

# Adult Social Care & Health Market Position Statement 2023



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# Foreword

Croydon Council is pleased to introduce our Adult Social Care & Health Market Position Statement. The development of this document represents the start of an ongoing discussion between the Council, our partners, people accessing services and providers of care and support to ensure we are offering and delivering quality provision and best outcomes for the people of Croydon.

Due to an ageing population, people living longer with more complex needs and significant financial constraint across health and social care nationally, we are facing unprecedented challenges across the system.

Locally, Croydon Council has also had a couple of really challenging years and continues to work hard to be able to deliver financial sustainability. As a

result, we need to work differently with providers, need innovation in the models of care available and build capacity in our communities to help meet the needs of our residents and enable them to remain living independently in their homes and communities.

To improve our collaborative work together, we want to hear from you about any ideas you have to improve the services we deliver to our residents. We host provider forums three times a year where you can have your say and at the end of this document you will find contact details to get in touch with us.



**Annette McPartland**

Corporate Director for Adult Social Care & Health

# Introduction

Croydon's Market Position Statement (MPS) identifies the key changes that are likely to impact our local service providers over the next few years, giving information on changes in demand and future opportunities crucial to Adult Social Care service provision in Croydon.

Croydon's MPS is primarily useful for providers of Adult Social Care services across the private, not-for-profit, voluntary and statutory sectors. We anticipate significant movement in all markets over the next 5 years due to policy and population changes, against the backdrop of the continued financial pressures facing all local authorities.

To operate within these challenging parameters, commissioners recognise that information, knowledge and experience from service providers is key to developing a shared understanding of market capacity and resilience.

Croydon is committed to stimulating a diverse and active market for Adult Social Care services. Our aim is to develop strong relationships with people accessing services and the providers of those services. We want to work together to co-design creative and adaptive solutions around future service model delivery that respond well to anticipated marketplace and demographic changes.

Croydon is facing a number of challenges in relation to service delivery:

- **an ageing population** - people are living longer and living increasingly more years with ill health requiring care and support.
- **difficulties in the recruitment and retention of a social care workforce** - with the skills, competencies and capacity needed to deliver the care and support that people require.

- **a shift to prevention of ill health and improving wellbeing** - the need to change from health and social care systems that have been primarily focused on, and resourced to, support people when they became ill or are in crisis.
- **a need to deliver more with less resource** - requiring us to think differently about the types of services commissioned and how we use system wide resources most effectively. Innovation will be the key to continuing to meet people's needs against this backdrop.

However, Croydon also has a number of important strengths:

- **a strong and stable market** - the regulated quality and depth of provision in the borough is good.
- **effective engagement and relationships with the market** - built over many years, working relations and engagement mechanisms are strong.
- **a shared passion for Croydon** - evidenced throughout the pandemic, when people, providers and communities came together to respond to an unprecedented challenge, demonstrating our ability to collaboratively support the people of Croydon.

# Strategic direction - our vision for Adult Social Care & Health

The latest population estimates show that the total population of Croydon is 390,800 people, which is now the largest population of the 32 London boroughs (Census Data 2021). Around 13.6% of our residents are 65 years or over. Croydon's population is growing and expected to reach just under 500,000 by 2050. This growth in population and demand, means we need to find new ways of working to support people and enable them to live in the most independent way possible. Our ambition is to work together with partners to deliver value for money while meeting people's needs by:

- managing demand, to ensure we are supporting the right people at the right time;
- reshaping what we offer and what we commission to promote independence and step down when possible; and
- securing new investment to help us deliver the reshaping required.

[Croydon's Adult Social Care and Health Strategy](#) is underpinned by the Care Act 2014 and sets out our vision which is to **“enable people to live in a place they call home, with the people and things that they love, doing the things that matter to them in communities which look out for one another”**.

Our services will focus on helping people live as independently as possible. We will explore what technology can be used to support people to stay in their own homes and focus more on what people can do rather than what they can't.

We are adopting a 'layered' model (Figure 1) - designed to ensure that people can get the right level

and type of support, at the right time to help prevent, reduce or delay the need for ongoing support and to maximise people's independence.



**Figure 1:** Prevent, Reduce, Delay model

Our model for Adult Social Care is underpinned by a set of principles (Figure 2) which aim to deliver:

- Person centred care: individuals in receipt of support and care are at the centre of decision making regarding their care.
- Right support: ensure that the support people receive delivers the right outcomes for individuals and any risks are managed appropriately.
- Right time: early intervention where possible, regular review and assessments to avoid escalation to statutory services.
- Right place: care provided in the least restrictive way, closer to home and promoting independence and move on where appropriate.



**Figure 2:** Design Principles

Alongside our Adult Social Care Strategy, we are working with our colleagues in Health to deliver the [Croydon Health and Care Plan \(2022-24\)](#) which sets out the approach for improving health and wellbeing in Croydon. We know that too many services are focused on supporting those in crisis or those with the most acute health and social care needs. We want to change the way we work as a system to support people to stay well for longer and avoid people becoming acutely unwell. Through our newly established [Integrated Care Board](#), we are working with health partners to jointly commission services; using resources to best effect, reducing duplication and investing money in provision that meets our stated priorities.

