

The Adult Social Care Annual Review 2025/2026

Lambeth
Adult
Social Care

SUPPORTING
INCLUSION &
INDEPENDENCE

A borough of
equity and justice


Lambeth

SR00169402

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Foreword

2025/26 has been a momentous year for Lambeth Adult Social Care. It has been a successful period dedicated to supporting inclusion and independence for people who receive care and support culminating in the publication of Lambeth's local authority assessment report by the Care Quality Commission in May 2026. We are delighted that Lambeth achieved an overall outcome of "**Good**" with a score of 78 placing it amongst the top performers nationally.

As a local authority, we are particularly proud of our "**Outstanding**" rating for the quality statement "**Equity in Experience and Outcomes**". This outcome demonstrates how Lambeth is delivering its commitment to become a "borough of equity and justice". It also acknowledges the dedication of our adult social care team who work hard on a daily basis to consider and meet the diverse care and support needs of residents in our borough.

Overall, the report is a strong recognition and account of our work to make Lambeth a place where people can age well and access high quality adult social care services when they need it. It also contains valuable feedback from people who use our services and from our partners that provides us with learning that we will build upon. The published report can be found on the Care Quality Commission website and this year's Local Account also contains a summary of key findings.

More broadly, 2025/26 has been a year of navigating change and challenge as we deliver our service in an increasingly constrained financial context. In 2025, social care moved into the newly re-formed Integrated Health and Adult Social Care Directorate. This brings health and care services in Lambeth closer together enabling us to strengthen our preventative approach, deliver seamless services and ensure people achieve the best possible outcomes when they need help, care or support. This integration of services has helped Lambeth to continue to deliver high quality care and support despite the challenging financial context.

Looking ahead, we are committed to building on our achievements in 2025/26, working with our partners and communities to ensure people in Lambeth continue to benefit from inclusive care and support that is person-centred and helps them to maximise their independence.

We hope you find this year's Local Account both interesting and informative.



Andrew Eyres,
Corporate Director, Integrated Health and Adult Social Care



Richard Sparkes,
Director of Adult Social Care (DASS)

What is Adult Social Care?

Adult Social Care (ASC) helps adults who need support because of age, disability, illness, or mental health needs. Our aim is to help people live safely, stay well, and be as independent as possible.

We try to help people stay independent for as long as possible by giving clear information, advice, and support. We also work with local community groups and other organisations to help people stay connected and get the right help at the right time.

Support can be short term or long term, depending on what a person needs. This can include help with everyday tasks such as washing, dressing, getting around, or joining in with community activities.

Adult Social Care can include, but is not limited to:

- Domiciliary care (support provided in an individual's home)
- Residential or nursing care

- Reablement support to help people recover after illness or injury
- Provision of equipment, aids and adaptations to make life at home safer and more accessible within the home
- Information and advice
- Support for unpaid carers

Some people may need to pay towards the cost of their care. This depends on their income and savings, and we will carry out a financial assessment to decide this. Adult Social Care also works with care providers and partner organisations, including the NHS, housing, and local community services, to make sure support is safe, high quality, and joined up.

This document focuses specifically on Lambeth Adult Social Care – its services and achievements – rather than the broader scope of its partnership activity.

Care Quality Commission Assessment of Lambeth Adult Social Care

In 2025, the Care Quality Commission assessed the quality and impact of adult social care services in Lambeth. To find out about our services they spoke to social care staff, care providers, unpaid carers and people who receive a package of care and support.

We are pleased to say that the Care Quality Commission found Lambeth Adult Social Care to be “Good” in all areas of its assessment. Lambeth also achieved an “Outstanding” rating in respect of its work to ensure people have equity in their experiences and outcomes.

The following pages highlight some of the key findings from the Care Quality Commission report.

