Adult Social Care
Market Position Statement

London Borough of Wandsworth

2018/2019
Adult Social Care
Market Position Statement
London Borough of Wandsworth

contents

- Foreword
  page 5

SECTION 1: Introduction
- The Wandsworth Context
  page 6
- What is a Market Position Statement?
  page 6
- Structure of the document
  page 7
- Strategic context
  page 7
- Policy drivers
  page 10
- Financial context
  page 13

SECTION 2: State of the Social Care Market
- Demographic information
  page 14
- Market headlines
  page 17
- Current state of the market:
  page 18
  - Residential and nursing care
  page 18
  - Home care
  page 20
  - Voluntary and Community Services
  page 21
  - Personalisation and Direct Payments
  page 21
  - Social care workforce
  page 22
  - Providers we want to have in our local market
  page 23

SECTION 3: Service user group profiles
- Older People
  page 24
- Dementia
  page 32
- Learning Disability
  page 34
- Autism
  page 41
- Mental Health
  page 42
- Physical and Sensory Disability
  page 49
- Carers
  page 55

SECTION 4: Conclusion
- Conclusion: Next steps
  page 58
Foreword

I am delighted to present the updated Wandsworth Council Adult Social Care Market Position Statement (MPS) for 2018/19. This edition has been refreshed to focus on our key commissioning intentions, the current state of the local social care market and the outcomes we are seeking for our service users.

We want to foster a diverse, sustainable market, which generates innovative solutions to ensure our residents receive the highest quality of support and services possible, to meet their needs and aspirations.

We collectively face major challenges including the public sector financial position, increasing demand from people with complex needs, difficulties in recruiting and retaining a high-quality workforce and ensuring care is provided in the most appropriate and cost-effective settings. Yet, we as a collective set of local organisations must work together to embrace these challenges and protect the most vulnerable.

Since the last MPS there have been many contextual changes. Locally, the formation of a Shared Staffing Arrangement (SSA) between the London Borough of Richmond-upon-Thames and Wandsworth Council in October 2016 has been instigated to effect efficiency and protect frontline services. Whilst both authorities remain sovereign, there have been significant benefits in terms of culture and maximising resources to deliver the "best outcomes, at the best value" for residents, a principle which underpins all our work.

At a national level, the integration of health and social care continues to be a key driver and opportunities are being explored locally between the NHS and social care to develop closer joint working arrangements, that benefit residents in our borough. Regionally local authorities are evaluating the potential for achieving efficiencies, lead commissioning initiatives.

Our key focus will be the health and well-being of the people we serve, supporting them through a person-centred approach to exercise choice and control over their care and support needs and to live independently in their communities for as long as possible. We will continue to achieve this by working in a preventative, enabling manner and by adopting a strength based approach to maximise community assets, delaying the need for long term intensive health and social care. Most importantly we will continue to work with residents, providers and other stakeholders, listening to their views when shaping and commissioning services.

Finally, I would like to thank the many providers the council works with for ensuring that they offer the best possible care to our residents. I would thank you for reading this Market Position Statement and our partners for their continuing efforts to ensure that services offered are best suited to our community and hope you find this document informative.

Derek Oliver

Assistant Director of Adult Social Services
Commissioning and Quality Standards
Introduction

The Wandsworth Context

Wandsworth is the largest inner London borough with an estimated population of 314,544. It has some elements in common with other inner London boroughs and others which are unique to Wandsworth.

Wandsworth is noted for having two distinct populations. The first population is relatively young, affluent, in work and in good health. This population is disproportionately high (causing a demographic ‘bulge’) and transient: around 25% of the borough’s population changes each year. This population is predominately made up of working age young adults, with a pattern of couples having children while living in Wandsworth and then moving out when children approach school age.

The second population is the core local Wandsworth population and is relatively very young (pre-school) or elderly; is less likely to be employed and more likely to have long term conditions, mental health issues and other health and social care needs.

There are significant pockets of deprivation across the borough, with a relatively high proportion of people who are elderly, living alone and in poverty. This population is not transient and is proportionately smaller than is common for other London boroughs.

Wandsworth is expecting an increase in its total population of approximately 35,000 as a result of the Vauxhall Nine Elms Battersea development1.

What is a Market Position Statement

A Market Position Statement (MPS) presents the current state of the care and support market within a locality. It outlines important information for providers, such as current demand and supply information relevant to the provision of social care in the borough, as well as the commissioning intentions of the local authority and the outcomes we want for our service users. The purpose of an MPS is to inform the market of our provider expectations and the needs of service users, affording providers with an opportunity to develop and adapt their services to meet these requirements.

The council is committed to stimulating an active, responsive and quality supply of services to meet the needs of adults with social care needs, their families and carers.

The aim is to offer service users real choice and control about how they are supported to meet their needs and aspirations, and the expectation is that providers will offer flexible, responsive and innovative services. This document has been produced to encourage dialogue with current and potential providers of care and support, strengthen communication between stakeholders and enable strong market intelligence to improve services for residents through better evidence-based commissioning.

1Wandsworth Clinical Commissioning Group, 2017
The Care Act 2014 sets out local authorities’ responsibilities for shaping the social care market in their areas and the production of an MPS is often used as a vehicle and starting point to fulfil these ‘market shaping’ responsibilities.

This updated document builds upon the last MPS produced for Wandsworth in 2015 and is targeted at the whole adult social care and support market, including the voluntary and community sector, independent commercial providers and carers.

An ageing population, living for longer, with associated comorbidities is leading to an increase in demand for health and social care. This together with raised customer expectations and reductions in the availability of public funding, present significant challenges for both the council and providers. To adapt and respond to change, the council must maintain a dialogue with providers that will shape modern services to meet emerging need and help to respond to future demand.

We want providers to use this MPS as a starting point for reviewing current delivery models to ensure that they are sustainable and adaptable to meet the needs of our residents.

Structure of the document

This first section of the MPS identifies the strategic, policy and financial contexts to the adult social care market in Wandsworth, as well as outlining the current state of this market. The main body of the document is structured to provide the following information around each service user group covered:

- Desired outcomes
- Current provision and use
- Future need considering the impact of demographic changes

Strategic context

Corporate Business Plan

The council’s Corporate Business Plan brings together the council’s Medium Term Financial Strategy, service plans, objectives and performance outturns and targets. Wandsworth Council places an emphasis on providing value for money services for residents against an increasingly difficult financial backdrop.

A major change in the way the council does business, was implemented in October 2016 when Richmond-upon-Thames and Wandsworth Councils entered a Shared Staffing Agreement (SSA). At the core are two Councils, each with their own distinct identity and local decision-making processes, supported by a single shared staffing group with the aim to collaborate and share approaches.
The council has 5 strategic objectives that reflect its priorities and its ongoing corporate ambitions:

- Deliver high quality, value for money services (cross-cutting objective);
- Improving opportunities for children and young people with an emphasis on early intervention and preventative work;
- Making Wandsworth an attractive, safe, sustainable and healthy place;
- Promote health, independence and wellbeing for all adults with personalised and preventative care and support for adults in need – including carers and those in housing need;
- Building a prosperous, vibrant and cohesive community.

The Wandsworth Council Corporate Business Plan is available here.

**Adult Social Services Priorities**

Wandsworth Council’s Adult Social Services Department has five key priorities which are intrinsically linked with the way the department works and delivering the key strategic objective of “Delivering the Best for Residents”:
Commissioning vision

The council's Corporate Business Plan and Adult Social Services priorities are aligned with the commissioning intentions for Adult Social Services, which are underpinned by the following commissioning vision:

The Commissioning and Quality Standards Division will, in partnership with operational teams, health colleagues and other stakeholders, develop and maintain strategic oversight and commissioning of adult social care services in Richmond-upon-Thames and Wandsworth in order to secure residents' access to safe, effective, high quality, good value services within agreed timescales which:

• **Respond** to the needs of residents
• **Achieve** good outcomes
• **Ensure wellbeing** and safety
• **Are efficient** and offer best value

The council’s overall intention is to increase the provision of community-based services which will promote people's wellbeing and their independence in their own homes; preventing, reducing and delaying the need for mainstream services.

There are three significant policy initiatives which play a key role in shaping the council's commissioning approach to Adult Social Services; The Care Act, Better Care Fund and Sustainability and Transformation Partnerships.
Strategic outcomes

Self Help, Prevention & Early Intervention

- Our focus will be on prevention and early intervention in line with Care Act 2014 principles.
- We will commission community based services that promote self-help and avoid reliance upon targeted care arrangements.
- We will enable our residents to access information that helps them maintain their own well-being and independence.
- We will commission a range of community based services which can be directly accessed by people and their carers.