In September 2021, the Government set out [plans to reform adult social care](#) in England. It said that £5.4 billion would be used to fund the reforms between 2022/23 and 2024/25. The funding was initially planned to come from the new Health and Social Care Levy, but in September 2022 the then Government announced the levy would be cancelled.

The Government originally proposed that the adult social care charging reforms would be implemented from October 2023. However, at the Autumn Statement 2022, delivered on 17 November 2022,

the Chancellor announced that the reforms would be delayed for two years until 2025 and that it would be changing the priorities for the previous planned funding for 2023/24 + 2024/25 away from the ‘reforms’ and towards supporting hospital discharge and dealing with other ‘day to day’ pressures in Adult Social Care, therefore, allowing local authorities to provide more care packages. More information on Croydon’s work to date on adult social care reforms can be found [here](#).

# Key messages for the market

## Key messages from commissioners:

- **Early intervention and prevention** – we want to work with communities and organisations who prevent and reduce demand for statutory services, ensuring that people are in receipt of the right level of provision for a time-limited period to enable them to continue living independently.
- **Equity of access** - we want to work with providers to tackle inequalities in access to health and social care provision, ensuring people can access support when and how they need it.
- **Promoting independence** - where formal care services are required, commissioners want to work with providers to design interventions that focus on maximising independence and reducing or eliminating the need for long-term service provision. Where people do need longer term services, the focus will still be on enabling the person to retain or regain as much independence as they can while ensuring that they remain safe.
- **Personalisation** - we want to give more people choice and control over how they spend their personal budgets by improving our Direct Payments offer and developing a network of micro and local service provision for individuals to purchase, including self-employed Personal Assistants.
- **Resilient social care workforce** - we want to support providers to improve the quality of the workforce (recruitment and retention), and develop the right skill mix to support people with varying levels of need and different cultural requirements. Croydon Council is currently supporting providers with ‘Proud to Care’ a recruitment campaign which aims to promote the variety of roles and career progression routes on offer within health and social care, and have partnered with Croydon Works to offer a free recruitment service directly to

Croydon Care providers – see [www.croydonworks.co.uk](http://www.croydonworks.co.uk) for further details.

- **Care close to home** - we want to work with the market to ensure that the care and support on offer within our borough means people do not need to be placed into out-of-borough provision.
- **Quality service provision** – we want to work with services that are high quality, deliver value for money, offer choice and deliver the best outcomes for the people of Croydon.

In 2022/23, we introduced a renewed and refreshed approach to how we engage providers of care services. To enable us to begin discussing the work we want to do with providers in the coming months and years, we have established three provider forums that meet three times a year, usually in February/March, May/June and September/October. They are for the following market segments:

- domiciliary care (18+)
- older people (65+)
- working age adults (disabilities and mental health).

These forums will not only be an opportunity to share information about the direction of travel in all of the above service areas but will also give providers better insight into the council’s commissioning framework, recruitment and retention plans, and; commissioners better insight into the challenges providers face and shared opportunities for service development.

More information about upcoming forums and corresponding action plans can be obtained by contacting the relevant commissioning team, see the section entitled, ‘How to get in touch’. The Older

People & Carers Commissioning team manages the Domiciliary Care and Older People Provider forums whilst the Mental Health and Disabilities & Autism Commissioning teams manage the Working Age Adults Provider forum. We are currently creating a Provider web page on Croydon Council’s website which will house this information and much more.

### Key messages from providers:

Feedback from providers following initial forums indicates providers would welcome:

- **increased transparency** from the Council about ways of working and who to contact when issues arise,
- **working together and being involved in decision making** rather than being done to, which is the current perception,
- **an increased understanding** about how the council commissions care services,
- **increasing rates of pay** so providers can adequately recruit and retain staff.

### Key messages from residents:

Residents have said that they value:

- **good quality affordable care** delivered by knowledgeable, reliable, and professional carers, that adds social value to the community.
- **accessible and flexible respite** offer for carers.
- **support and training for carers** who are looking after family members in their own homes, especially with regards to dementia.
- **a holistic and personalised approach** to care – characterised by inclusivity.

### Demographic Pressures

One of the main drivers of demand for social care services is population increase, especially in the over 75 age group. In the next 20 years the number of people aged over 75 in Croydon is projected to increase by 12,500 people, see figure 4. Of those people, the over 85 age group is expected to increase by 5,000 people.