Overall Outcome	Good (78)
Assessing needs	Good
Supporting people to lead healthier lives	Good
Equity in experience and outcomes	Outstanding
Care provision, integration and continuity	Good
Partnerships and communities	Good
Safe pathways, systems and transitions	Good
Safeguarding	Good
Governance, management and sustainability	Good
Learning, improvement and innovation	Good

Key findings from Lambeth's Care Quality Commission Assessment



Assessing needs

- Assessments were carried out in a person-centred way and completed in a timely manner.
- People were supported to remain independent and make informed choices.
- Assessments and care plans focused on what matters to people and their strengths.
- Health and social care services work together well in Lambeth.
- People's communication and cultural needs were considered.

Quote from the report:



The approach to assessment and care planning was person-centred and strength-based. There were low waiting times across all Care Act assessments which supported people to be assessed quickly to prevent any further deterioration."



Key findings from Lambeth's Care Quality Commission Assessment (continued)



Supporting people to lead healthier lives

- Lambeth has lots of services to help people stay well and reduce social care needs.
- People could quickly access equipment to help them at home.
- Short-term care provided by Lambeth was doing a good job of helping people to regain their independence.
- Lambeth was helping people to access direct payments and aimed to increase the number of users.

Quote from the report:



People were supported to live healthier lives through a range of preventative services. People were provided with equipment to remain independent at home and short-term reablement services supported them to regain independence."



Key findings from Lambeth's Care Quality Commission Assessment (continued)



Equity in experience and outcomes

- Lambeth understood where there was inequality in the borough.
- Social care services in Lambeth were well designed to meet the needs of specific communities.
- There were good services supporting the needs of Black African and Caribbean communities and the local LGBTQ+ population.
- Staff worked respectfully with different cultures and communities.
- Lambeth listened to and engaged with people when shaping services.

Quote from the report:



Equity was a real strength, embedded within practice, policies and support for people. People had been supported to have their cultural needs met which was having positive impact on their lives, and services were tailored to equity needs."



Key findings from Lambeth's Care Quality Commission Assessment (continued)



Care provision, integration and continuity

- People could access care and support when, where and how they needed it.
- A joined-up health and care approach had delivered strong mental health services and outcomes.
- Care services were well managed with a focus on quality and choice.
- Care providers felt well supported by Lambeth.
- Decisions about care and support were based on a good understanding of local needs.

Quote from the report:



People had access to a diverse range of local support options that were safe, effective, affordable and high-quality to meet their care and support needs. There was sufficient care and support available to meet demand, and people could access it when, where and how they needed it."



Key findings from Lambeth's Care Quality Commission Assessment (continued)



Partnerships and communities

- The assessment found partnership-working to be a key strength in Lambeth.
- Through Lambeth Together, health and care services worked together closely to improve people's outcomes.
- Adult Social Care worked in partnership with many voluntary sector organisations including Age UK Lambeth which supports people contacting Lambeth for the first time.
- Adult Social Care worked well with partners to improve services and people's experiences.

Quote from the report:



Partnership working was strong and embedded at the local authority. There were multiple partnership arrangements in place for joint working through the Lambeth Together health and care partnership."



Key findings from Lambeth's Care Quality Commission Assessment (continued)



Safeguarding

- Adult Social Care worked well with other organisations to keep adults in Lambeth safe.
- People felt involved in safeguarding decisions.
- Safeguarding enquiries were carried out sensitively and without delay.
- There were clear processes for raising and addressing with safeguarding concerns in Lambeth.
- Adult Social Care learned from safeguarding incidents to improve its services.

Quote from the report:



There were effective systems, processes, practices to make sure people were protected from abuse and neglect. Safeguarding enquiries were carried out sensitively and without delay, keeping the wishes and best interests of the person concerned at the centre."



Key findings from Lambeth's Care Quality Commission Assessment (continued)



Safe pathways, systems and transitions

- Safeguarding worked well across different services and organisations.
- Urgent safeguarding concerns were dealt with quickly and appropriately.
- Adult Social Care worked well together to support safe moves between services and providers.
- A new 0–25 Disabilities service meant young people were experiencing smoother transitions from Children's Services to Adult Social Care.
- Adult Social Care worked with hospitals to support safe and timely hospital discharges.

Quote from the report:



People had positive experiences when transitioning from children to adults' services. Transition processes were clearly explained and there was clear communication informing people of transition progress."