Enabling Personalised Support

- We will commission & provide services that are of high quality, achieve best value, enable informed personal choices and greater control.
- We will enable people to build upon their own strengths to meet their aspirations.
- We will promote an asset-based approach so a person looks to meet their own needs, using targeted intervention as part of any support required.
- Where targeted help is needed to meet assessed eligible need, it will be via a personalised approach.
- We will protect and safeguard vulnerable adults through partnerships, quality assurance arrangements and person centred care arrangements.

Integration and Partnership Working

- Co-production will be central to our work.
- We will strengthen our engagement with voluntary & independent sector organisations, to understand demand and gaps in service provision, identifying and efficiently commissioning services that deliver best value, quality and enable good outcomes.
- We will seek to promote health and well-being, reduce hospital admissions and reduce pressure on primary health care and social care services from the resources available.

Capacity, Diversity and Sustainability

- We will work collaboratively with all partners to shape and stimulate a local market ensuring best use of expertise & resources.
- We will contract in ways that respond to meeting changes in demand, legislation and budgets.
- We will work with partners to reduce dependency on the public sector by sharing information about the local market and alternative sources of funding.
- We will identify key services where provider failure will make a significant impact on market capacity and we will work collaboratively to avoid this.

Quality and Value for Money

- We will develop commissioning systems and processes to define, identify and evidence high quality service provision.
- We will implement service specifications and contract monitoring arrangements that foster strong partnerships.
- All commissioning arrangements will reflect our diverse and varied communities needs
- We will strive to have good quality and well trained staff in all services.
- All aspirations will be within the parameters of the resources available.
Policy drivers

The Care Act 2014

The most significant change to adult social care in recent times, The Care Act 20142 sets out a new policy framework for developing care and support services for the whole population, irrespective of whether a person receives financial support from a local authority or not.

The core purpose of adult social care and support is to help people achieve the outcomes that matter to them. Local authorities must promote wellbeing when carrying out their care and support functions. The Care Act requires that local authorities focus on delivering the following:

- Wellbeing
- Prevention
- Integration
- Information, advice and advocacy
- Diverse care markets
- Safeguarding
- Assessment and eligibility
- Charging and financial assessment
- Care and support planning
- Personal budgets and Direct Payments
- New rights for carers

Wandsworth Council is committed to delivering services in accordance with the overarching objectives and principles promoted in the Care Act.

Health and Social Care working together

The national aspiration is for there to be a single effective delivery system for health and social care, which provides seamless care to vulnerable and unwell people and is person centred, complementary, avoids duplication, promotes self- care and preventative support and facilitates targeted intervention where it is needed most.

**Better Care Fund**

The Better Care Fund is a key vehicle for delivering the integration of health and social care. It requires Clinical Commissioning Groups (CCGs) and councils in every local authority area to pool budgets and to agree an integrated spending plan for how they will use their funding allocation. The Better Care Fund (BCF) process builds on Wandsworth’s well established joint working between health and social care and forms part of multiple initiatives working towards integration and transformation. The Wandsworth BCF plan has been developed jointly between the council and CCG, and aligns with the aims of the South West London Sustainability Transformation Partnership (STP).

It aims to strengthen established integrated commissioning programmes which are designed to prevent emergency admissions to hospitals and help reduce Delayed Transfers of Care (DTOCs) from hospitals. In Wandsworth, there is a focus on avoiding unnecessary hospital admissions, improving hospital discharge processes and improving the quality and availability of reablement services. This will be achieved through the system wide integration of health and social care pathways, involving discharge planning at admission, discharge to assess and increasing the responsiveness and capacity of reablement. There will continue to be an increased focus on reablement to enable the joint commissioning of an integrated rehabilitation, reablement and intermediate care services.

**Sustainability Transformation Partnership**

Every health and care system in England has been required to produce a Sustainability and Transformation Plan, showing how local services will evolve and become sustainable over the next five years – ultimately delivering the ‘Five Year Forward View’ vision of better health, better patient care and improved NHS efficiency. Wandsworth is within the South West London cluster with Merton, Sutton, Richmond-upon-Thames, Kingston-upon-Thames and Croydon councils, CCGs and NHS providers.

This initiative helps to build on local partnerships between health and care bodies, and organisational redesign against the backdrop of real geographical co-terminosity challenges. The 2016/17 plan builds upon work already taking place in South West London considering all aspects of local health services – hospitals, primary care, mental health and community services.

The model of integration is in early development in Wandsworth and there is a commitment across health and social care to have firmer agreements in place in 2018/19 and going forward into 2019/20.

Examples of services that would benefit from more integrated commissioning are care home provision, rehabilitation and reablement, including intermediate care. This will be considered in 2018/19. **Full details of the plan are available here.**
Financial context

In 2016/17 Wandsworth council’s Net Spend was £205,244,000 of which £71,974,000 was allocated to Adult Care and Health Services.

The council budgeted to save £28,409,000 in 2017/18 reducing the overall spend to £176,835,000. Adult Care and Health Services budgeted for a £3,980,000 reduction in spend in 2017/18 compared to the previous year. Details of 2018/19 budgets will be released later this year.

For a full summary of the council’s Budget for 2017/18 please visit:
www.wandsworth.gov.uk/downloads/file/12669/council_budget_201718
SECTION 2

State of the social care market

Demographic information

- Largest inner London borough with growing population, currently estimated at 314,544 residents.
- The number of people registered with a Wandsworth GP practice is approximately 392,000.
- Nearly half of all people living in Wandsworth are aged between 25-44 years.
- Highest proportion of people aged between 30-44 years (31%) out of all local authority areas in England and the second highest proportion of people aged between 25-29 years.
- 71.4% of Wandsworth’s population is of White ethnicity, compared with 59.8% in London and 85.9% nationally. 28.6% are Black Minority Ethnic (BME.)
- A transient population - a quarter of people either moved in or out of the borough in 2012/13, which was third highest in London.
- Overall, people living in Wandsworth are employed, financially stable, well-educated and healthy.
- However, there are also areas of deprivation. Around one in three children live in income deprived households and a quarter of people aged over 60 are income deprived and receiving pension credit.

(Wandsworth Joint Strategic Needs Assessment 2017/18, 2017)

Demand and usage headlines

Gender and Ethnicity

- 3309 adults were receiving support funded by Adult Social Services in Wandsworth as of March 31st 2017.
- 1442 service users were male (44% of all service users) and 1867 female (56% of all service users).
- 1541 service users identified as White British (47% of all service users), 1321 identified as BME (40%), 369 identified as from another White Background (11%) and 79 did not disclose (2%).
Older people

- 30,000 people aged 65+ in Wandsworth (9% of total population).
- This is predicted to rise by 52% to 45,500 people by 2035 (12% of total estimated population). This is the major area of demographic change.
- There was a 10% increase in the number people aged over 65 accessing social care services funded by the council between 2014/15 and 2016/17.
- There was a 10% reduction in numbers of people residing in care homes between 2014/15-2016/17.
- There was a 20% increase in people in receipt of community-based services between 2014/15 and 2016/17.

Learning disabilities

- 6,311 people aged over 18 estimated to have a learning disability (2% of total population).
- This is predicted to rise by 13% to 7,148 people by 2035 (2% of total estimated population).
- There was a 7% increase in the number of adults with a learning disability receiving social care services funded by the council between 2014/15-2016/17.
- There was a 2% reduction in the number of people residing in care homes between 2014/15-2016/17.
- There was a 12% increase in the number of people accessing community based services between 2014/15-2016/17.

Mental Health

- 37,678 adults aged 18-64 estimated to have a common mental disorder (12% of total population).
- This is predicted to rise by 9% to 40,892 by 2035 (13% of estimated total population).
- The number of adults with a mental health condition accessing social care services has remained relatively stable between 2014/15 and 2016/17.
- There was a 20% reduction in the number of people residing in care homes between 2014/15-2016/17.
- There was an 11% increase in the number of people accessing community based services between 2014/15-2016/17.

