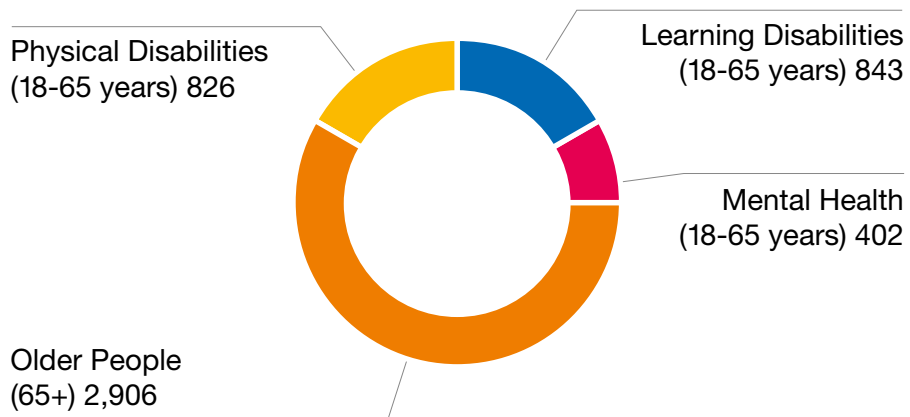


The Crescent Day Service

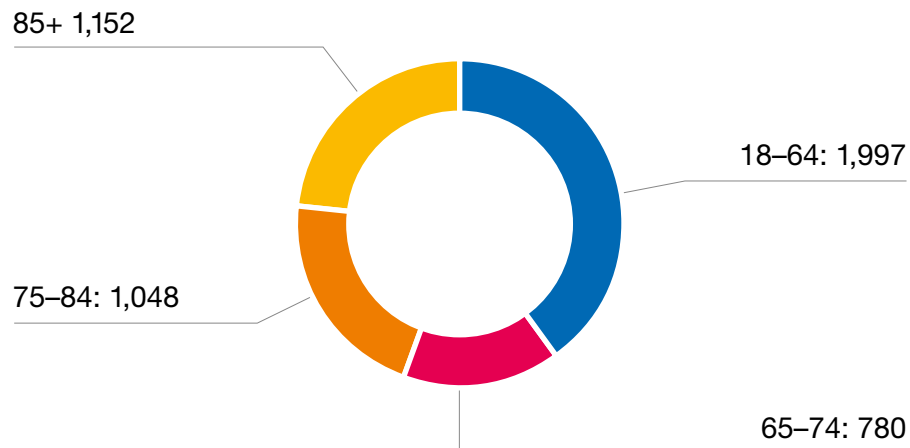
This day service is for adults with learning disabilities and additional health care and support needs. Those attending do activities they enjoy which help develop social and language skills.