Key findings from Lambeth's Care Quality Commission Assessment (continued)



Governance, management and sustainability

- Management was clear and effective at all levels in Lambeth Adult Social Care.
- People's feedback was routinely used to shape strategies, such as the Carers Strategy.
- Frontline teams had a strong connection with leadership.
- Lambeth uses information about risks, performance and inequalities to plan service delivery effectively.
- Lambeth's use of data to understand need and make decisions was a strength.

Quote from the report:



There was a stable Adult Social Care leadership team with clear roles, responsibilities and accountabilities. Leaders were available, capable and compassionate.”



Key findings from Lambeth's Care Quality Commission Assessment (continued)



Learning, improvement and innovation

- Lambeth Adult Social Care staff had good access to learning and support to undertake their roles.
- There was a strong focus on innovation to improve outcomes and experiences for people who use adult social care services.
- Adult Social Care is successfully using digital technology and approaches to improve services and people's experiences.
- Feedback from people who use services, partners and staff was regularly used to support learning and shape service improvement.
- There was a positive workforce culture and a track record of frontline staff progressing into management positions.

Quote from the report:



The local authority learned from people's feedback about their experiences of care and support, and feedback from staff and partners. This informed strategy, improvement activity and decision making at all levels."



A person's journey: Routes into Adult Social Care



1. Our Front Door

- New contacts to ASC are screened by Age UK Lambeth.
- Age UK Lambeth refers people with appropriate needs to ASC.
- People currently in receipt of services will be responded to by the Community Duty team.



2. Hospital Discharge

- Teams situated at both St Thomas' Hospital and King's College Hospital.
- Three-day welfare check upon leaving hospital and four discharge pathways used.
- Hospital social work teams will arrange care and support prior to discharge and transfer to the relevant team.



3. Transitions from Children's Services

- Transition from Children's Services managed through integrated 0–25 Disabilities team.
- Planning for transition to adulthood begins at 14.
- Timely transition assessments occur prior to becoming 18 years old.



4. Single Point of Access (Mental Health)

- The Single Point of Access provides multidisciplinary team screening including for ASC.
- Receives referrals directly from family/individuals or professionals.
- Provides advice, prevention and support via Alliance Living Well Centres, which include ASC staff.

What happens when I contact ASC for support?



Initial Contact and Prevention

- **Age UK Lambeth** screen contacts and offer information and advice
- Equipment self-service
- Commissioned directory of services
- Community-led Health and Wellbeing hubs
- Emergency Duty Team
- Thriving Communities networks
- Social activities and befriending
- Health and Wellbeing Bus
- Social Prescribing Services
- Carers hub services

I am new to adult social care

- We will offer information, advice and signposting
- Preventative support including simple equipment
- Community and hospital referrals to reablement
- **Strength-based Care Act Assessment**
- People may require a service to support with their care
- Direct payments will be considered and offered
- Access to integrated OT assessment and support
- Safeguarding hub considers any new concerns

I am already receiving a service from adult social care

- We will offer information, advice and signposting
- Triage and prioritise new needs
- Our Risk Rating Framework is applied
- Safeguarding hub considers any new concerns
- **Allocate unplanned reviews to appropriate service**
- Care and support plan updated and shared
- Access to integrated OT assessment and support

I have ongoing care and support needs

- **Annual reviews**
- Financial assessment
- Personalised and co-produced care and support plans
- Adaptions/equipment
- Identification and assessment of carers
- Complex case work
- Safeguarding enquiries
- Court work
- Consider direct payments

2025/26 in numbers: Activity



In 2025/26 we were contacted by **16,702 people** during the year (an average of 1,392 people each month).



In 2025/26, we completed **1,577 assessments** – 131 on average per month. Average time to complete an assessment was 14 days.

65%

of our assessments led to care and support plans. This is a written plan that sets out the help someone will receive to meet their assessed needs and by whom.



We supported a total of **1,049 people** living in residential care homes or nursing care homes (+6% from 2024/25).