---

2 Council Client Information Database  
4 Projecting Older People Population Information System, May 2016  
5 Council Client Information Database  
6 Projecting Adults Needs and Service Information System, May 2016  
7 Council Client Information Database  
8 Projecting Adults Needs and Service Information System, May 2016  
9 Council Client Information Database
Physical and sensory disabilities

- 19,010 people aged 18 to 64 in Wandsworth with a moderate or severe physical disability (6% of total population).
- This is predicted to rise by 16% to 21,972 people by 2035 (6% of estimated total population)\(^\text{10}\).
- There was a 21% increase in the number of adults with a physical disability receiving social care services funded by the council between 2014/15 and 2016/17.
- There was a 11% increase in the number of people residing in care homes between 2014/15-2016/17.
- There was a 22% increase in the number people accessing community based services between 2014/15-2016/17\(^\text{11}\).

Carers

- 19,985 people in the borough identified as unpaid Carers according to 2011 Census data\(^\text{12}\).
- Of the identified carer population per week, 67% provide between 1 and 19 hours of unpaid care, 15% provide between 20 and 49 hours and 20% spend a very significant portion of time caring for others for 50 hours or more a week.
- Overall, 15% of people aged 65 and over are providing unpaid care\(^\text{13}\).

---

\(^\text{10}\) Projecting Adults Needs and Service Information System, May 2016
\(^\text{11}\) Council Client Information Database
\(^\text{13}\) Council Client Information Database
Market Headlines

- The council is exploring the potential move from a time and task to a developmental outcome-based commissioning model of home care, as demand is anticipated to increase.
- The council will continue to explore alternative accommodation options such as extra care to minimise placements in residential care settings (where appropriate), in order to support people to maintain independence.
- The council will look to achieve greater efficiencies through prevention and wellbeing services.
- The council will continue to strengthen its integrated and strength based approach to commissioning preventative services, primarily from local voluntary sector organisations.
- The council will continue to actively promote Direct Payment uptake to support service user choice and control over the care and support they receive.
- There is an expectation for providers to offer a wider range of personalised and bespoke services including access to personal assistants that can be commissioned via personal budgets and Direct Payments, which will also benefit service users wishing to pool their budgets to buy services collectively.
- The council expects providers to invest in the development and retention of their workforce to support stability of the market and quality of service provision.
- There is an expectation that providers will encourage and find innovative ways of utilising assistive and digital technologies in delivering care and support.
- The council would like to see services that are dementia friendly.
- The council would like to see the development of meaningful day activities that cater for the specific needs of service users with complex needs.

Commissioning intentions

To ensure that we are delivering appropriate services to meet individual's needs, the council continues to review, re-design and commission services where appropriate.

As part of the Shared Staffing Arrangement, moving forward we will be looking to jointly commission services, where appropriate, across Richmond-upon-Thames and Wandsworth.

**Services commissioned during 2017/18:**
- Direct Payment Support Services – joint procurement with Richmond-upon-Thames
- Supported Employment Service – joint procurement with Richmond-upon-Thames
- Integrated Sexual Health Services – joint procurement with Richmond-upon-Thames
Recommissioning of services that are underway:
  • Home care Services
  • Extra Care Services

Services to be reviewed (subject to change):
  • Carers Services
  • Advocacy Services – joint procurement across both boroughs
  • Substance Misuse Services
  • Learning Disability Services
  • Supported Housing - Learning Disability and Mental Health

Current state of the Social Care Market

Market Overview
The Care Act 2014 sets out a future in which local authorities have a central role in shaping and developing a high quality, diverse and affordable social care market. For providers, this means a shift away from the council directly purchasing care, to a greater diversity of individually purchased services by self-funders and those with personal budgets, to receive services that best suit their need. Providers need to rise to this challenge to offer flexible, responsive and innovative services that are adaptable to meet the needs of everyone, not just those whose care and support is directly funded by the council.

Residential and nursing care

Where are we now?
Between 2014/15 and 2016/17, there was a 9% reduction in the numbers of service users funded by Adult Social Services living in care homes and a 17% increase in the number of service users receiving community-based services. The table below outlines these figures across all service user groups):

<table>
<thead>
<tr>
<th></th>
<th>2014-15</th>
<th>2015-16</th>
<th>2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total No. of Users</td>
<td>3913</td>
<td>4005</td>
<td>4275</td>
</tr>
<tr>
<td>Total No. in a Care Home</td>
<td>1181</td>
<td>1080</td>
<td>1073</td>
</tr>
<tr>
<td>Total No. in Community</td>
<td>2732</td>
<td>2925</td>
<td>3202</td>
</tr>
</tbody>
</table>

According to CQC data, there are 11 nursing homes in the borough with a total of 920 beds, although some of these beds may not be categorised as nursing. In addition, there are 23 residential homes in the borough with a total of 333 beds.

---

14 Council Client Information Database
15 CQC Local Authority: Wandsworth, Social Care Org, 1 October 2017
The graph below gives an overview of active locations in Wandsworth providing the following services:

**NB Locations can provide more than one service**

Self-funders are estimated to account for 51% of the local care home market. This is higher than the London average of 41%. In terms of the self-funder market share, Wandsworth is similar to local authorities in outer South London (54% average)\textsuperscript{16}.

The CQC reported a 10-20% reduction in the number of nursing care beds between April 2015 – April 2017 in the borough\textsuperscript{17}. The figures below highlight the percentage change in numbers of nursing home beds in London during this period.

\textsuperscript{16} Wandsworth care home market analysis and benchmarking report (2015)  
\textsuperscript{17} The state of health care and adult social care in England 2016/17 (CQC)
Quality of Care
The council is committed to working with providers who demonstrate that services meet high quality standards. In March 2018, 20% of care homes in England were rated inadequate or requires improvement by the CQC.18 Wandsworth Council is promoting a robust quality assurance approach with providers to raise standards of care.

Where are we going: Commissioning Intentions
In future, providers will need to be able to respond to trends such as increases in the number of people with dementia, the need for personalisation, (such as step-down and step up support), the need for a continuum of care with mixed provision (for example combining housing with care) and making the most of technological advances (better use of assistive technology).

Although the number of placements in care homes may reduce or remain static as people want to remain at home for as long as is safely possible, there is a need for more specialist care such as dementia care and care for people with complex physical needs.

Home Care
Where are we now
In 2016/17, 1,994 service users received home care in Wandsworth. During this period 678,000 hours were commissioned by the council. The total volume of home care purchased by the council has increased by 33% over the last three years (2014-17).19 The council currently purchases home care services from approximately 45 providers.

18 ‘Care Home Performance Across England’, Independent Age, March 2018
19 Council Client Information Database
Certain types of home care package have been particularly difficult to source. These include packages to support people with complex support needs, often requiring ‘double up’. The demand for these packages has increased as the council moves towards supporting increasing numbers of people with high and complex support needs to remain in their own homes. The pattern of increased demand has been replicated in extra care housing schemes where additional hours of support have been commissioned to support increasingly frail older people.

Where are we going: Commissioning Intentions
The council is exploring the potential move from a time and task to an outcome-based commissioning model of home care, as demand for home care is anticipated to increase. This is in line with the council’s strategic position of supporting people to live independently in their own homes for longer.

Voluntary and Community Services

Where are we now?
The Care Act sets out the responsibility for local authorities to ‘prevent, reduce and delay needs’20. The council currently funds community and voluntary sector organisations to provide preventative services through a number of individual contracts, with funding in part being provided through the Improved Better Care Fund. The largest area of the council’s current spend on voluntary sector preventative services, relates to the open access day centres.

Where are we going? Commissioning Intentions
Between January and March 2018, the council undertook consultation around the future model for commissioning of voluntary and community based services. The ambition is to secure a more integrated wellbeing and prevention ‘offer’, based on closer working between the different voluntary sector providers and fully imbedding services within local communities across Wandsworth, unlocking the resources and strengths of those communities.

The outcome of the consultation process is being reviewed and detailed commissioning plans will be brought forward later in 2018.

Personalisation and Direct Payments

Where are we now?
Personalisation means recognising people as individuals who have strengths and preferences, putting them at the centre of their own care and support, and providing personal budgets. The Care Act states that councils need to assign a personal budget to all people who wish to have one and who are eligible for support. Local authorities offer people who qualify for services the option of having a Direct Payment (DP) where this is appropriate.

Where are we going: Commissioning Intentions
The council will continue to actively promote Direct Payment uptake to support service user choice and control over the care and support they receive. There is an expectation that providers offer a wider range of personalised and bespoke services including access to personal assistants that can be commissioned via personal budgets and Direct Payments, which can also benefit people who wish to pool budgets to buy services collectively.