Croydon population in 2022

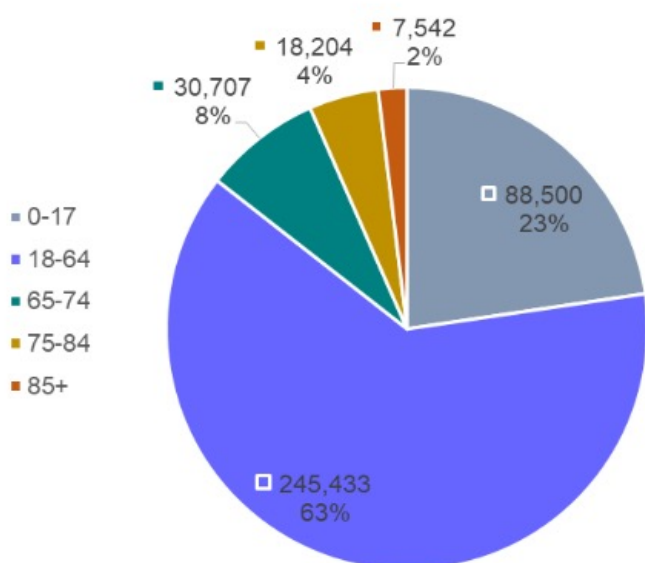


Figure 3: Croydon Population 2022

Croydon population in 2040

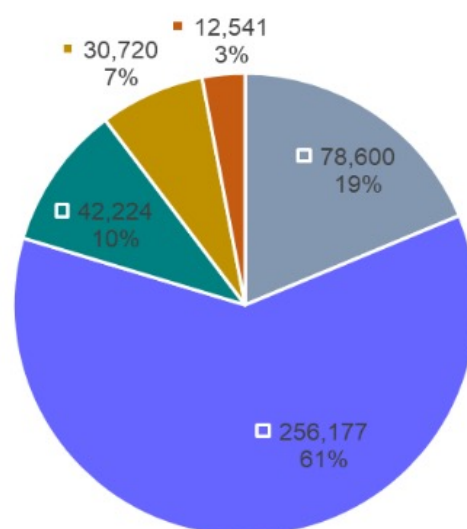
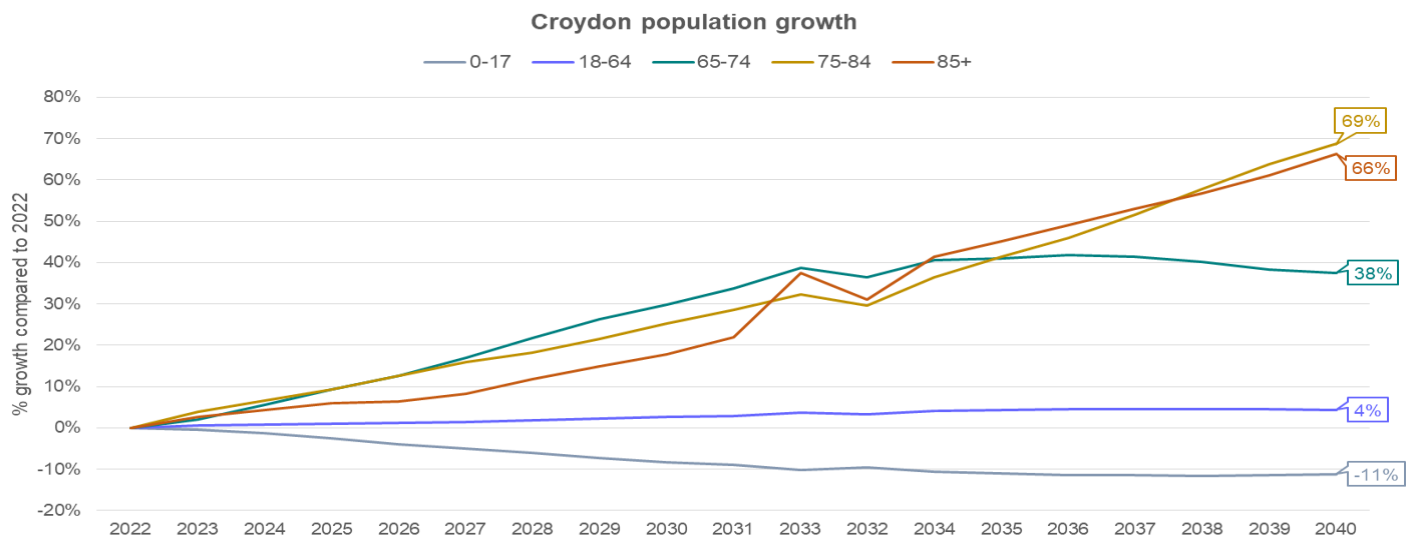


Figure 4: Croydon Population 2040





**Figure 5: Croydon Population Growth**

At the same time, the population of people aged 18-64, from which social care staff and many unpaid carers will come from, is projected to decline slightly. The pressures of an ageing population coupled with a relatively static and potentially decreasing pool of people who could provide paid and unpaid support to them is clear. Figure 5 illustrates future projected population increases across the different age bands.

Dementia is a key issue for Croydon with 3,597<sup>1</sup> people over the age of 65 said to be living with this condition in the borough and 2,692<sup>2</sup> registered as having confirmed a diagnosis. There is the expectation of an increase in people diagnosed in the years to come due to an increasingly ageing population and the drive to diagnose dementia earlier. This will be a key driver of social care demand, primarily in the older people's care market, but also impacts learning disabilities, autism and mental health services catering for older people requiring care and support.

We are working with the Alzheimer's Society and health colleagues to co-produce a dementia strategy for Croydon which will support our drive to become a Dementia Friendly Borough. A steering group of key stakeholders has been established and will

report into the Mental Health Programme Board and Health and Wellbeing Board. The combination of a good diet, regular exercise, cognitive reasoning exercises, and assistive technology, such as telecare that can help a person remain safe, all appear to contribute to the well-being of a person assessed to have dementia. We need to ensure our dementia strategy will focus on prevention foremost and support people (and their carers) to remain at home rather than people entering residential or nursing care unnecessarily.