Who we supported: the numbers

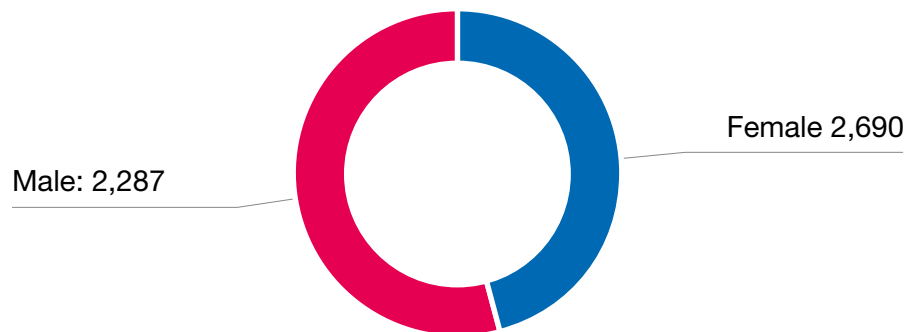
Total Clients by Service Area 2021–22



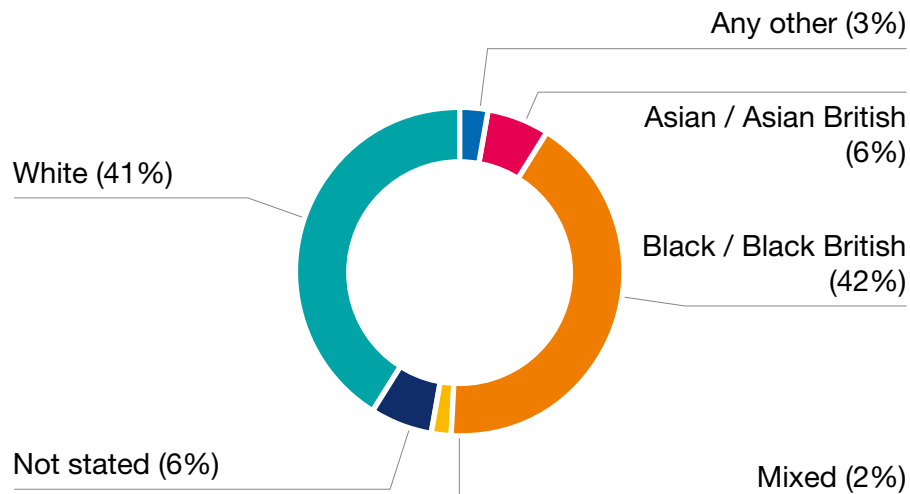
Total Clients by Age Band 2021–22



Total Clients by Gender 2021–22



Total Clients by Ethnicity 2021–22



Data about the sexual orientation of people we supported will be provided in next year's Local Account. During 2022/23 it was only recorded for safeguarding activity. From February 2023 this information is being gathered during the assessment.

How we spent your money

Staffing

Staffing costs make up 14% of net Adult Social Care expenditure.

	2022/23 Full Year Budget £000	2022/23 Outturn £000
Adult Social Care Net Expenditure	100,768,000	100,771,000
Total income	(26,734,000)	(56,241,000)
Total expenditure	127,502,000	157,012,000

Cost of care

This table shows the average weekly cost for some of the care provided during 2022/23.

Average Weekly Cost (£)	Older People	People with physical disabilities	People with mental health needs	Adults with learning disabilities	All Client Groups
Residential care	797	1,076	984	1,785	1,282
Nursing (Excluding Fixed Nursing Care)	864	1,110	995	1,450	919
Supported Living	0	1,241	805	1,566	1,237

How we work out if you need to contribute to the cost of the care you receive

Unlike the National Health Service we may charge some people who receive adult social care services. The amount you contribute to the cost of the care you receive is worked out on the information you give us about your finances.

We seek to make the care that is provided affordable and will work with you to ensure that your income is maximised. If you have concerns about the amount you are asked to contribute towards the cost of your care please do discuss this with us.

We gather initial information about your financial situation as part of the assessment process and at this time will talk to you about our charges.

If you are eligible for social care services a financial assessment needs to be completed to determine if you need to contribute to the cost of the care you receive and if so how much you need to pay. This is reviewed every year, but if your financial circumstances change you can update us at any time.

As part of the financial assessment we consider if you would benefit from support from our welfare benefits service to maximise your benefits or gain support with any benefit issues.

You will always retain some of your income to cover your living costs. This is called the Minimum Income Guarantee. The amount is set by the Department of Health and is reviewed annually.

We send invoices after your service has been provided (in arrears). This is currently normally three months after the service was provided, but we are working to improve on this.

Our charges are set out in the [Adult Social Care Contributions Policy 2023-24.pdf](#) (lambeth.gov.uk). This is updated every year.

We also have lots of information about charging on our web site [Paying for care | Lambeth Council](#)

Disability related expenditure (DRE)

Disability Related Expenditure are the costs that arise from having a disability or long term health condition. You may need to spend money on things that help you manage your disability.

The Council automatically reduces the amount you need to pay for your care contribution by £10 a week. This is in recognition of additional costs that you may have to pay related to your disability or long-term condition.

If you pay more than £10 a week on disability related outgoings, you may be eligible to further reduce the level of client contributions you pay. For example, you have a condition that means you have to eat/drink special foods, such as coeliac disease, or you need special clothing or footwear because of your disability.

To make a claim for DRE please record the expenditure on your financial assessment form. It is important that you explain how the expense is related to your disability or long term condition and to provide evidence of the expense, such as three months receipts/bills.

Some of the key factors that are considered by the council when assessing your DRE request are listed below:

- the extra cost is necessary to meet your specific need due to an illness or disability.
- the need should not be met elsewhere (such as through the NHS, local authority, grants)

- the cost is reasonable, and if a lower cost alternative item or service could have been used, the expense considered will be the lower cost
- the difference between the usual costs of the expense and reasonable actual increased costs incurred due to your disability and or long-term condition.
- the costs consider any shared arrangements for example shared utility bills.