Social Care Workforce
One of the biggest challenges to ensuring quality and market stability is a sustainable workforce. We want to work with providers who invest in their workforce and provide attractive employment offers with career development and training opportunities.

Skills for Care produced a report on the adult social care workforce in August 2017, which found that in Wandsworth, there is an estimated turnover rate for social care staff of 38% which is higher than the region average of 24% and the national average of 28%.

It estimated that in Wandsworth, 8.8% of roles in adult social care were vacant, giving an average of approximately 500 vacancies at any one time. This vacancy rate was similar to the region average, at 8.4% and higher than the national average of 6.6%.

Skills for Care estimates show that 51% of the workforce in Wandsworth hold a relevant adult social care qualification (52% in London and 50% in England).

Of those workers without a relevant adult social care qualification, 42% had five or more years of experience in their current role, 95% had completed an induction and 68% had engaged with the Care Certificate.

More information published by Skills for Care is available here.
Providers we want to have in our local market

We want to work with providers who meet the values that underpin our ethos for service delivery and meet the following expectations:

- Have high quality standards and actively develop services in partnership with service users;
- Are prepared to challenge the prevailing norms and embrace innovation to improve the quality of care;
- Embrace modern technology including assistive and digital technology to improve quality of life for individuals;
- Measure success in outcomes for the individual, rather than outputs and inputs, and can evidence how and what outcomes service users have met;
- Focus on preventing, delaying and reducing the need for care;
- Have a ‘local offer’ so that people can get care and support close to home;
- Understand and have embedded the principles of person centred care and planning into their day to day practice;
- Are demonstrably prepared to invest in their workforce and provide attractive employment offers with career development and training opportunities;
- Deliver services which promote enablement, self-management, independence, choice and control;
- Work closely with other providers as well as the voluntary and community sectors;
- Provide safe, high quality, services which are cost effective and value for money;
- Adopt a strength based approach.
Older people

What we want for our residents

We will support older people to remain independent for as long as possible so that our older residents can stay active in both their decision making and in terms of their lifestyle. Active ageing helps to ensure longer healthy life expectancy and quality of life for all people as they age. We will bring together a more co-ordinated ‘offer’ so older people know about the wide range of support available to them.

The council wishes to see a general move away from intensive support models such as residential and nursing care to care packages that encourage greater independence. We are committed to supporting more people to live at home. However, it has been noted that there was a slightly increased demand for residential and nursing care in 2016/17 compared to 2015/16 and that this demand may increase further in the future due to demographic changes. Therefore, the council will ensure that provision of these services meets demand levels going forward.

Overview of Current Activity

The table below gives an overview of total number of service users supported between 2014/15 – 2016/17:

<table>
<thead>
<tr>
<th></th>
<th>2014-15</th>
<th>2015-16</th>
<th>2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total No. of Users</td>
<td>2078</td>
<td>2116</td>
<td>2293</td>
</tr>
<tr>
<td>Total No. in a Care Home</td>
<td>654</td>
<td>565</td>
<td>587</td>
</tr>
<tr>
<td>Total No. in Community</td>
<td>1424</td>
<td>1551</td>
<td>1706</td>
</tr>
</tbody>
</table>

---

23 Council Client Information Database
24 Excludes Telecare

24 Adult Social Care Market Position Statement
Demand, Supply and Future Trends

The graphs below give an overview of the number of service users in receipt of services funded by the council over the last three financial years.

**Care Homes and Extra Care**

![Graph showing the number of service users in receipt of care services over the last three financial years.](image)

**Community based services**

![Bar chart showing the number of service users in receipt of community-based services over the last three financial years.](image)

---

24 Council Client Information Database
25 Council Client Information Database
Care Homes

Supply: As of October 2017, there were, 11 nursing care homes with 920 beds and 11 residential care homes with 212 beds which provision specifically for older people (alongside other client groups), in the borough\(^{26}\). (It should be noted that sometimes service users will not be placed in homes catering specifically for their service user group depending on co-morbidities, level of need and demand at the time of the placement.)

Current Use: In 2016/17 placements in residential care for older people were funded at 15 homes in the borough and 60 homes outside of the borough. For nursing care, stays were funded at 14 homes in the borough and at 54 homes outside of the borough. There were a total of 587 care home placements for older people in 2016/17, 477 in the borough (81%) and 110 (19%) outside of the borough.

The total number of people aged over 65 who are supported by Adult Social Care in residential care reduced between 2014/15 and 2016/17 (by 15% over the period), however there was an increase in the number of people aged over 85 accessing this form of support between 2015/16 and 2016/17 (9%). It is difficult to judge whether this increase is a trend or a one-off occurrence.

Between 2014/15 and 2016/17 there was a 7% reduction in the number of service users aged over 65 living in nursing care. However, there was an increase in the number of service users accessing nursing care between 2015-16 and 2016-17 (6%)\(^{27}\).

If future uptake of residential and nursing care is in line with projected population increases then there will be a 7% increase in the amount of older people living in residential and a 7% increase in those living in nursing care by 2020.

<table>
<thead>
<tr>
<th>Total Number of Service Users in Residential Care</th>
<th>Total Number of Service Users in Nursing Care</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Graph" /></td>
<td><img src="image2.png" alt="Graph" /></td>
</tr>
</tbody>
</table>

Extra Care

Supply: In Wandsworth, the council is actively promoting extra care housing as an alternative to residential care. The aim of extra care is to promote independence, with people being able to access support for personal care needs whilst maintaining independence. Extra care is designed to be flexible and responsive, and to promote social inclusion. There are currently three extra care schemes within Wandsworth comprising of a total of 144 self-contained flats.

\(^{26}\) Care Quality Commission, October 2017

\(^{27}\) Council Client Information Database
**Current Use:** In 2016/17, 150 service users whose care was funded by the council were living in extra care accommodation. 127 (85%) of these service users were older people (over 65).

Between 2014/15 and 2016/17 there was a 49% increase in the number of service users aged over 65 living in extra care accommodation, suggesting there is an increased demand. However, there has also been an increase in supply with one new scheme opening within the borough in October 2015, which may also account for the increased uptake.

If future uptake is in line with projected population increases there will be a 6% increase in the number of older people living in extra care accommodation by 2020.

Increased life expectancy means older people may spend a decade or more in extra care schemes which bring together housing and care professionals to share innovative thinking and practice in the field of support. As well as the three extra care schemes currently operating within the borough being re-commissioned in 2018/19, there are two new extra care schemes being developed which are anticipated to open in 2020/21. Each of the new schemes will contain approximately 40 additional flats provisioned for people whose care is funded by Adult Social Services.

**Day Opportunities**

**Supply:** There are currently two day centres in Wandsworth which provide services for older people. These centres provide a range of activities and support and require referral from Adult Social Services to access.

**Current Use:** Between 2014/15 and 2016/17, there was a 28% increase in the number of service users aged over 65 receiving support through day opportunities, suggesting demand amongst older people for these services is increasing. If future uptake of support through day opportunities is in line with projected population increases there will be a 6% increase in the number of older people receiving support through these services by 2020.
Home Care
**Current Use:** Between 2014/15 and 2016/17 there was a 19% increase in the number of service users aged over 65 receiving support through home care, suggesting demand amongst older people is increasing. If future uptake of home care is in line with projected population increases there will be a 10% increase in the number of older people receiving this form of support by 2020.

Respite Care
**Current Use:** Between 2014/15 and 2016/17 there was a 10% reduction in the number of service users aged over 65 receiving respite care. However, there was a 16% increase between 2015/16 and 2016/17, suggesting demand for this service amongst older people may be stabilising. If future uptake of respite care is in line with projected population increases there will be a 6% increase in the number of older people receiving this form of support by 2020.

Telecare
**Current Use:** Between 2014/15 and 2016/17 there was a 219% increase in the number of service users aged over 65 receiving Telecare services, suggesting there is an increased demand for assistive technologies for older people, which is in line with the council’s ambition to increase the use of assistive technologies to meet care needs. If future uptake of Telecare is in line with projected population increases there will be a 6% increase in the number of older people receiving this form of support by 2020.
Direct Payments

Current Use: Between 2014/15 and 2016/17 there has been a 26% increase in uptake of Direct Payments amongst older people. However, there was an 8% reduction in the number of Direct Payment recipients between 2015/16 and 2016/17\(^3\), suggesting the demand for Direct Payments amongst older people is stabilising. If future uptake of Direct Payments is in line with projected population increases there will be a 6% increase in the number of older people receiving a Direct Payment by 2020.