Other health factors and deprivation contribute to demand for health and social care. There is evidence of greater complexity of need as a result of more children and young people surviving into adulthood with more complex needs. This has seen increases in demand from children and young people for social, emotional and mental health support as they transition to adults' services. People with disabilities and complex needs are experiencing greater life expectancy so are requiring services for longer. We are keen to work with providers who understand the principles of enablement and maximising independence, and offer intervention and services on that basis.

### Current Demand for Services<sup>3</sup>

The number of new requests for support received in Croydon from those aged 18-64 increased during 2020/21. This is partly down to pandemic pressures but also due to policy changes. Compared to 2015/16, the number of referrals from those aged 65+ fell by 10% while increasing by 313% in those aged 18-64 (Figure 6).

The number of Croydon clients accessing long-term support has fallen slightly in recent years, a 10% fall compared to 2015/16. This drop is consistent

across the age groups. The number of Croydon clients accessing long-term support in a community setting has fallen, while those being supported in a nursing or residential home has risen (see Figure 7). The latter is a trend that we are keen to reverse as we believe that there should be a stronger focus on the assets that a person might have to assist them in meeting their needs through personal, family and community resources, relying less on the formal care system, where appropriate.

Number of requests for support received from new clients in Croydon

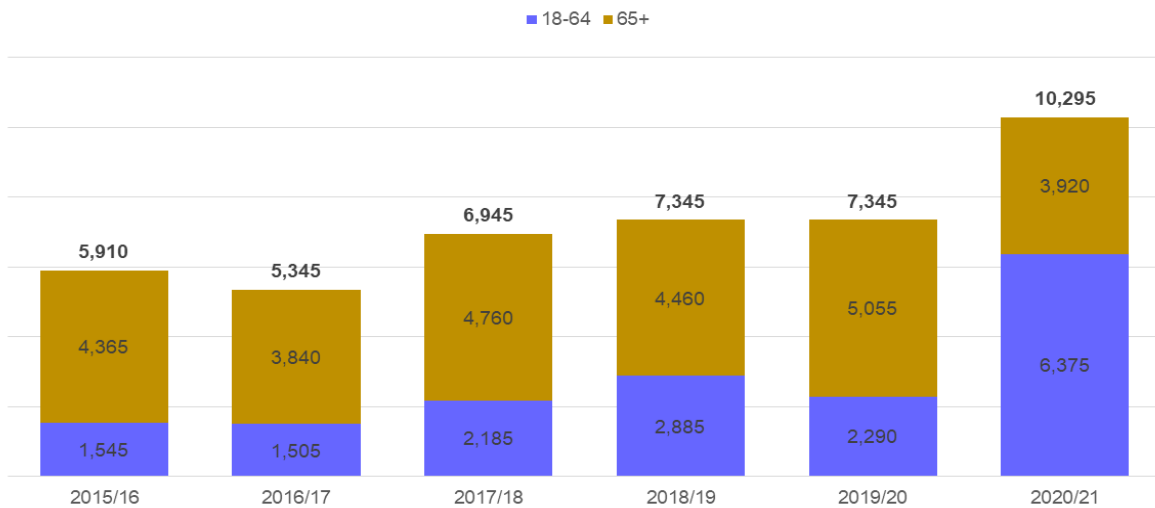


Figure 6: Number of new referrals by age

Number of Croydon clients accessing long-term support by setting

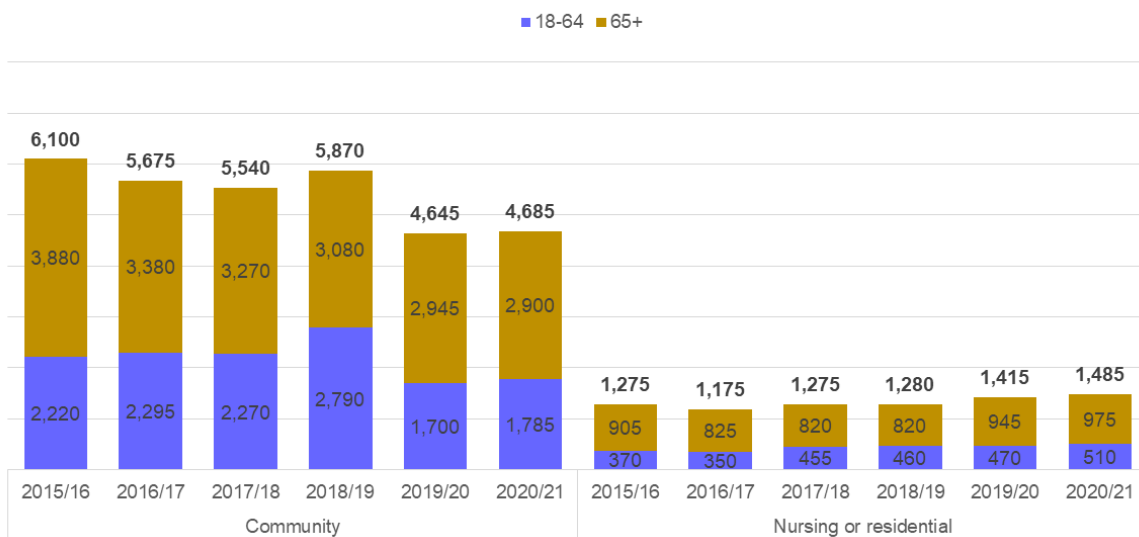


Figure 7: Number of clients accessing long-term support by setting

# Sustainability of local care markets<sup>4</sup>

Croydon has a large care market in comparison to neighbouring boroughs, and is a net importer of placements into that market which puts a huge financial pressure on social care and health provision in the borough. We will be working with our neighbouring authorities to better manage the flow of placements into Croydon. No additional provision is required but a shift in the type of provision to ensure we have alternatives to bed-based care is needed.