For more information please see the council website: <https://www.lambeth.gov.uk/adult-social-care-and-health/adults-and-older-people/paying-care/paying-help-home/disability-related-expenditure-information>

Also you can discuss DRE in your review and you can email the Financial Assessment Team Financialassessment@lambeth.gov.uk

Complaints



99

Number of complaints
(126 previous year)

The decrease of 31 complaints in comparison with the increase in the number of people who received services in 2022/23 indicates that:

- We are identifying learning from previous complaints and updating our systems to mitigate some of the areas where people were finding a reason to complain.
- We are aiming to respond to any issues raised in a timely way, which is supported by our front door re-design, reducing the need for someone to complain.



1.9%

Complaints as a % of total people supported
(2.2% previous year)



45%

of our complaints were responded to within 30 days
(57% previous year)



5

Number of Local Government Ombudsman complaints.

- 3 upheld
- 1 closed without need to investigate
- 1 ongoing



86%

of our complaints were responded to within 12 weeks
(94% previous year)



26

Compliments received
(27 previous year)

Complaints

Two broad main areas of complaint related to:

Service delivery or quality (49%)

This includes complaints about delays in carrying out an assessment, or delays in carrying out a review where it has been reported that needs have increased. Concerns about care provision are also included and require close working with commissioning colleagues.

Action taken - Front door re-design to support getting people to the right part of the service as quickly as possible. This includes; the Information, Contact and Assessment Service with Age UK Lambeth signposting to community services, and where all new assessment requests are completed, the establishment of a Safeguarding Hub and a dedicated phone number to raise safeguarding referrals, and Community Duty where people receiving services are directed if they require a more immediate response and do not currently have an allocated worker.

Communication (13%)

This includes complaints about not being able to contact the allocated worker despite sending emails and leaving voice messages. The majority of these instances relate to the allocated worker being on leave or out on visits. Some complaints about communication included delays in getting in touch to complete the assessment or intervention.

Action taken - highlighted importance of out of office message on e-mails at Managers and Team meetings and in written guidance; staff instructed to re-direct their mobile and telephone to duty numbers. The Front door re-design is also supporting more streamlined and timely communication.

Compliments

Two main themes: staff conduct and professionalism (46%) and service delivery or quality (42%)

Reflects some of the excellent, person centred and efficient work being undertaken in the operational teams and reflects the values and behaviours of Lambeth Adult Social Care.



I am the mother of Xxx and I just wanted to express my appreciation to Xxx and especially Xxx (who has been working with Xxx for a few years). They have both proved to be efficient, professional, and sincere in doing their job. The efforts they have displayed, by working hard to achieve and get the desired results have been appreciated by my family. We are grateful for all the help and support given to Xxx and the family.



I just wanted to let you know on behalf of my family how grateful we are to have had the assistance of Xxx with our Mum's recent discharge from hospital.

Xxx was very quick to understand Mum's complex needs and situation, and was also profoundly empathic and supportive towards us all. She took time to listen, and was also diligent in putting Mum forward for further support and services.

We all know what pressure social services and health services are under these days, which makes her care and hard work even more extraordinary and even more appreciated.

Xxx is a wonderful person to have on one's side in a crisis! If others on your team are similar, then you are running a wonderful team.

A huge thank you to you for that and all your hard work for the community."

Compliments



Thank you for your visit and again thank you so much for the MCA and Housing Information you sent over on Tuesday. It was all so incredibly helpful.

I called the hft after reading about them in the info you sent. They have arranged to call me back next week to discuss the possibility of putting some support in place for Z and I.

Using the information, you sent Z and I were able to talk about accommodation options without the usual anxiety causing to think I wanted him to leave home and him saying will be die if he has to live away from home.

The information helped Z to see it in a different context, using your presentation Z made the task more interesting for Z.

Z and I plan to create an accommodation board, hopefully Z and I will be able to continue to talk about accommodation options, the responsibilities of sharing a home and about what an alternate home might be.

Thank you for bring some closure to questions I have been asking since 2018, signing off before I start crying again.”



Dear Xxx, It was such a pleasure speaking with you today. Thank you for giving so much time and for outlining all the amazing work and developments you are hoping to put in place.

I got a heavy feeling when the message about a review came in. But soon into our conversation, that lifted and changed into lightness and reassurance and I very much look forward to meeting you with mum on Friday 17th at 12pm at Xxx.