Future need

Changes in demographics may impact on future demand for service provision.

- Wandsworth has a lower proportion of older people within its population (9% over the age of 65) than both London and England as a whole (12% and 18% respectively).
- The over 65 population is however, expected to rise, and by 2035 it is estimated that there will be 45,500 older people (compared to 30,000 currently) living in the borough, which would account for 12% of the estimated total population.
- In total this equates to a 52% rise in the over 65 population within Wandsworth by 2035. This is greater than the percentage increase in the over 65 population in England which is estimated to be 44%, but less than the total percentage increase for London as a whole which is estimated to be 58%.

(All data from Projecting Older People Population Information System, May 2016)
**Over 65s population projections Wandsworth 2017 - 2035**

Data source: Projecting Older People Population Information System, May 2016

**Population Profile**

The ongoing and growing challenge that an ageing population has on a local Adult Social Care Department is widely reported and is indicated in Wandsworth by a number of measures:

- In 2017 it was estimated that in Wandsworth 7,137 people aged 65 and over had a long term condition which will limit their day to day activities a little and 7,111 will have a long term condition which will limit their day to day activity a lot. By 2035 it is predicted these figures will be 10,849 and 11,066 respectively, representing 52% and 56% increases.

- In 2017 it was estimated that 10,960 people aged over 65 in Wandsworth were living alone. This is predicted to increase to 16,600 by 2035 a 51% increase.

- In 2017 it was estimated 3,555 people aged over 65 in Wandsworth were providing unpaid care. This is due to increase to 5,326 by 2035 an increase of 50%.

- In 2017 it was estimated 12,142 people aged over 65 in Wandsworth were not able to manage at least one domestic task. By 2035 it is predicted this figure will be 18,755, a 54% increase.

- In 2017 it was estimated 9,937 people aged over 65 in Wandsworth were not able to manage at least one self-care activity. By 2035 it is predicted this figure will be 15,323, a 54% increase34.

---

34 Projecting Older People Population Information System, May 2016
With regards to older people the Wandsworth JSNA 2017-18 states:

- Almost a fifth of older people are on low incomes.
- Almost 10% of older people living in Wandsworth are estimated to be socially isolated.
- An average person can expect fifteen years of deteriorating health in old age.
- Life expectancy is 9.3 years lower on average for men and 4.5 years lower for women living within the most deprived areas of the borough compared to the least deprived areas.
- The rate of hospital admissions for injuries due to falls in those aged 65 and over is significantly higher than the national and regional averages. This has increased from 2,748 per 100,000 in 2015/16 to 2,857 per 100,000 in 2016/17.
- Life expectancy is lower for people aged over 65 in Wandsworth than in London as a whole.

The accumulated impact of behaviours and exposures earlier in life, combined with functional decline lead to increased levels of disease in older people. Although it is often reported that people are generally living longer, healthy life expectancy is far shorter than overall life expectancy.\textsuperscript{35}

\textsuperscript{35} Wandsworth Joint Strategic Needs Assessment, 2017
Dementia

What we want for our residents

Dementia is an umbrella term for a range of progressive disorders affecting the brain, the most common of which are Alzheimer's disease and vascular dementia. It is most common in those over 65 years of age. Dementia results in a progressive decline in multiple areas of cognitive function, including memory, reasoning, communication skills and the skills needed to carry out daily activities.

Some people may also develop behavioural and psychological symptoms such as depression, psychosis, aggression, and eating problems, which can challenge the skills and capacity of carers and services (London Borough of Richmond upon Thames Joint Dementia Strategy 2016/21, 2016).

The council wants to help foster a dementia friendly community where people can live independently for longer and with a better quality of life.

Population Projections

[Graph showing population projections for different age groups predicted to have dementia from 2017 to 2035]
• In 2017 it was estimated 2,027 people aged over 65 in Wandsworth had dementia. By 2035 it is predicted this figure will be 3,309, a 63% increase.
• In 2017 it was estimated 1,299 women aged over 65 in Wandsworth had dementia. By 2035 it is predicted this figure will be 2,017, a 55% increase.
• In 2017 it was estimated 728 men aged over 65 in Wandsworth had dementia. By 2035 it is predicted this figure will be 1,291, a 77% increase.
• In 2017 it was estimated that 7% of the total over 65 population had dementia. In 2035 it is predicted this figure will stay stable at 7%.

Care Homes
There are 5 residential care homes with 99 beds and 10 nursing care homes with 890 beds which provide care for people with dementia in Wandsworth.

36 Care Quality Commission, October 2017
Learning Disability

What we want for our residents

All people should have the opportunity to be active citizens, live a meaningful life and make contributions to the community of which they are part of.

The focus of the commissioning model for learning disability services is to reduce reliance on residential care, moving service users towards supported living and greater independence where possible, with fewer out of borough placements. In addition, the council encourages the provision of meaningful daytime activities and life skill development opportunities with stronger pathways towards a measurable outcome.

There is a drive to develop and increase employment and supported employment opportunities increasing the number of people with learning disabilities who are in paid (full or part time) employment or voluntary roles. The council wishes to see services that cater for both the younger learning disability population with more complex needs that are transitioning and ageing cohort of people with learning disabilities.

Overview of current activity

The table below gives an overview of total numbers of service users aged 18+ supported between 2014/15 – 2016/17.

<table>
<thead>
<tr>
<th></th>
<th>2014-15</th>
<th>2015-16</th>
<th>2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total No. of Users</td>
<td>879</td>
<td>912</td>
<td>941</td>
</tr>
<tr>
<td>Total No. in a Care Home</td>
<td>295</td>
<td>297</td>
<td>289</td>
</tr>
<tr>
<td>Total No. in Community</td>
<td>584</td>
<td>615</td>
<td>652</td>
</tr>
</tbody>
</table>

In 2016/17, 81% of service users in a care home were aged 18-64 and 19% of service users were aged 65-84. No learning disability service users were aged 85+.

38 Excludes telecare
39 Council Client Information Database
Demand, supply and future trends

The graphs below give an overview of the number of service users, age 18+, in receipt of services over a three-year period:

**Residential, Nursing and Extra Care**

![Graph showing Residential, Nursing and Extra Care]

**Community-based services and Direct Payments**

![Graph showing Community-based services and Direct Payments]

---

40 Council Client Information Database
41 Council Client Information Database
Care Homes

**Supply:** In October 2017, there were 8 specialist independent learning disability care homes in the borough, which provision for 80 people, all of which are available on a spot purchase basis. Some of these beds will be used by other local authorities. There are no learning disability specialist nursing homes in Wandsworth. Most older people with a learning disability requiring nursing care are in residential care or older people’s services.

**Current use:** In 2016/17, placements in residential care for service users with learning disabilities were funded at 15 homes inside of the borough and 160 homes outside of the borough. For nursing care, stays were funded at 2 homes within the borough and 9 homes outside the borough. There were a total of 289 learning disability care home placements in 2016/17, 82 in the borough and 207 outside of the borough.

Between 2014/15 – 2016/17 the total number of service users with a learning disability living in residential care saw a slight increase in the 65-84 age band and slight decrease in the 18-64 age band. Overall number of service users with a learning disability in residential care during this period remained fairly static. If future uptake of residential care is in line with projected population increases then there will be a 5% increase in the number of people with a learning disability living in residential care by 2020.

There were fewer service users with a learning disability living in nursing care, and between 2014/15 – 2016/17, numbers remained fairly static, suggesting demand is stable. If future uptake of nursing care is in line with projected population increases then there will be no change in the amount of people with a learning disability living in residential care by 2020.

<table>
<thead>
<tr>
<th>Total Number of Service Users in Residential Care</th>
<th>Total Number of Service Users in Nursing Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Bar Chart for Residential Care Users]</td>
<td>![Bar Chart for Nursing Care Users]</td>
</tr>
</tbody>
</table>

---

42 Care Quality Commission, October 2017
43 Council Client Information Database
Supported Living
Supply: There are 217 supported living units in the borough, 69 individual properties and shared accommodation that can accommodate 148 service users.

There are an additional 18 units in the pipeline for development into supported housing, 9 to be council-owned and 9 owned by a private developer. These units will support learning disability and physical disability service users.

Current use: In 2016/17, there were 195 supported living/accommodation placements funded by the council for service users with a learning disability. This comprised of 113 placements within the borough and 82 outside the borough using 37 different suppliers.