## Domiciliary care (18+)

### Supply

There are currently 138 registered domiciliary care providers in Croydon. Of these, 4 are registered to provide nursing services. Croydon has a Dynamic Purchasing System (DPS) which is the current commissioned way of placing domiciliary care packages within the borough. The home care market is large, with more provision than required, but there are some gaps in provision around:

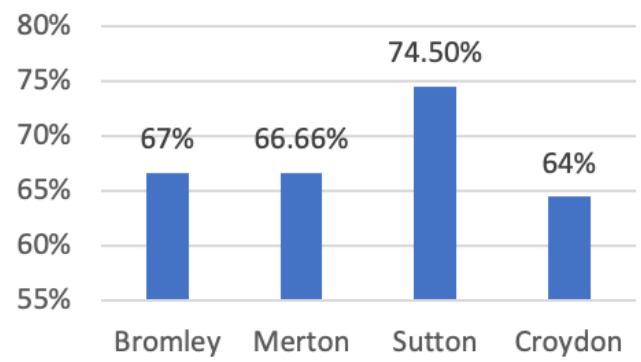
- the south of the borough where public transport is limited and parking restrictions apply,
- providers who can support complex needs/behaviours,
- carers with broader training/skills, including Stoma Care and peg feeding,
- providers offering male carers and who can accept double handed packages,
- carers with the ability to speak to residents in their own language (including BSL) as well as offering culturally tailored services.

### Quality<sup>5</sup>

Of the 138 agencies registered with the Care Quality Commission (CQC) in Croydon:

- 33 agencies have not yet been inspected by CQC
- 1 insufficient evidence to rate
- 2 rated Inadequate
- 13 agencies rated Requires Improvement
- 88 agencies rated Good
- 1 agency rated Outstanding

Percentage of Domiciliary Care agencies rated good and above



**Figure 8:** Domiciliary Care agencies rated as 'good' or above (%)

Neighbouring borough comparative data, shows that provision in Croydon is of a good standard in comparison to other boroughs:

Borough	Number of Domiciliary Care providers
Bromley	78
Merton	54
Sutton	5
Croydon	138

**Table 1:** Borough comparison table, Dom Care

## Residential and Nursing (18+)

### Supply

Croydon has the largest care market in London (and is a net importer of placements into care homes), with 124 registered care homes made up of 92 residential and 32 nursing homes. 76 registered care homes are for working age adults, these are made up of 74 residential and 3 nursing homes. 1,594 of the 2,933 beds available across the borough are nursing beds, however there is a noted need for more affordable nursing placements. Whilst there is a large bed base, for older people we have gaps in provision around:

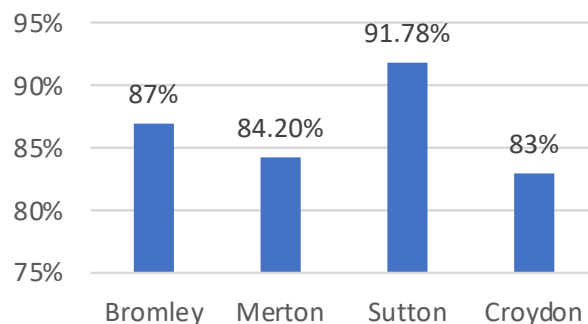
- standard nursing beds willing to accept 'usual market rates'.
- nursing beds for people with more complex needs, including behaviour that may challenge.
- residential care beds for people with more complex needs, including behaviour that may challenge.
- respite provision.

### Quality<sup>6</sup>

Of the 124 care homes in Croydon registered with CQC:

- 2 not yet inspected
- 1 rated Inadequate
- 18 rated as Requires Improvement
- 101 rated as Good
- 2 rated as Outstanding

### Percentage of homes rated good and above



**Figure 9:** Care Homes rated as 'good' or above (%)

The quality of the provision within Croydon is of a good standard, especially with its size in comparison to other local boroughs.

Borough	Number of Care Homes
Bromley	54
Merton	38
Sutton	73
Croydon	124

**Table 2:** Borough comparison table, Care Homes

## Supported Living

### Supply

Supported living provides people with individual tenancies, increasing their autonomy and providing more choice and control. Over the last decade, local authorities have moved away from the traditional 24-hour care services to a more community-based option. Croydon has a large care provider market and, as mentioned previously, is a 'net importer of care'. Whilst there is a large 'supported living' supply within Croydon, we are acutely aware, as highlighted within other areas of this document, that there is a need to develop provision to better meet the needs of people with disabilities and mental

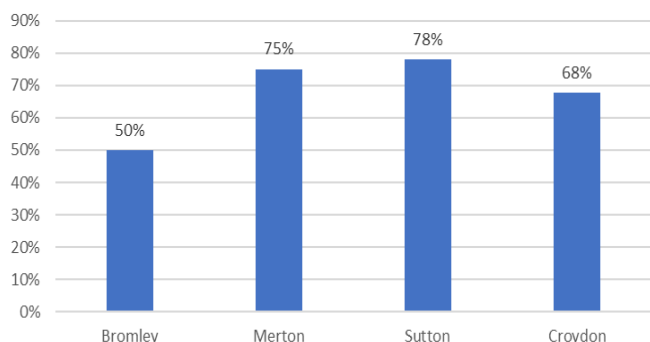
health conditions in our borough, and maximise opportunities for increased independence.