A total of **5,111 people** received a short- or long-term package of care in the community. (+6% from 2024/25).

80%

of people had their care reviewed in the last 12 months.

2025/26 in numbers: Carers



A total of 1,040 carers received support during this year.

57%

of people supported in the community have a carer.



54% of carers assessments were completed as separate assessments.



43% of carers were identified as new.

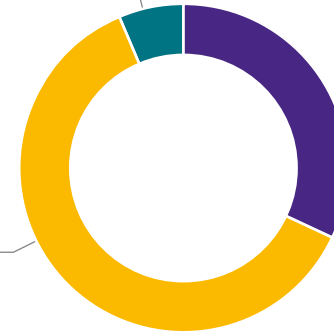
62% of the carers were aged 25–64.

Support provided to Carers, 2025/2026

Respite 72

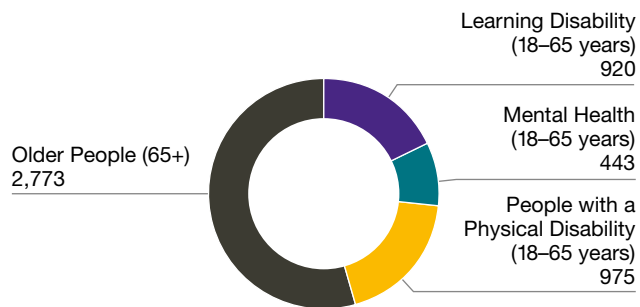
Information and advice
703

Direct Payment
265

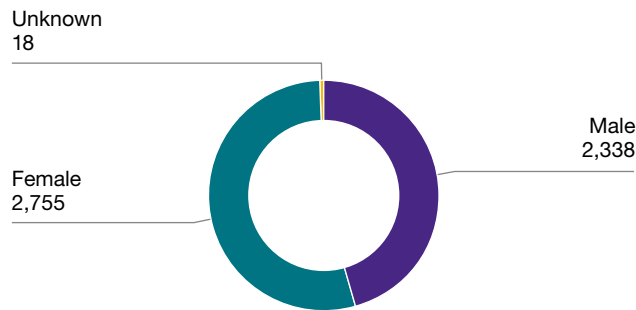


Who we supported: The numbers

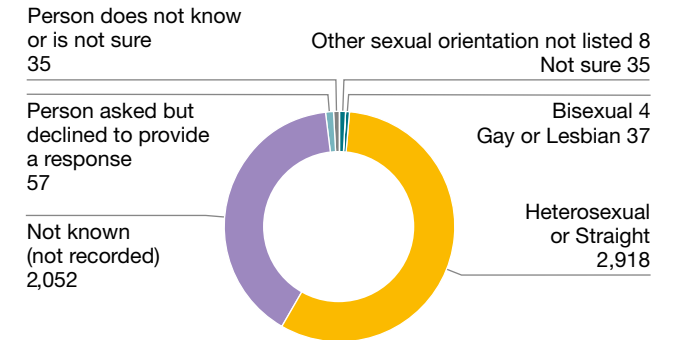
Total Clients by Service Area



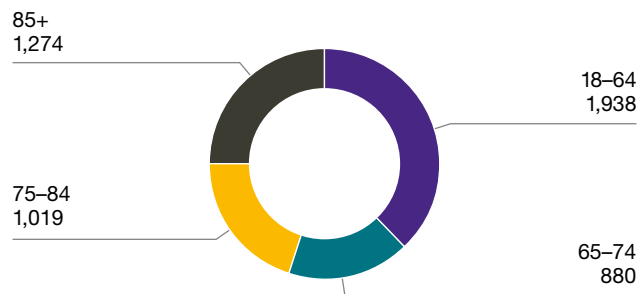
Gender



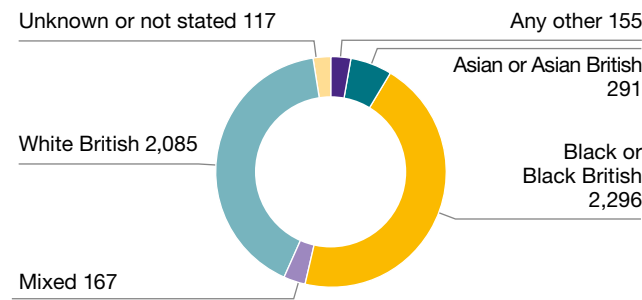
Sexuality*



Age Band



Ethnicity



* The sexuality data provided is in relation to people who we have assessed during the year 2025/26.