Most service users with a learning disability living in supported living arrangements are aged between 18-64 (81% of the total number of service users in 2016/17). The total number of service users in supported living accommodation remains unchanged between 2014/15 – 2016/17 at 195\(^4\), suggesting demand is stable amongst people with a learning disability, and that demand levels are below supply. If future uptake of supported living accommodation is in line with projected population increases there will be a 3% increase in the number of people with a learning disability living in these arrangements by 2020.

Home Care
Current use: The number of service users with a learning disability receiving home care has increased by 32% between 2014/15 – 2016/17 with the largest increase in the 18-64 age band\(^5\), which suggests that there is an increasing level of demand for home care. If future uptake of home care is in line with projected population increases the number of people with a learning disability receiving this form of support by 2020 will remain fairly static.

---

\(^4\) Council Client Information Database
\(^5\) Council Client Information Database
Supported Employment

**Supply:** A new, single, joint contract for a supported employment service in Richmond-upon-Thames and Wandsworth commenced in January 2018. The service is for adults with a learning disability, autistic spectrum disorder, sensory and physical disabilities and severe mental health conditions. The new service includes an Employment Support HUB service, providing satellite ‘drop in surgeries’ in each borough and ensuring clear pathways for service users and links to other providers. The new service is expected to receive 250 referrals per annum across all service user groups.

Day Opportunities

**Supply:** Two outdated ‘traditional’ day services have been closed and three new centres have opened across the borough, including a new high specification day facility for people with higher needs. The independent sector in this area has continued to grow and an increasing number of people purchase a mix of day support with their Direct Payment or personal budget.

**Current use:** The total number of learning disability service users supported through day opportunities remained fairly static between 2014/15 (378) – 2016/17 (383), suggesting demand for this service is stable. Most service users receiving care through day opportunities are aged 18-64 (87% in 2016/17)\(^46\).

If future uptake of support through day opportunities is in line with projected population increases there will be a 2% increase in the number of people with a learning disability receiving support through these services by 2020.

---

\(^{46}\) Council Client Information Database

\(^{46}\) Council Client Information Database
Respite care

Supply: One provider in the borough provides 7 beds, 2 of which are for emergencies. There are also currently 21 respite carers in Wandsworth as part of the Shared Lives initiative. In addition, service users can also arrange holidays through day providers. Day services also act as respite for service users who live at home with family. One residential home also offers a respite facility in the borough.

Current use: Most service users who have received respite care were aged between 18 and 64. The total number of service users in respite remained static between 2014/15 – 2016/17 at 54\(^47\), suggesting that demand for this service is stable amongst this client group. If future uptake of respite care is in line with projected population increases the number of people with learning disabilities receiving this form of support by 2020 will remain fairly static.

Direct Payments

Current use: 32% of the total number of Direct Payment recipients are service users with a learning disability. The number of learning disability services users in receipt of Direct Payments has increased by 86% between 2014/15 – 2016/17, suggesting an increased demand amongst this client group, which is in line with the council’s strategic aims. Most service users receiving Direct Payments are aged between 18-64 and the largest increase in uptake was in this age band\(^48\).

Direct Payments allow service users greater choice and flexibility to commission their own care and support, including benefitting from various day opportunities and employing personal assistants to provide a range of personal help and support at home and in the community.

If future uptake of Direct Payments is in line with projected population increases there will be a 2% increase in the number of people with a learning disability receiving a Direct Payment by 2020.

\(^{47}\) Council Client Information Database

\(^{48}\) Council Client Information Database
Future need

Changes in demographics may impact on the demand for services.

- In Wandsworth, 6,311 people are estimated to have a learning disability.
- The number of those aged 18+ estimated to have a learning disability in Wandsworth in 2017 is set to increase by 13% by 2035.
- The number of those aged 18+ estimated to have a moderate or severe learning disability is set to increase by 12% by 2035.

(Data from Projecting Adults Needs and Service Information, May 2016)

**Residential, Nursing and Extra Care**

<table>
<thead>
<tr>
<th>Year</th>
<th>18-24</th>
<th>25-34</th>
<th>35-44</th>
<th>45-54</th>
<th>55-64</th>
<th>65-74</th>
<th>75-84</th>
<th>85+</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017</td>
<td>681</td>
<td>2,189</td>
<td>1,406</td>
<td>865</td>
<td>546</td>
<td>358</td>
<td>193</td>
<td>73</td>
</tr>
<tr>
<td>2020</td>
<td>681</td>
<td>2,159</td>
<td>1,473</td>
<td>889</td>
<td>601</td>
<td>375</td>
<td>205</td>
<td>79</td>
</tr>
<tr>
<td>2025</td>
<td>680</td>
<td>2,109</td>
<td>1,522</td>
<td>931</td>
<td>681</td>
<td>397</td>
<td>237</td>
<td>95</td>
</tr>
<tr>
<td>2030</td>
<td>770</td>
<td>2,029</td>
<td>1,511</td>
<td>1,009</td>
<td>717</td>
<td>463</td>
<td>262</td>
<td>110</td>
</tr>
<tr>
<td>2035</td>
<td>799</td>
<td>2,117</td>
<td>1,476</td>
<td>1,053</td>
<td>748</td>
<td>527</td>
<td>287</td>
<td>141</td>
</tr>
</tbody>
</table>

**Community-based services and Direct Payments**

- Moderate or severe learning disability
- Severe learning disability
- Moderate/severe and living with a parent
- Down's syndrome
- Challenging behaviour
- Autistic spectrum disorders
Autism

What we want for our residents

Young people and adults with Autistic Spectrum Conditions (ASCs) living in Wandsworth should be able to live fulfilling and rewarding lives within a society that accepts and understands them. People should be able to receive a diagnosis and any support required. People with ASCs can depend on mainstream public services to treat them fairly as individuals.

There is a drive to develop and increase employment and supported employment opportunities, to encourage people with learning disabilities, including autism, into paid (full or part time) employment or purposeful and meaningful voluntary roles.

Overview of activity

There are currently around 140 adults with ASCs receiving services funded by Adult Social Services.

Demographics

It is important to note that changes in demographics may impact demand on services

- The most recent estimates on the prevalence of ASCs in adults in England indicate that around 1.1% of people have ASCs. The rate is currently estimated to be higher in men (2.0%) compared to women (0.3%). (Brugha T et al. 2012 Estimating the Prevalence of Autism Spectrum Conditions in Adults: Extending the 2007 Adult Psychiatric Morbidity Survey The Health and Social Care Information Centre, Social Care Statistics, 2012).

- The overall prevalence rate translates to roughly 1 person in every 90, and is similar to the number of people that have dementia.

- The number of adults with ASCs in Wandsworth for 2020 and 2030 (using base data of 2015), show that there is an expected increase of 5.1% until 2020 and 14% until 2030 from current estimates. (Council Client Information Database)

Estimates of numbers of Wandsworth residents with ASC based on population estimate for 2015:

<table>
<thead>
<tr>
<th>Population</th>
<th>Prevalence of ASC</th>
<th>Estimated number with ASC</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>18 yrs and over</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>121,200</td>
<td>2.00</td>
</tr>
<tr>
<td>Female</td>
<td>135,500</td>
<td>0.30</td>
</tr>
<tr>
<td>All</td>
<td>256,700</td>
<td>1.10-1.15</td>
</tr>
<tr>
<td><strong>Under 18 yrs</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All</td>
<td>89,600</td>
<td>1.10-1.15</td>
</tr>
</tbody>
</table>
Mental health

What we want for our residents

All people should have opportunities to allow them to be active citizens, live a meaningful life and make positive contributions to the community they are part of. Services and support must focus on helping people who have experienced a mental health problem to be as independent as possible. We want to see more people choosing the support they want from a greater range of services. We will support people to achieve their aspirations, such as staying in or returning to work.

The commissioning model for mental health services is to have services in place which promote recovery and enable people to live fulfilled and independent lives in the community. There is a drive to develop and increase employment and supported employment opportunities (full or part time) and voluntary roles. The council wishes to see a greater range of services that service users can purchase using a Direct Payment.

In addition, the council also acknowledges that a greater understanding of how we can best support residents with neurological conditions is required. Even though, 14% of Adult Social Services budgets in England were spent on services for people with neurological conditions in 2013/14 (Health and Social Care Information Centre, Personal Social Services: Expenditure and Unit Costs Return, 2013/14 final release, December 2014), data around these residents is limited and often relates only to hospital rather than community based care.