## Quality<sup>7</sup>

There are 35 supported living services in Croydon registered with CQC:

- 7 have not yet been inspected
- 5 are rated as requiring improvement
- 23 are rated good, which represents 66% of all provision.

Percentage of supported living rated good and above



**Figure 10:** Supported Living rated as 'good' (%)

Borough	Number of Supported Living providers
Bromley	78
Merton	54
Sutton	51
Croydon	35

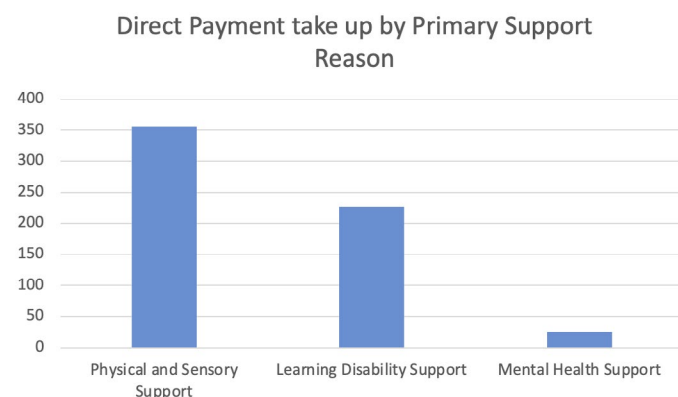
**Table 3:** Borough comparison, Supported Living

## Direct Payments

Direct Payments give residents and carers more flexibility over how to arrange their care. People can opt to receive payments from the local authority to buy the care they need. As a result, they will be able to exercise more control and increased choice over who provides their care. We would like to expand the Direct Payments offer, particularly in relation to micro-enterprises and Personal Assistants, to more

residents in the future and are currently exploring how we can increase the uptake.

The largest uptake of Direct Payments is set out by client group below:



**Figure 11:** Number of Direct Payments take up by Primary Support Reason

## Market Support

Croydon's Quality and Market Management Team carry out quality visits to all CQC registered Care Homes, Supported Living services and Domiciliary Care agencies in Croydon as well as those we directly commission. The purpose of quality visits is to ensure all services are delivering a good standard of care and support to Croydon residents. The team also works closely with various partners and professionals across Adult and Social Care & Health to provide support and guidance to providers, where appropriate. Contact details for the team are as follows: [Carequality@croydon.gov.uk](mailto:Carequality@croydon.gov.uk)

# Population profiles and commissioning intentions

## Children & Young People Transitioning to Adulthood

### Population Profile

- In 2022, an estimated 25% of the whole Croydon population will be children and young people (CYP) aged 19 and under. In May 2022, Croydon recorded 379<sup>8</sup> open cases for Children with Disabilities (CWD) accessing our services. When these children reach 18, almost all of them will move into the Transitions service.
- There are approximately 7000<sup>9</sup> CYP registered as requiring Special Educational Needs (SEN) support, and requests for assessments continue to rise. As of June 2022, just over 3700 CYP had Education Health and Care Plans (EHCPs) and this number continues to rise, with the predominant needs relating to communication, behaviour and mental health – the latter remaining a priority. The number of CYP with complex needs (requiring specialist provision/specialist medical and Occupation Therapy equipment/specialist nursing support) continues to rise.
- In September 2021, we recorded over 300<sup>10</sup> young adults (18-25) in the Transitions Service (25% over 25). Within the current cohort, nearly 60% are male and nearly 75% have a learning disability. Just under 40% of these young adults receive Direct Payments.

### Emerging demand

- Autism Spectrum Disorder (ASD) continues to present care issues, particularly with boys at puberty when families often require extra help. Therefore, there is a demand for experienced and skilled staff who can support these children in the community, and potentially into adulthood.
- There are a significant number of young people

with mild and moderate emotional and mental health needs that do not reach the threshold for CWD, and such needs will potentially persist into adulthood.

- The need for support for single parent families who care for CWD alone and often into adulthood. Whilst there is respite care for CWD and their families whilst they are under 18, there is a gap in provision for respite care for families of people with disabilities aged 18+ who are living at home in Croydon. Therefore, there is a need for respite care for people after they transition into adulthood.
- 29 of our registered providers provide supported living services to over 40 young adults in Croydon. Our young adults also access a combination of day care, shared lives, reablement, respite, residential and domiciliary care services.
- Over the next 2 years, nearly 90 young people will be ready to join the Transitions Service from CWD teams.

### Commissioning Intentions

- Enabling service-users and their family/carers to have a clearer understanding of the Transitions process, with our intention to begin the “planning” stage earlier. This will ensure that young people have a much clearer plan in place before their 18th birthday.
- We are committed to offering a clear respite offer for our young adults (18+), incorporating overnight opportunities, day opportunities and community outreach offers.
- We are mapping available resources in the Voluntary, Community & Faith Sector (VCFS) to support people with mild and moderate learning disabilities to continue being a valued part of their local communities.

