

# Slough Adult Social Care

Local Account 2019/20



# Introduction and welcome

Every year Slough Borough Council produces an annual report which summarises how Adult Social Care is helping to support and improve the lives of the most vulnerable people in our town. It outlines key facts and information including a summary profile of our population, the number of people accessing Adult Social Care services, the type of services they receive and how resources are allocated. The report also comments upon our performance and the areas where we continue to strive to improve further.

Although this report relates to the period April 2019 to March 2020, it would be impossible not to comment on the huge impact that Covid-19 has had upon the Adult Social Care workforce and our partners, as this has dominated our focus since the beginning of 2020. The residents of Slough and those working in it have and continue to be deeply affected by this pandemic. Together we have tirelessly continued to ensure that in line with both our Five Year Plan and Adult Social Care strategy, residents are supported to live as safely and independently as possible during these unprecedented times.

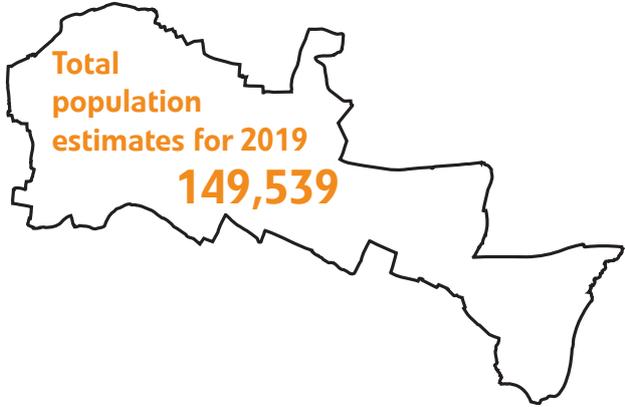
The impact of Covid-19 and the ongoing additional demands placed on Adult Social Care has led to this annual report being delayed this year, and it is also presented in a much more concise format. Nonetheless we do hope you find it useful in giving you a snap shot of Adult Social Care activity.

I am immensely proud of the dedication shown by those working within all areas of the council, our provider services, health, and other partners including community groups and local residents, pulling together tirelessly to respond to the crisis. As one of the local authorities with very high rates of Covid-19 infection and outbreaks, our coordinated 'One Slough' response has and continues to protect many of our most isolated and vulnerable residents, many of whom are known to Adult Social Care services. Sadly as a town we have had to deal with huge loss and much trauma. However I am confident that through the strength and commitment to our partnership working we will continue to pull together to respond to the pandemic, including ensuring strong and clear public health messages are targeted to all including our black and minority ethnic communities.

**Alan Sinclair**  
**Executive Director People (Adults)**



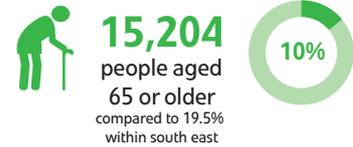
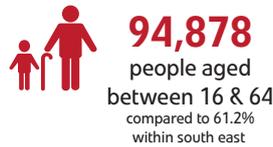
# Summary of Slough: our people



Male Population  
**75,632**



Female Population  
**73,907**

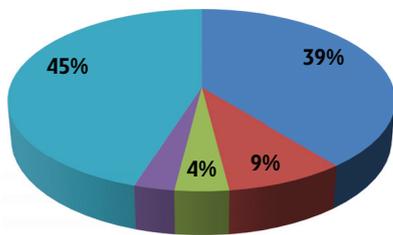


	<b>Healthy life expectancy</b> at birth for males 58.7 years compared to 65.6 years in south east and 63.4 years in England	<b>Male life expectancy</b> at birth 78 years compared to 80.5 years in south east and 79.5 years in England
	<b>Healthy life expectancy</b> at birth for female 60 years compared to 66.9 years in south east and 63.9 in England	<b>Female life expectancy</b> at birth 82 years compared to 84 years in south east and 83.2 years in England

Source: ONS population mid term estimates

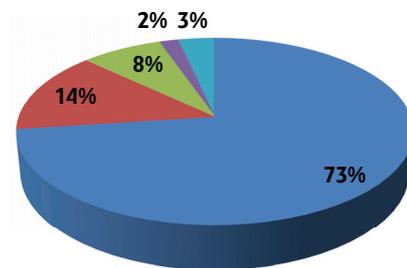
## Ethnic profile

### Ethnic group



- Asian/Asian British
- Black/African/Caribbean/Black British
- Mixed/multiple ethnic groups
- Other ethnic group
- White