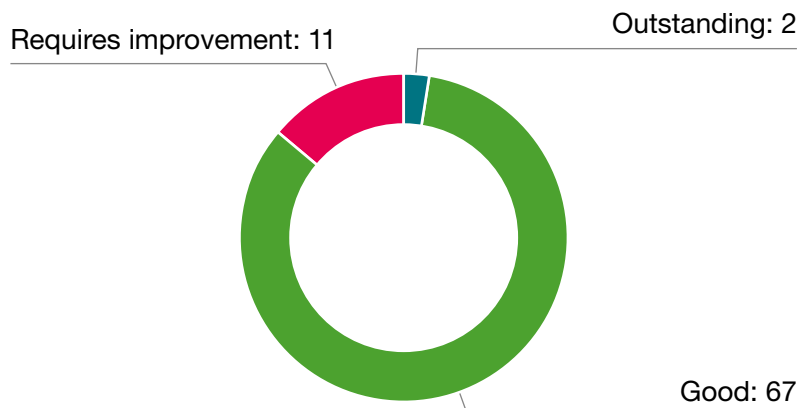
I'd like to take this opportunity to say how impressed I am with your warmth, professionalism and care, and the passion and humanity you clearly bring to your work. Social services often get a bad image/ negative perceptions. I have read such difficult stories on the Alzheimer's forums etc. ...I have developed such a positive view of Lambeth Adult Care SS in all my dealings to date, but within a group of great people, you stand out as far exceeding anything I, or, I suspect, most people in my situation would have imagined.

You are clearly one of those special people who love their job and your clients, and hold respect, compassion and professional standards at heart of what you do. I know that should be a given, but we all know that is not always the case. You are a shining example of social care at its best and so, please pass this email to your supervisor/manager/head of dept, with my consent and gratitude.”

Information about care providers

CQC ratings overview 2022/23

Homecare, Care Homes, Extra Care, Supported Living



42 inspections carried out

27 providers awaiting an inspection

14 new providers to the market

0 providers were decommissioned due to quality concerns

Changes in ratings in 2022/23



82% of care homes have been rated 'good' or 'outstanding'



86% of Lambeth community based services have been rated 'good' or 'outstanding'

To improve quality we introduced the PAMMS monitoring system and are implementing our quality assurance and monitoring framework as part of new Extra Care contracts.