Who we supported: Some examples

The following section provides some examples of the type of work we do and how we helped people access the care and support they needed in the past year



Lambeth Adult Social Care case studies

Case Study 1

About me

I am a 19-year-old woman living in Lambeth with my family. I have complex health and communication needs, including epilepsy and developmental delays. I am sociable and enjoy spending time with others. I communicate using a range of methods, including signs, pictures, and a communication book.

The challenge

As I prepared to move from school to college and transition into adulthood, it was important to make sure my care, health, and support needs were properly planned for and that my family continued to be supported.

How Adult Social Care supported me

A social worker from the adult transition team completed an assessment as part of my transition planning. This was done with me and my family and focused on what matters to me, including my safety, communication, health, education, and daily routines. My family's involvement and knowledge were central to the planning process. The adult social care social worker communicated with children's services to ensure there was a smooth transition.

The outcome

I now have a coordinated support plan that works alongside the care provided by my family. I receive support to attend college safely, manage my epilepsy, and maintain routines that help me feel settled and confident.

Adult social care continues to work closely with my family, education providers, and health professionals to review and adapt my support as I move further into adulthood.



Case Study 2

About me

I am a 42-year-old man and I live in Lambeth. I am close to my family and enjoy cooking, going for walks, going to the gym, and travelling around London. I have mental health needs that have had an impact on my wellbeing in the past.

The challenge

I experienced a deterioration in my mental health and spent time in hospital. When I was ready to leave hospital, I needed the right support in place to help me stay well and rebuild routines in the community.



How Adult Social Care supported me

Before discharge, I was assessed by adult social care under the Care Act 2014 while I was in hospital. We talked about what mattered to me and my goals for recovery. We agreed that I would move into supported accommodation with 24-hour support. This allowed me to continue working with mental health professionals, follow my treatment plan, and focus on maintaining my mental health and daily routines.

The outcome

I am now living in supported accommodation and have made positive progress in my recovery. I continue with my treatment, avoid substances that affect my wellbeing, and take an active role in everyday life. I enjoy cooking, staying active, and spending time in the community. I am working with professionals to plan a future move to accommodation with less support, when the time is right, to support my independence while maintaining my wellbeing.

Case Study 3

About me

I am a 62-year-old man living in Lambeth with my teenage sons. After a stroke, I have some physical difficulties and now use a walking aid. What matters most to me is staying in my own home, keeping my daily routines, and ensuring my sons can focus on their education.



The challenge

My mobility and independence declined following my stroke, and I began relying more on my sons for support. This created concerns about my wellbeing and the impact on my children as young carers.

How Adult Social Care supported me

A social worker completed a Care Act 2014 assessment following a referral from my therapist. I was supported through the @Home pathway as part of Intermediate Care Lambeth. Together, we co-produced a care and support plan that respected my culture, routines, and family circumstances. A care package was arranged to support personal care, meals, and medication, and my sons were referred for young carer support.

The outcome

I am now supported to live at home with the right level of care. The support has reduced the pressure on my sons and helped them focus safely on their education while receiving appropriate support as young carers.

My care and support plan is regularly reviewed, and I continue working with health professionals to maintain my strength, mobility, and independence.

Case Study 4

About me

I am a father living in Lambeth with my family. I run a business and am the main carer for my son, who has complex and profound support needs. I provide significant care alongside my family and paid carers.

The challenge

Balancing my caring responsibilities with work and family life had an impact on my wellbeing, and it was important to put support in place to sustain my caring role long term.