### Languages spoken



- English
- South Asian
- Other European (EU)
- African
- Other

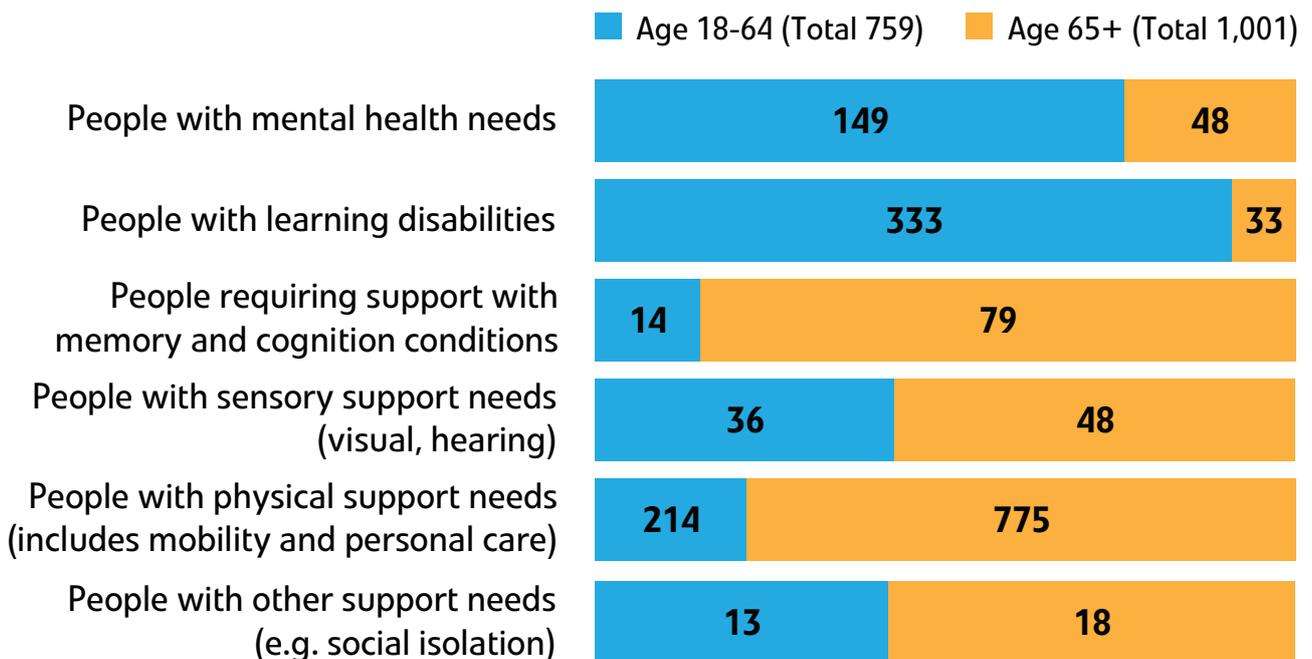
Source: Berkshire Observatory (ONS population census 2011)

Summary numbers of people receiving support from Adult Social Care



Source: Statutory returns for 2019-20

People receiving long term support



# How we spend money

For 2019/20 the council spent £36.9m on social care for adults (aged 18 +). This includes:

	£10m	Care Homes
	£5.5m	Supported Living
	£4.8m	Care at Home
	£6.4m	Direct Payments
	£2.2m	Directly provided services (day services)
	£1.4m	Voluntary sector and prevention services
	£1.1m	Reablement (short term support to help recovery)
	£5.1m	Staff (Social care staff)
	£0.4m	Equipment including telecare and assistive aids

# How Slough is performing

The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. This is used to set priorities for care and support, measure progress and strengthen transparency and accountability.

25% of those receiving Adult Social Care services that were sent the survey responded. This is a reduction from the previous year which was 31%.

## Areas where we have seen improvement

- More people that use services feel they have control over their daily life
- More people that use services receiving self-directed support
- Improved outcomes of short-term services requiring no further support or lower level support
- A reduced number of over 65s admitted to residential and nursing care homes
- More timely hospital discharges
- More carers receiving self-directed support

## Areas for continued improvement

- Adults with a learning disability in paid employment
- Making information easier to find for people who use services
- Over 65s living at home three months after discharge from hospital into short term support services
- More people who use services need to report:
  - feeling safe
  - services used have made them feel safe and secure
  - having good quality of life
  - satisfied with their care and support

# Our future priorities



This document can be made available on audio tape, braille or in large print, and is also available on the website where it can easily be viewed in large print.

## Slough Adult Social Care Local Account 2019/20

If you would like assistance with the translation of the information in this document, please ask an English speaking person to request this by calling 01753 475111.

यदि आप इस दस्तावेज़ में दी गई जानकारी के अनुवाद कए जाने की सहायता चाहते हैं तो कृपया किसी अंग्रेजी भाषी व्यक्ति से यह अनुरोध करने के लिए 01753 475111 पर बात करके कहें.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਵਿਚਲੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਕਰਨ ਲਈ ਸਹਾਇਤਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਵਿਅਕਤੀ ਨੂੰ 01753 475111 ਉੱਤੇ ਕਾਲ ਕਰਕੇ ਇਸ ਬਾਰੇ ਬੇਨਤੀ ਕਰਨ ਲਈ ਕਹੋ।

Aby uzyskać pomoc odnośnie tłumaczenia instrukcji zawartych w niniejszym dokumencie, należy zwrócić się do osoby mówiącej po angielsku, aby zadzwoniła w tej sprawie pod numer 01753 475111.

Haddii aad doonayso caawinaad ah in lagu turjibaano warbixinta dukumeentigaan ku qoran, fadlan weydiiso in qof ku hadla Inriis uu ku Waco 01753 475111 si uu kugu codsado.

اگر آپ کو اس دستاویز میں دی گئی معلومات کے ترجمے کے سلسلے میں مدد چاہئے تو، براہ کرم ایک انگریزی بولنے والے شخص سے 01753 475111 پر کال کر کے اس کی درخواست کرنے کے لئے کہیں۔