## Carers

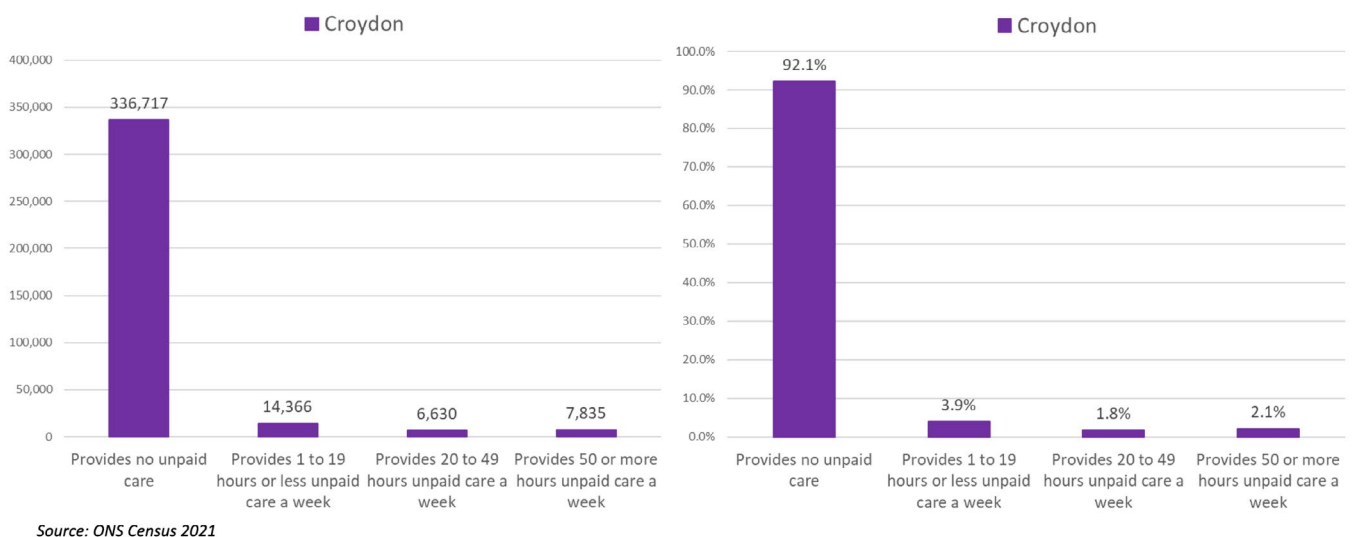
### Population Overview

- According to Census 2021, 28,831 Croydon residents (7.9% of the population) provide some form of unpaid care. 49.8% of unpaid carers in Croydon provide up to 19 hours of care per week; 27.2% provide 50+ hours of care per week (Figure 12).
- Results from the Survey of Adult Carers in England (SACE) 2021-22 highlighted that in Croydon:
  - Excluding carers that had not received support or services, 20.7% carers felt they were very or extremely satisfied with the support or services they and the person they care for have received from Social Services, which contrasts to 32.4% in 2018-19.
  - The proportion of carers who felt they have as much social contact as they want, with people they like increased from 22.3% in 2018-19 to 25.8%.

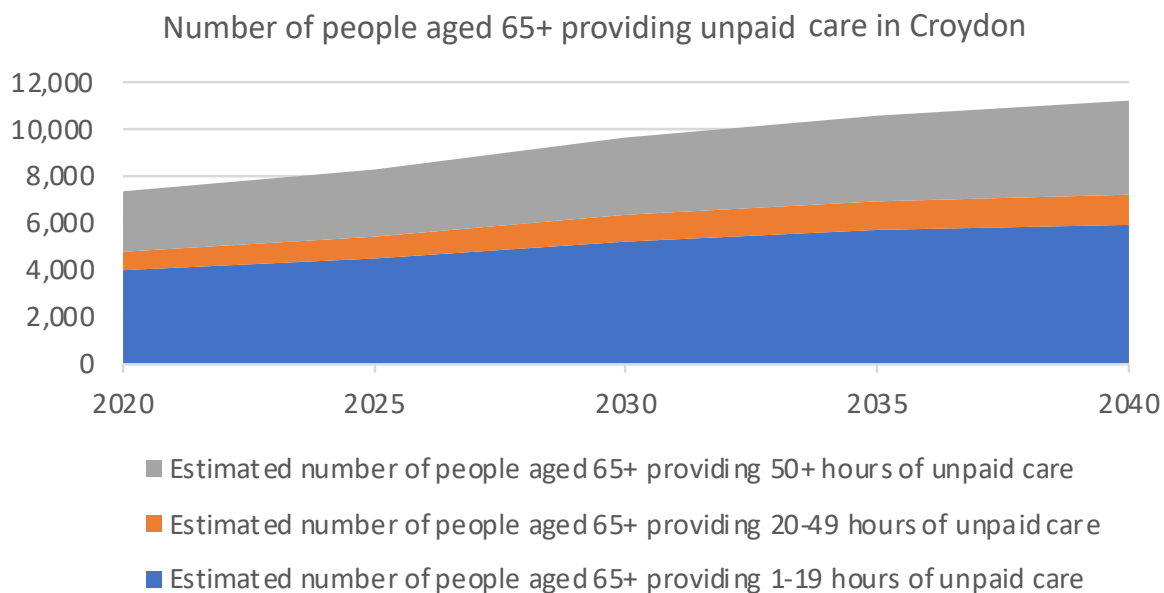
- 52% of carers have accessed support for information and advice. 40.9% of carers reported they found it fairly difficult or very difficult to find information and advice about support, services or benefits. Only 51.5% of carers found the information and advice they received helpful.

