



We received 6,614 new requests for support. 52% from those aged 18 to 64 and 48% from those aged 65 and over.

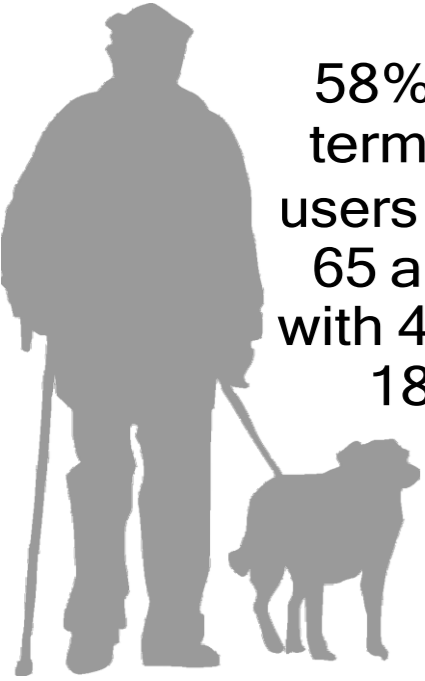


We provided a Telecare service to 3,320 service users.



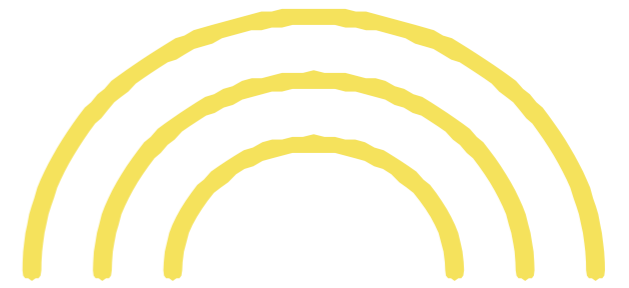
83% of long term service users with a learning disability are living in their own home or with family.

6.4% of those with a learning disability are in paid employment.



58% of long term service users are aged 65 and over, with 42% aged 18 to 64

# Adult Social Care 2020/21



47% of long term service users are from ethnic minorities (excluding White minorities) and 53% are White. 55% are female and 45% male.

We provided reablement support to 970 people, with 87% leaving the service with reduced or no ongoing care.

Of those who received reablement following hospital discharge, 82% were still at home 91 days later.

There were 232 referrals to mental health reablement, of which 88% had short term support or no ongoing care needs.

## Our service users and how we supported them

62% of long term service users required physical support

11% mental health support

18% had a learning disability

9% had other support needs



Risk was reduced or removed in 92% of safeguarding cases.

93% felt their safeguarding outcomes were achieved.

512 DoLS applications were completed with 57% granted.

We received 1,391 Occupational Therapy referrals and completed 1,088 OT assessments.

There were 482 adaptations made and over 20,000 pieces of equipment issued.



We eased pressure on revenue budgets across the division by receiving £6m in contributions from residents who can afford to help pay for the cost of their care.



83% of long term service users are satisfied with their care and support.

We supported 4,328 long term services users and spent £81.4m on packages of care.

We carried out 2,917 reviews for service users in the year and completed 1,340 carer assessments and reviews.