Information about care providers

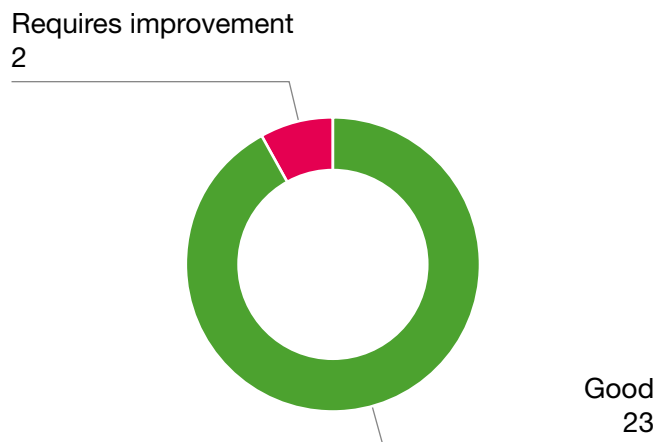
Homecare



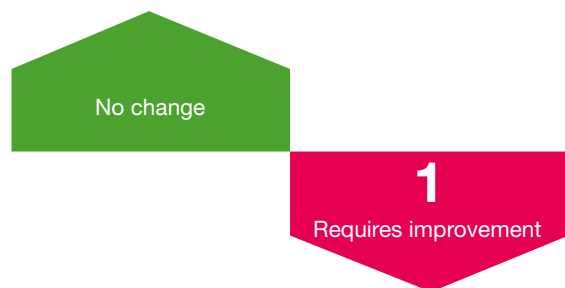
12
inspections carried out

2
providers awaiting
an inspection

2
new entrants
to the market



Changes in ratings in 2022/23



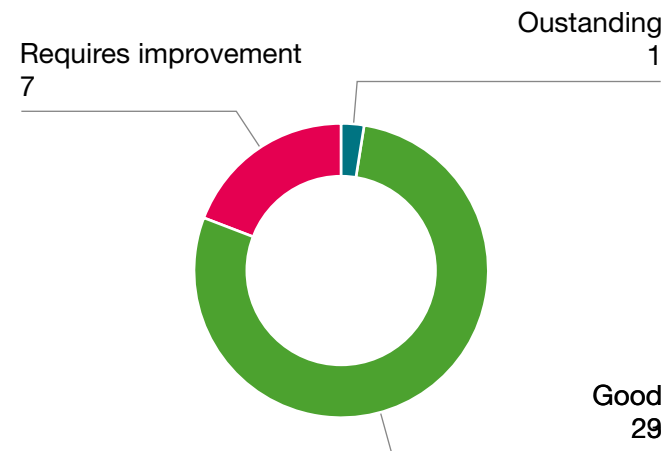
Care Homes



19
inspections carried out

18
providers awaiting
an inspection

0
new entrants
to the market



Changes in ratings in 2022/23



Information about care providers

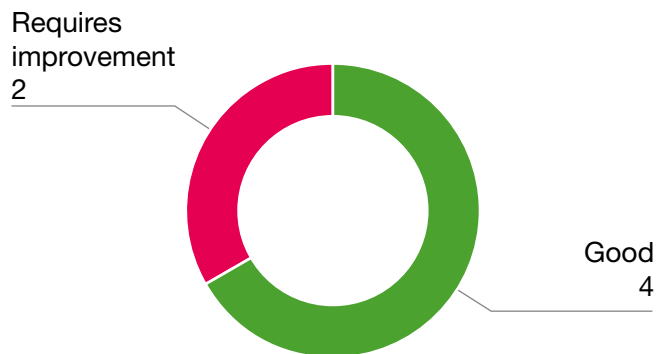
Extra Care



3
inspections carried out

All*
providers awaiting
an inspection

3
new entrants
to the market



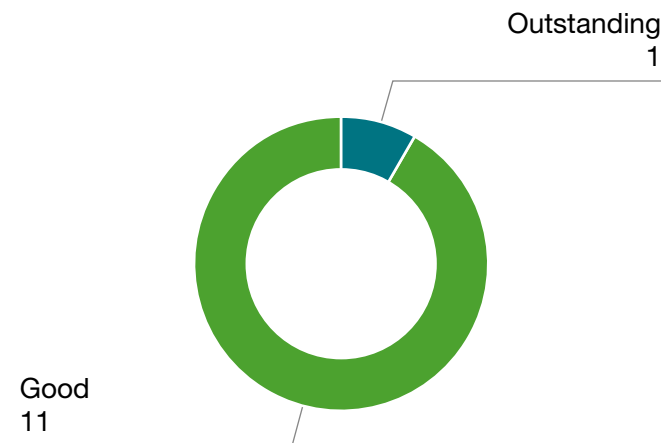
Supported Living



8
inspections carried out

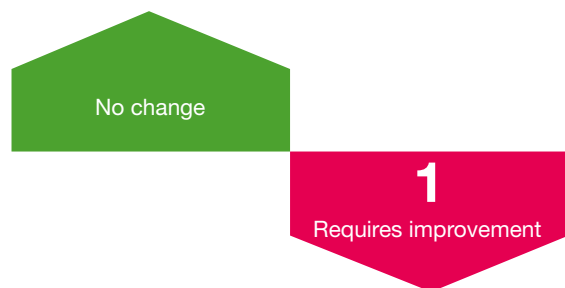
1
provider awaiting
an inspection

2
new entrants
to the market



Ongoing system of monitoring visits and RAG ratings to support providers to improve.

Changes in ratings in 2022/23



*Please note following retender in 2022, all contracts changed in March/April 2023, so previous services have been archived by CQC and are awaiting reinspection. Ratings above are those inherited from previous care providers.

Some key challenges



Meeting growing demand – ageing population and impact of inequality driven by cost of living crisis and long recovery tail of Covid



Managing within budget given demand and inflationary pressure on costs and staff pay



Attracting and retaining skilled workforce



Market stability and increasing provider costs



Improving Direct payment numbers and process



Forthcoming inspections – Adult Social Care, Care Quality Commission and SEND (Children and young people with special educational needs and disabilities) inspections coming



Significant re-commissioning taking place



Transitions pathway – further development of integrated offer

Some key achievements



We established a new way of managing concerns reported about someone. We created a safeguarding Hub. This has helped us to be faster when deciding if any action is needed and more consistent in the decisions we make.



We commissioned ten short stay Discharge to Assess beds at Collingwood Court to help us to support people to move from hospital.



We held some great events at our day service for people with dementia, that we hope enriched the experience for those attending. This included a Coronation celebration and a fashion show.



Extra Care recommissioning improved the LGBTQ+ offer at Bank House. We are also working with Opening Doors on a training offer for Lambeth care homes to meet the needs of older LGBTQ+ adults.



The Mental Health Alliance funded Culturally Appropriate Peer Support and Advocacy Project, with Black Thrive, won an award for their work.



Launched Directorate co-produced Equality, Diversity and Inclusion strategy and action plan and active support to council-wide EDI work - addressing career development and opportunities for staff. Significant engagement from staff in Women's and Men's group sessions. Continued positive feedback regarding Promoting progression group Embedding learning and staff information sessions within managers meeting.