How Adult Social Care supported me

Adult social care completed a carer's assessment under the Care Act 2014 as part of my son's transition into adulthood. The assessment focused on the impact of caring on my wellbeing, what mattered to me, and what support would help me continue in my role. We discussed contingency planning and future arrangements to reduce stress and uncertainty.

The outcome

I was offered a carer's personal budget to support my wellbeing and access breaks when needed. I also received advice and information about financial and legal matters, and clear contingency plans are now in place involving family members and paid carers. Regular reviews will ensure that the support remains right for me and my family, helping reduce carer stress and support long-term wellbeing.



Keeping you safe: Safeguarding Adults in Lambeth

The Lambeth Safeguarding Adults Board works with local services to help keep adults safe from abuse and neglect.

Our priorities for the next three years are to focus on equity, learning and working together so people get the right help at the right time.

What we are focusing on

Fair access and being heard

- Making sure safeguarding support is accessible to everyone
- Understanding where some people face barriers to getting help
- Providing clear information and support, including advocacy

Learning and improving practice

- Sharing learning from reviews and audits in clear, practical ways
- Improving understanding of the Mental Capacity Act
- Joint training on issues like self-neglect and domestic abuse

Working better together

- Clear information-sharing between services
- Strong joint responses to complex situations
- Making sure concerns are acted on quickly and effectively

What we achieved last year

- In May 2025, we delivered training across our partnership on best practice when undertaking mental capacity assessments
- Safeguarding practice month took place in November 25, involving 14 training sessions on learning from Independent Management Reviews, and Safeguarding Adult Reviews with focuses on self-neglect, hoarding, self-harm and mental health
- Strengthened joint working on high-risk and complex cases
- The majority of safeguarding enquiries and actions reduced or removed risk for the adult at risk
- Safeguarding champions continue to support good practice
- Increased our use of data analysis to understand local safeguarding risks

Complaints, compliments and feedback

Throughout 2025/2026 we received 100 compliments. The compliments reflect the excellent, person-centred and strength-based work. We celebrate examples of good practice and seek to understand what made the difference for these residents and their families, so we can continue to learn.

There were two main themes: Staff professionalism and conduct (62%), service delivery or quality (29%)



Her [the social worker] approach was engaging and highly professional, enabling her to compile a thorough summary of her client's requirements."



Lambeth Council is fortunate to employ someone who is deeply committed, passionate, and resolute in promoting advocacy within her field."



Demonstrated an impressive understanding of the complexities involved in supporting individuals living with dementia, as well as aiding families navigating Alzheimer's."



She [the social worker] deserves recognition for her dedication and the significant contribution she makes to the organisation."

Complaints, compliments and feedback (continued)

Complaints		Local Government Ombudsman Complaints	
<p>↑58% of complaints responded to within 30 working days. (Increased from 52% in 2024/25)</p>	<p>↑32% of complaints completed within 12 weeks (Increased from 30% in 2024/25)</p>	<p>4 complaints that went to investigation</p>	<p>✓ All of these were upheld. Improvement activity undertaken and completed</p>

Complaints – Main themes

Service delivery or quality – 46% (down from 49% in 2024/25)

This covers complaints about Social Work, Occupational Therapy and ASC-commissioned care services relating to service quality, engagement or responses.

Actions taken:

- Restructured our review and case management services, to be able to focus activity on different types of work.
- Increased occupational therapy staffing at our front door to be able to deliver more preventative work and develop a therapy first model.
- Responses from complaints, feedback forms and other mechanisms continues to be a clear focus in all of our training events.

Financial Assessment – 16% (down from 22% in 2024/25)

This includes complaints about financial assessments, charges, billing, and engagement with the finance team.

Actions taken:

- Working closely with finance and corporate colleagues to improve financial processes.
- Developed a new financial assessment checklist for staff and residents, so there is a clearer understanding of charging and financial assessment processes.