We intend to work with colleagues within the CCG and Public Health in order to best understand the needs of this client group and ensure these are met going forward.

Overview of current activity

The table below gives an overview of total number of people, age 18+, supported by services between 2014/15 – 2016/17.

<table>
<thead>
<tr>
<th></th>
<th>2014-15</th>
<th>2015-16</th>
<th>2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total No. of Users</td>
<td>543</td>
<td>528</td>
<td>542</td>
</tr>
<tr>
<td>Total No. in a Care Home</td>
<td>197</td>
<td>181</td>
<td>158</td>
</tr>
<tr>
<td>Total No. in Community 49</td>
<td>346</td>
<td>347</td>
<td>384</td>
</tr>
</tbody>
</table>

In 2016/17, 57% of service users in a care home were aged 18-64, 40% of service users were aged 65-84 and 3% of service users were aged 85 or over 50.

49 Excludes telecare
50 Council Client Information Database
Demand, supply and future trends

Residential, Nursing and Extra Care

Community-based services and Direct Payments

---

51 Council Client Information Database
52 Council Client Information Database
Care Homes

Supply: There were 14 care homes in the borough with provision for service users with mental health conditions, comprising of 10 residential and 4 nursing homes.

Current use: In 2016/17, there were a total of 158 mental health care home placements, 59 in borough and 99 out of borough.

Between 2014/15 – 2016/17 the number service users with a mental health condition in residential care reduced by 24% with the largest reduction in the 18-64 age band. If future uptake of residential care is in line with projected population increases the number of people with a mental health condition living in residential care by 2020 will remain fairly static.

There were fewer service users with mental health needs living in nursing care homes between 2014/15 – 2016/17 although total numbers in this service over this period remained fairly static, suggesting demand is stable. If future uptake of nursing care is in line with projected population increases then the number of people with a mental health condition living in residential care by 2020 will also remain fairly static.

Total Number of Service Users in Residential Care

Total Number of Service Users in Nursing Care

---

13 Care Quality Commission, October 2017
14 Council Client Information Database
**Supported Living**

**Supply:** There is a range of accommodation and floating support for service users with mental health needs in the borough, including 73 places in longer stay services and 342 places in short stay services\(^\text{55}\).

**Current use:** In 2016/17, there were 97 supported living/accommodation placements funded for service users with mental health needs. This comprised 54 placements within the borough and 43 outside the borough using 23 different providers.

Most service users with a mental health condition living in supported living arrangements are aged between 18-64 (94% in 2016/17). The number of service users with a mental health condition living in supported living arrangements increased by 15% between 2014/15 and 2016/17\(^\text{56}\), suggesting demand for this form of accommodation is increasing amongst this client group.

If future uptake of supported living accommodation is in line with projected population increases the number of people with a mental health condition living in supported living accommodation by 2020 will remain fairly static.

The council would like to ensure the provision of flexible non-housing related support services.

---

**Home Care**

**Current use:** The number of service users with a mental health condition receiving home care in 2016/17 was 24% higher than in 2014/15, suggesting demand for this form of support is increasing amongst this client group. All service users in receipt of home care were aged 18-84\(^\text{57}\).

If future uptake of home care is in line with projected population increases the number of people with a mental health condition receiving this form of support by 2020 will remain fairly static.

---

\(^{55}\) Includes own tenancies, landlord, provider-owned, and council-owned properties

\(^{56}\) Council Client Information Database

\(^{57}\) Council Client Information Database
Direct Payments

Current use: The number of service users with mental health needs in receipt of Direct Payments increased by 186% between 2014/15 – 2016/17, suggesting a significantly increased demand for Direct Payments amongst this client group, which is in line with the council’s strategic aims. Most service users receiving Direct Payments are aged between 18-64 and the largest increase in uptake was in this age band.

If future uptake of Direct Payments is in line with projected population increases the number of people with a mental health condition receiving a Direct Payment by 2020 will remain fairly static.

Day Opportunities

Supply: The local authority commissions a range of support from the voluntary sector and South West London and St George’s NHS Mental Health Trust for people with mental health needs, providing daytime activities which support recovery and self-management in the community. In addition, services support people with mental health needs to access and utilise mainstream services.

Current use: Whilst the number of service users with mental health needs supported through day opportunities has reduced by 45% between 2014/15 – 2016/17, which may suggest a decrease in demand for these services, there has been an increase in the uptake of Direct Payments to purchase a range of services which may include day opportunities.

If future uptake of support through day opportunities is in line with projected population increases the number of service users with a mental health condition receiving this form of support by 2020 will remain fairly static.

---

58 Council Client Information Database
Future need

Changes in demographics may impact on the demand for services.

**Demographics**

- In 2017, estimates indicated that there were 5,436,208 people aged 18+ with a common mental disorder in England.
- In Wandsworth, 37,678 people were estimated to have a common mental disorder.
- The number of those aged 18-64 estimated to have a common mental disorder is predicted to increase by 9% by 2035.
- Mental health problems affect about 1 in 10 children and young people. They include depression, anxiety and conduct disorder and often a direct response to what is happening in their lives. An estimated 2,800 children aged 5-16 have mental health disorders in Wandsworth.
- Figure 2 highlights the steady upward trend in mental health population projections in the 18-64 age bracket.

(Data from Projecting Adults Needs Service Information Systems, May 2016)
Mental health population estimations 18-64 (PANSI, 2016)
Physical and Sensory Disability (18-64)

What we want for our residents

All people should have the opportunity to be active citizens; able to live a meaningful life and make positive contributions to the community they are part of. People with a physical or sensory impairment have the same aspirations as everyone else. They would like to be independent, have a job, have their own home, make and keep friends, form relationships and choose what they do in their spare time. People with physical or sensory disabilities should be recognised as equal and enjoy the same life opportunities as others. We want services that actively work with people to define their goals and achieve them; services that consider the whole of a person’s life and to work with providers that know about other areas of provision and make links across the care landscape.

There are currently a lack of services targeted specifically at young people with a physical or sensory disability living in Wandsworth. Moving forward the council aspires to change this so that this group is better provisioned for, specifically around the following areas:

- Information and advice
- Access to adapted housing
- Use of assistive technologies
- Use of personal assistants and other innovative use of Direct Payments

Overview of current activity

The table below gives an overview of total numbers of service users supported between 2014/15 – 2016/17.

<table>
<thead>
<tr>
<th></th>
<th>2014-15</th>
<th>2015-16</th>
<th>2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total No. of Users</td>
<td>413</td>
<td>449</td>
<td>499</td>
</tr>
<tr>
<td>Total No. in a Care</td>
<td>35</td>
<td>37</td>
<td>39</td>
</tr>
<tr>
<td>Home</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total No. in Community</td>
<td>378</td>
<td>412</td>
<td>460</td>
</tr>
</tbody>
</table>

59 Council Client Information Database
60 Excludes Telecare
Demand, supply and future trends

The graphs below give an overview of the number of service users in receipt of services funded by the council between 2014/15 - 2016/17.

**Care Homes and Extra Care**

**Community Based Services, Telecare and Direct Payments**

---

61 Council Client Information Database
62 Care Quality Commission, October 2017
Care Homes

Supply: As of October 2017 there were 4 nursing care homes with 300 beds and 10 residential care homes with 176 beds in Wandsworth, which provision specifically for people with a physical or sensory disability (alongside other service user groups)63. (It should be noted that sometimes service users will not be placed in homes catering specifically for their service user group depending on co-morbidities, levels of need and demand at the time of the placement).

Current Use: In 2016/17 placements in residential care for people with a physical or sensory disability aged between 18 and 64 were funded at 2 homes in the borough and 13 homes outside of the borough. Nursing care placements were funded at 5 homes in the borough and at 11 homes outside of the borough. There were a total of 39 physical or sensory disability care home placements in 2016/17, 12 in the borough (31%) and 27 outside of the borough (69%).

Between 2014/15 and 2016/17 the number of service users with a physical or sensory disability aged 18-64 living in residential care remained relatively static with a small increase in numbers between 2014/15 and 2015/16 and a small decrease in 2016/17. If future uptake of residential care is in line with projected population increases then the number of service users with a physical or sensory disability living in residential care by 2020 will remain fairly static.