Lambeth Council hosted a successful Care home awards event, recognising and celebrating care home provider's work. It was a fantastic opportunity for us to thank them in person for all their hard work and sacrifices.

Some key achievements

We have been working hard to reduce the time people have to wait for our support.

Examples include:

- The number of people waiting for an assessment for a month or more has decreased from 129 in 2022 to 36 in 2023.
- The proportion of people with an up to date review (in the previous 12 months) has improved by 12% in 2022/23 to 68%. Further progress is being made in 2023/24.
- Occupational Therapy waiting lists have reduced by 22% in 2022/23.
- The Community Duty team answered 93% of calls in April 2023 (compared to 80% in April 2022).
- Carers Strategy Refresh: Work to develop the new Lambeth Carers Strategy kicked off in September 2022 and Commissioners from the Integrated Commissioning Teams worked closely with local partner Carers Hub Lambeth to host a series of successful engagement opportunities across October and November. In October, the teams launched two six-week consultation surveys which went out to adult carers and young carers across the borough and provided an important opportunity for carers

to tell Lambeth what is important to them. In November, the teams hosted two consultation events with carers, voluntary sector partners and professionals from across the community. The events were attended by Cllr Dickson and Cllr Cameron, Cabinet Members for Healthier Communities, who launched the event by noting the importance of carers' contribution to the community. The feedback gathered from these events will inform the ambitions and actions of the new strategy.

- Opening of new Supported Living accommodation at The Crescent and we increased the number of adults supported by the day service.
- Every Pound Counts team supported Lambeth residents to claim £100m in entitled benefits.
- In early 2023, Lambeth launched its consultation for the new All Age Autism Strategy with autistic people, carers, community organisations and professionals across the system. The consultation programme included a survey with over 130 responses, four online engagement sessions, focussed meetings with relevant teams across the council and our statutory partners, several in-person consultation events in partnership with local organisations, and in-reach sessions at a range of locations. The programme

generated lots of feedback which will be used in the co-production of the final strategy and action plan.

- We successfully re-commissioned three Mental Health supported accommodation services (including floating support and medication management) in October 2022. We engaged with service user and providers to inform the specifications. The tenders generated a good level of market interest, resulting in successful tender outcomes with the award of contracts for revised services that provide flexible, culturally appropriate, and personalised support within the existing budget envelope.
- Commissioners led a successful procurement exercise for five Lambeth Extra Care schemes, which saw 20 providers from the market bid to deliver care and support within the sites. New contracts were awarded to three new providers across the patch. Since January 2023, officers have been working with the new providers to seamlessly mobilise the services, which are now live. The new contracts will enable Lambeth to keep eligible citizens at home and in the community for longer, with a focus on supporting complex and varied needs.

Lambeth Adult Social Care Local Account **Adult Social Care 2023/24 Business Plan**



Borough Plan (2023–2030)

2030

Golden Thread –
A borough of equity and justice

Ambitions:

- Making Lambeth Neighbourhoods fit for the future
- Making Lambeth one of the safest boroughs in London and
- Making Lambeth a place we can all call home

1
Making Lambeth Neighbourhoods Fit for the Future

2
Making Lambeth One of The Safest Boroughs in London

3
Making Lambeth A Place We Can All Call Home

Local Strategic Context

1. Overarching strategies

Borough Plan - Lambeth 2030:
Our Future, Our Lambeth

Lambeth Climate Action Plan

South East London Integrated Care
System Strategic Priorities

Lambeth Health and Wellbeing Strategy

Our Health, Our Lambeth Together Health
and Care plan



2. Commissioning strategies

Prevention Strategic Framework
and Action Plan

Carers Strategy

All Age Autism Strategy

LDA Programme Health and Care Plan

Housing Strategy



3. Supporting initiatives

Age Friendly Lambeth

Joint Strategic Needs Assessment

Better Care Fund

Market Sustainability and
Improvement Fund

Lambeth Market Sustainability and
Improvement Fund

Lambeth Living Well Network Alliance
Business Plan

Adult Social Care Vision

Our vision

Lambeth is a borough of equity and justice where all adults with care and support needs can get the right support at the right time in their communities.

We take a strength based approach and work with people to develop their resilience and prevent avoidable need for care and support.