Our achievements

- We setup a **Community Review Team** improving our management of reviews. This enabled us to review 80% of care packages within 12 months during 2025/26.
- We increased the number of **prevention interventions at our front door**, increasing people's independence and reducing waiting times.
- We **expanded our support for carers** including introducing a pilot to identify more carers at the point of hospital discharge and recommissioning Carers Hub to provide support services.
- The **median waiting time** for a Care Act assessment to be completed was **14 days**.
- We **engaged with over 240 people** through a survey and focus groups as part of our work to co-design an Equity and Inclusion Action Plan for Adult Social Care.
- We **adopted more digital tools and approaches** in Adult Social Care, including introducing a new tool that helps practitioners by providing AI-generated summaries of assessment conversations with people.
- Lambeth was re-accredited as a **borough of sanctuary** in December 2025.
- Increased the number of people supported with a personal budget, rising to **500 personal budget holders in 2025–26** reflecting a **20% year-on-year increase** improving people's choice and control over their care and support arrangements.

Our challenges

- Adult Social Care is managing significant financial risks. The number of people with complex care needs has increased and the costs of providing care for these people has also gone up due to inflation.
- Lambeth has an ageing population which is likely to increase demand for Adult Social Care services. Population modelling between 2021–2031 suggests that the number of people aged 80+ will grow by 25% and the number of people aged 65 to 74 will grow by nearly 50%.
- Recruitment of social workers and occupational therapists is difficult, but we have a low vacancy rate and have been successful in recruiting agency workers into permanent roles.

Adult Social Care: Vision and Objectives

Borough Plan (2023 – 2030)

Golden Thread –
A borough of equity
and justice

Ambitions:

1. Making Lambeth neighbourhoods fit for the future
2. Making Lambeth one of the safest boroughs in London; and
3. Making Lambeth a place we can all call home

Adult Social Care Vision Statement: **Supporting Inclusion and Independence**

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.