Between 2014/15 and 2016/17 there was a 28% increase in the number of service users with a physical or sensory disability aged 18-64 living in nursing care64, suggesting an increase in demand for this service amongst this client group, although numbers accessing this service remained low throughout the three-year period. If future uptake of nursing care is in line with projected living population increases then the number of service users with a physical or sensory disability living in nursing care homes by 2020 will remain fairly static.

63 Council Client Information Database
64 Council Client Information Database
**Extra Care**

**Supply:** Between 2014/15 and 2016/17 the number of service users with a physical or sensory disability aged 18-64 living in extra care accommodation remained relatively static with small increases in numbers each year\(^6\). If future uptake of extra care accommodation is in line with projected population increases there will be no change in the number of people with a physical or sensory disability living in extra care accommodation by 2020.

---

**Day Opportunities**

**Supply:** There are currently two specialist day centres within Wandsworth which provision specifically for service users with a physical or sensory disability (amongst other client groups). These centres provide a range of activities and support and require referral from Adult Social Services to access.

**Current use:** Between 2014/15 and 2016/17 the number of service users with a physical or sensory disability aged 18-64 receiving support through day opportunities remained relatively static with a small increase in numbers between 2014/15 and 2015/16\(^6\). If future uptake of care through day opportunities is in line with projected population increases the number of service users with a physical or sensory disability receiving support through these services by 2020 will remain fairly static.
Home Care

**Current use:** Between 2014/15 and 2016/17 there was a 31% increase in the number of service users with a physical or sensory disability aged 18-64 receiving support through home care⁶⁷, suggesting an increased demand for this service amongst this client group. If future uptake of home care is in line with projected population increases there will be a 4% increase in the number of people with a physical or sensory condition receiving this form of support by 2020.

Respite Care

**Current use:** Between 2014/15 and 2016/17 there was a 55% reduction in the number of service users with a physical or sensory disability aged 18-64 receiving respite care⁶⁸, suggesting there is a reduced demand for this service amongst this client group (although it should be noted numbers accessing this service were small throughout the three-year period). If future uptake of respite care is in line with projected population increases there will be no change in the number of service users with a physical or sensory condition receiving this form of support by 2020.

Telecare:

**Current use:** Between 2014/15 and 2016/17 there was a 118% increase in the number of service users with a physical or sensory disability aged 18-64 receiving telecare services⁶⁹, suggesting an increased demand for assistive technologies amongst people with a physical or sensory disability (although numbers accessing this technology remained small throughout the three-year period). If future uptake of Telecare is in line with projected population increases the number of service users a physical or sensory disability receiving this form of support by 2020, will remain fairly static.

---

⁶⁷ Council Client Information Database
⁶⁸ Council Client Information Database
⁶⁹ Council Client Information Database
Direct Payments:

Current Use: Between 2014/15 and 2016/17 there was a 29% increase in uptake of Direct Payments amongst people with a physical or sensory disability aged between 18 and 64\(^{10}\), suggesting an increased demand for Direct Payments amongst people with a physical or sensory disability, which is in line with the council’s strategic objectives. If future uptake of Direct Payments is in line with projected population increases there will be a 4% increase in the number of people with a physical or sensory disability receiving this form of payment by 2020.

Future need

Changes in demographics may impact on demand for service provision.

Physical Disability Prevalencey 2017 - 2035

Data Source: Projecting Adult Needs and Service Information, May 2016

---

\(^{10}\) Council Client Information Database
Carers

What we want for our residents

Our vision in Wandsworth is to raise awareness of the vital roles played by carers and young carers; to collectively provide good quality personalised support to carers, and young carers and those they care for; to build solid networks ensuring that carers and young carers know where to go for information and support; to enable carers and young carers to balance their own lives with their caring roles, and; to ensure that local service providers understand these needs and are committed to working together to meet them.

Carer Support Services in Wandsworth are currently provided through a contract with the local voluntary sector. This is likely to continue until 2020.

Overview of Current Activity

Although census figures are unlikely to capture the situation entirely they do provide a snapshot of local trends. The below outlines numbers of those providing unpaid hours of care per week:

<table>
<thead>
<tr>
<th>Population</th>
<th>Carer population (%)</th>
<th>No unpaid care</th>
<th>1-19 hours unpaid care</th>
<th>20-49 hours unpaid care</th>
<th>50+ hours unpaid care</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Total % of population</td>
<td>Total % of population</td>
<td>Total % of population</td>
<td>Total % of population</td>
</tr>
<tr>
<td>306,995</td>
<td>6.5</td>
<td>287,010 93.5</td>
<td>13,132 4.3</td>
<td>2,876 0.9</td>
<td>3,977 1.3</td>
</tr>
</tbody>
</table>

Supply

Carers Partnership Wandsworth (WBC): In 2015, a new carer support service, Carers Partnership Wandsworth, was jointly commissioned by Wandsworth council and CCG to support adult carers in Wandsworth. Services are grouped into five main areas:

- Advice, information and informal advocacy
- Peer support
- Respite and unplanned replacement care
- Back care and therapies
- Health and social care liaison and training

Current use

In 2016/17, there were 3,970 carers registered to Carers Partnership Wandsworth and 241 carers were supported through a personal budget or Direct Payment.

*2016/17 Workin*.qxp_Layout 1 14/08/2018 11:59 Page 55
Demographics

- Population of 314,544, 19,985 of which have identified as carers
- Estimated between 500 – 600 young carers (although measuring the number is difficult, in part because young carers often wish to remain hidden).
- 8.7% (1,719) of the carers in Wandsworth are under the age of 24.
- 15.5% (3,050) of carers are aged 65 or above.
- 75.8% of carers being of working age.
- Of these 19,985 carers, 3,631 (18.4%) reported having ‘fair’ health whilst
- 1,227 (6.2%) reported having ‘bad’ or ‘very bad’ health.
- Census results revealed that the number of people reporting ‘very good’ or ‘good’ health increased as the hours of care provided decreased.

JSNA

The Joint Strategic Needs Assessment 2017-18 (JSNA) for Wandsworth highlights the impact that changing demands, particularly in older people’s services, could have on carers. With the aging population and the drive to keep people at home for longer and out of hospital the focus for carers within the JSNA is to ensure that more carers receive an assessment of their own needs.

Similarly, the JSNA also recognises young carers as a vulnerable group with known inequalities in later life, though the number of young carers in Wandsworth is currently unknown. The JSNA highlights the need to increase identification of young carers, prevent young people from taking on inappropriate caring roles and ensure that young carers who have been identified are afforded the same educational and developmental opportunities as their peers who do not have caring roles.

The key priorities in Wandsworth for carers services are:

Identification and recognition

Adults: Working with local services to improve staff carer awareness and to improve our understanding of the local carer population to facilitate proportionate identification and support.

Young carers: Raise awareness within health and social care settings, among staff and service users, of young carers and the impact that caring can have on their development and day to day lives.
Realising and releasing potential
Adults: Support carers in understanding their rights around employment and benefits.
Young carers: Work closely with schools to improve processes for identifying young carers and understanding and meeting their needs.

Supporting carers and young carers to stay healthy

Adults: Support carers in accessing timely, personalised assessment, outcomes and reviews to ensure they can undertake their caring duties safely and within their limitations.

Young carers: Work proactively across Children’s and Adults’ Services to prevent children from taking on inappropriate caring roles and to ensure that outcomes of social care assessments are reflective of the appropriateness of each caring role that is maintained.

A life alongside caring
Adults: Help to reduce isolation for carers by providing personalised support to carers in accessing the full range of services to support carers in areas of their lives that are not directly related to their caring roles.

Young carers: Ensure that young carers have opportunities to meet and socialise with other young people, do homework and to ‘be children’.
Conclusion

Next steps

High quality, personalised care and support can only be achieved when there is a vibrant, responsive market of service providers (Care Act, 2014). The Market Position Statement is the council’s starting point for fulfilling our market shaping duties and developing strong partnerships with providers and stakeholders to ensure collective and effective service design and delivery.

The council encourages and would like to signpost providers to Care Place, which will be utilised by the local authority for ensuring up-to-date details for organisations as well as interaction purposes, for instance, updates on tender information.

Our intention is that the information in the Market Position Statement will support existing and prospective providers that deliver care and support in the borough to make effective, longer-term planning decisions, increase innovation in the market and develop different models of delivery to meet the needs of residents.

The council will continue to engage with the provider market through provider forums and feedback on the Market Position Statement is always welcomed at these events.
Adult Social Care
Market Position Statement
London Borough of Wandsworth