Our objectives

- Deliver high quality and safe Adult Social Care services promoting independence, personalisation and best value
- Work in partnership – with service users, families, carers and key partners taking a one borough approach to listen and recognise the value of our community voices to deliver best outcomes
- Embed inclusion and equity with a focus on intersectionality across our workforce and community



Strategic priorities for Lambeth Adult Social Care 2023/24

Our priorities:

Prepare for CQC Inspection	<p>Prevention, early intervention and keeping people independent within their own homes</p> <ul style="list-style-type: none"> We will bring together how we will delay, reduce and prevent the need for our support in a Prevention Strategic Framework and delivery plan 	<p>One borough approach: place based support, localisation</p> <ul style="list-style-type: none"> To take a strength based approach, building on and amplifying what is in the community We will work with Lambeth Together, our Alliances and local partners in neighbourhoods 	<p>Personalisation and choice: people have choice, control and support to live independent lives</p> <ul style="list-style-type: none"> We will improve our support around Direct Payments We will work to develop our joint integrated transitions service, for young people with care and support needs moving into adulthood
	<p>Hearing what you say</p> <ul style="list-style-type: none"> We want to be more consistent in asking you what you think about our services and working with you to make improvements We will deliver an action plan setting out our plans We will deliver our quality audit programme, to improve the quality of our work 	<p>Financial sustainability</p> <ul style="list-style-type: none"> Deliver quality care, commissioned at rates that are financially sustainable for both the council and care providers Develop models of care that support independence and prevent escalation to high cost interventions where possible 	<p>Equity, inclusion and justice</p> <ul style="list-style-type: none"> We will take a positive, action oriented approach to all people with protected characteristics, including ensuring the needs of our older LGBTQ+ population are addressed We will take an anti-racist approach and ensure culturally appropriate support is accessible

To achieve this, we will work to ensure that:

Care is accessible, transparent and responsive to diverse needs	We work together in partnership, exploring opportunities for joint working and integrated care	People have a say and a stake in decision making	We support and develop the Lambeth care workforce	We embrace and develop the opportunities offered by digital advancement
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Priorities for 2024/25



Home Care

Implementation of new Home Care neighbourhood arrangements.



Workforce

Refresh the Adult Social Care Workforce Strategy and respond to any changes in wider workforce pressures.



Integration

Continue to seek opportunities for transformation work with key health and housing partners, and the Voluntary and Community Sectors to further integrate services and make them seamless to the eyes of our population.

What we will measure: key performance indicators for 2023/2024

Adult Social Care seeks to continuously improve. We have set tough targets and will strive to achieve them.

42 days

Median time from contact to completion of assessment

70%

Percentage of safeguarding enquiries where personal outcomes expressed have either been partly or fully achieved

90%

Percentage of Section 42 enquiries where risk was either reduced or removed as a result of the Safeguarding intervention

95%

Proportion of new assessments completed where carers have been identified and offered an assessment

No target

Proportion of service users with a linked carer

No target

Total number of Adult Social Care reviews completed

75%

Percentage of people who receive social care services for 12 months who had a review (scheduled and unscheduled)

High level action plan for 2023/24 priorities

PRIORITY	ACTION	MILESTONES	TIMEFRAME	RESOURCES
Prevention, early intervention and keeping people independent within their own homes	Develop a Prevention Strategic Framework and action plan	<ul style="list-style-type: none"> Prevention strategic framework drafted Prevention strategic framework published online Delivery plan drafted Delivery plan published online 	Sept. 2023 Oct. 2023 Oct. 2023 Nov. 2023	Staff time Existing spend
One borough approach: place based support, localisation	To take a strength-based approach, building on and amplifying what is in the community	<ul style="list-style-type: none"> Practice model developed Audit programme and learning disseminated via practice weeks as set out in Quality Assurance Framework 	Oct. 2023 Ongoing	Principal Social Worker and Head of Safeguarding & Quality Assurance
One borough approach: place-based support, localisation	We will work with Lambeth Together, our Alliances and local partners in neighbourhoods	<ul style="list-style-type: none"> Delivery of new home care neighbourhood arrangements 		£110k in 2023/2024 to support implementation
Hearing what you say	We want to be more consistent in asking you what you think about our services and working with you to make improvements	<ul style="list-style-type: none"> Recruitment to new post of Adult Social Care Community Engagement Co-Ordinator Introduction of options for feedback following interaction Review of existing engagement forums linked to development of focus groups 	Sept. 2023 Nov. 2023 Jan. 2024	Recruitment team support ASC Engagement Working Group
Hearing what you say	We will deliver an action plan setting out our plans	<ul style="list-style-type: none"> Engagement and co-production action plan published 	Oct. 2023	ASC Engagement Working Group