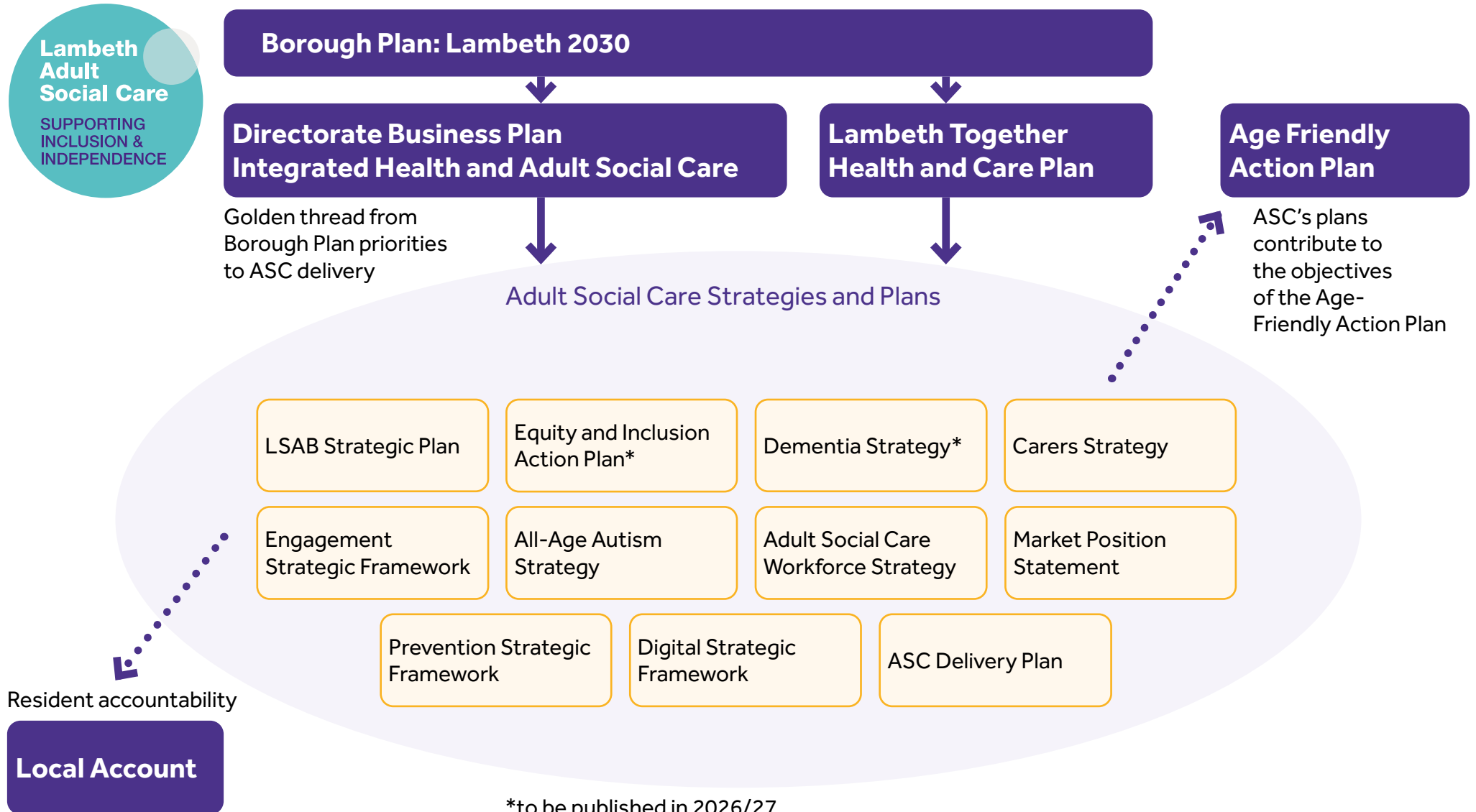
Adult Social Care Strategic Objectives

Inclusion and Equity

**Promoting independence,
personalisation and best value**

Work in Partnership

Adult Social Care: Strategic Overview 2026/27



What we will measure: key performance indicators for 2026/2027

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

Performance Measure	Target
Proportion of new assessments completed where carers have been identified and offered an assessment	95%
Proportion of service users with a linked carer	Monitor trends only
Total number of Adult Social Care reviews completed	Monitor trends only
Proportion of people reviewed during the year who receive services for 12 months	75%
Percentage of Section 42 enquiries where risk was either reduced or removed as a result of the safeguarding intervention	90%
Median time from contact to completion of assessment	42 days
Percentage of safeguarding enquiries with personal outcomes achieved	70%
Percentage of people with no ongoing or reduced level of support following reablement	Monitor trends only

Contact us

If you have a concern that someone may be at risk of abuse or neglect, please let us know by completing our online form.

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.

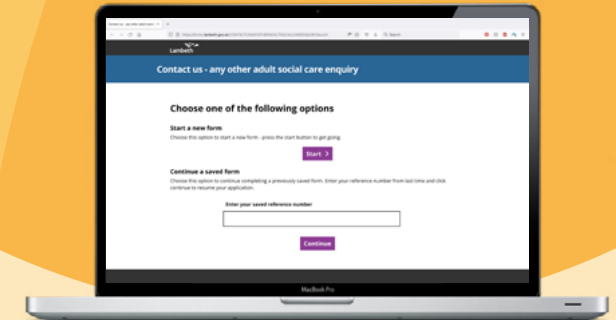
To **report neglect or abuse of an adult**, please use the following form: [Safeguarding form](#)

We have lots of useful information on our web pages about what our voluntary and community sector partners and others we work with can offer.

- We have an **online referral form** for the public - Adult Social Care referral form: [Online referral form](#)
- We have an **online referral form for professionals** - [Online referral form for professionals](#)

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 another enquiry.
- **Option 4** - to talk about something else.



Your voice makes a difference

We are looking for ways to improve our services, work with and listen to the people of Lambeth. We value the views and opinions from our residents and service users. By sharing your experiences and feedback, you can help shape the future in Lambeth.

If you would like to provide feedback on your adult social care service, please fill in our [feedback form](#).

Please note, this email address is only for feedback from people using our services.

Lambeth Adult Social Care / 5th Floor, Civic Centre,
6 Brixton Hill, London SW2 1EG / 020 7926 9602

www.lambeth.gov.uk/adult-social-care-health

**A borough of
equity and justice**


Lambeth