PRIORITY	ACTION	MILESTONES	TIMEFRAME	RESOURCES
Hearing what you say	We will deliver our quality audit programme, to improve the quality of our work	<ul style="list-style-type: none"> Audit programme and learning disseminated via practice weeks as set out in Quality Assurance Framework 	Ongoing	Principal Social Worker and Head of Safeguarding & Quality Assurance
Equity, inclusion and justice	We will take a positive, action oriented approach to all people with protected characteristics, including ensuring the needs of our older LGBTQ+ population are addressed	<ul style="list-style-type: none"> Achieving the 'Pride in Care' accreditation in Limetree and Windmill care homes 	Ongoing	Commissioning Leads
		<ul style="list-style-type: none"> Training and development for care providers in supporting older LGBTQ+ people, in partnership with Opening Doors 	Ongoing	Commissioning Leads
		<ul style="list-style-type: none"> Complete the 'Pride in Practice' programme with all GP surgeries in the borough 	March 2024	Public Health
Equity, inclusion and justice	We will take an anti-racist approach and ensure culturally appropriate support is accessible	<ul style="list-style-type: none"> Recommissioned Healthwatch service to continue to seek out and address health inequalities 	Oct. 2023	Commissioning Leads
Personalisation and choice: people have choice, control and support to live independent lives	We will improve our support around Direct Payments	<ul style="list-style-type: none"> Recruitment of dedicated social worker to support timely DP set up from front door 	Oct. 2023	SW post
		<ul style="list-style-type: none"> Develop dedicated resource to undertake six month DP reviews 	Nov. 2023	DP Steering Group
		<ul style="list-style-type: none"> Develop accessible DP brochure 	Nov. 2023	DP Service User Reference Group
		<ul style="list-style-type: none"> Review DP agreement 	Dec. 2023	
		<ul style="list-style-type: none"> Work with DP Service User Reference Group to consider flexibility of DP use 	Jan. 2024	

PRIORITY	ACTION	MILESTONES	TIMEFRAME	RESOURCES
Personalisation and choice: people have choice, control and support to live independent lives	We will work to develop our joint integrated transitions service, for young people with care and support needs moving into adulthood	<ul style="list-style-type: none"> Identify Transitions cohort and recruit workers to operationalise the model Develop communication for residents on moving between services for children and service for adults Work jointly with children's service on transitions plans and preparing for adulthood plans from the age of 14. 	<p>Oct. 2023</p> <p>Feb. 2024</p> <p>March 2024</p>	Transitions steering group
Financial sustainability	Deliver quality care, commissioned at rates that are financially sustainable for both the council and care providers	<ul style="list-style-type: none"> Implementation of the Unison Ethical Care Charter via new home care contracts. Placement Transformation Strategy: Care Homes published 	<p>April 2024</p> <p>2024</p>	Commissioning Leads
Financial sustainability	Develop models of care that support independence and prevent escalation to high cost interventions where possible	<ul style="list-style-type: none"> Placement Transformation Strategy: Learning Disabilities published Deliver a Digital Transformation programme to care homes 	<p>2024</p> <p>2025</p>	Commissioning Leads
Prepare for CQC inspection	To be inspection ready	<ul style="list-style-type: none"> Mock inspection completed Self assessment completed and reviewed regularly Service Improvement Plan kept under review Evidence library kept under review 	<p>Nov. 2023</p> <p>From Oct. 2023</p> <p>Ongoing</p> <p>Ongoing</p>	Assurance staffing

How do I contact Lambeth Adult Social Care

If you have a concern that someone may be at risk of abuse or neglect please let us know by completing our online form [Report a concern about an adult | Lambeth Council](#)

If you are concerned about someone's welfare, discuss your concerns with them. If they refuse help, bear in mind that people have the right to decline. If possible, please get consent from the person you are concerned about before contacting us.

We have lots of useful information on our web pages.

We have an **online referral form**
[Adult Social Care referral form: Online referral form](#)

For general enquiries the form is
[Contact us: General enquiries form](#)

If the situation is urgent then call us on 020 7926 5555 and select the option to route your call to the correct place for assistance. The options are:

- **Option 1** if you don't currently receive services from us and you'd like advice or information about adult social care services, please press 1.
- **Option 2** if you're currently receiving an adult social care service, including day services, and you'd like to amend, cancel or discuss your service.
- **Option 3** if you believe someone may be experiencing neglect or abuse. Please do not use this option for any other enquiry.
- **Option 4** to talk about something else.