### Emerging Demand

- Based on local data, an estimated 792 young people (66% under 18's) are registered with the young carers service in Croydon. The largest concentration of young carers is in the CR0 area with the most likely source of new referrals being schools and social care.
- VCFS organisations working closely with carers in Croydon have highlighted an emerging number of new carers, especially those who are caring for people with long-term post Covid-19 conditions. Our aim is to continue to identify carers at an early stage, assess their needs and offer them support appropriately to prevent, reduce and delay future needs for support.



**Figure 12:** Provision of unpaid care in Croydon, Census 2021



**Figure 13:** Number of people aged 65+ providing unpaid care in Croydon, projected to 2040<sup>11</sup>

### Commissioning Intentions

- As you can see from Figure 13 above there is expected to be a substantial increase in the numbers of unpaid carers over the next 20 years in Croydon. The Council is therefore committed to supporting unpaid carers to maintain their health and wellbeing.
- There are a number of activities that we are currently pursuing to better support carers:
  - We are updating our Carer's strategy in partnership with our stakeholders.
  - We are recommissioning our Carer's contract, within which respite services will be included, and are also exploring a joint-commissioning opportunity for an all-age service. We know from feedback from people using our services that they value a range of methods being used in order to engage with provision, especially when undertaking a carers assessment; where they have the opportunity to talk about their caring role and get the right support and information to support their role as a carer.
  - We are improving access to information and advice about support services available to carers on our Council website, ensuring content is up to date.

### Older People

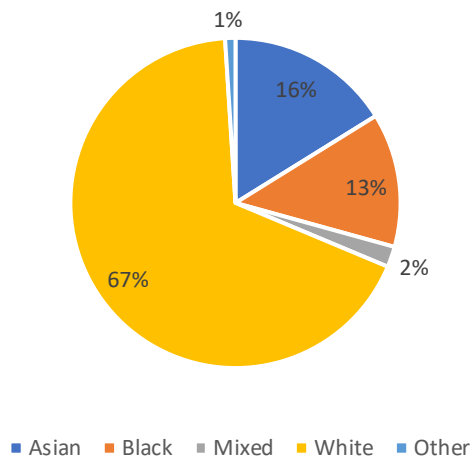
#### Population Overview<sup>12</sup>

- Latest population estimates show that 14% of Croydon residents are aged 65 or over. By 2040, the adult population is expected to increase by 13%, with most of this rise being seen in the 65+ population, by 2040 it is projected they will make up 20% of the Croydon population.
- As mentioned previously, it is projected that the number of older people who need care will increase and by 2040, the number of older people (65+):
  - Who live alone will increase by 55% and those living in a care home with or without nursing care will increase by 51%.
  - Who will be unable to manage at least one mobility activity on their own will increase by 54%.
  - Who have a limiting long-term illness whose day-to-day activities are limited a little will increase by 51%.
  - Who have learning disabilities (incl. Down's syndrome and autistic spectrum disorders) are predicted to increase by 50%.



- Croydon has a diverse 65+ population, made up of 33% non-white/BAME residents, and a variety of languages spoken. Feedback from service users and brokerage demonstrates a lack of provision catering to culturally specific needs in the care market, especially with care and support in the home. We are exploring how we can do this better through our existing commissioning arrangements.

Ethnicity 65+ Population (%)



**Figure 14:** 65+ Population by Ethnicity<sup>13</sup>

### Emerging Demand

- We are anticipating a significant rise in the numbers of people who will require support to enable them to live well with dementia, in their own home and communities.
- Levels of frailty are increasing following hospital discharge, requiring additional support in the community.
- We are seeing an increased need for specialist support for people with challenging behaviours.

### Commissioning Intentions

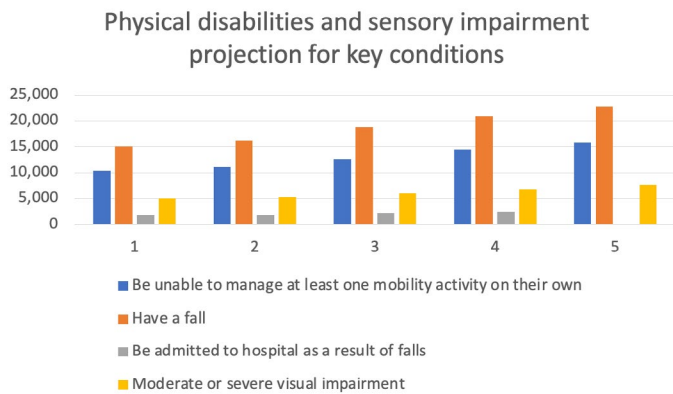
- We are assessing future contracting mechanisms for care provision, e.g. “Approved Provider” frameworks, establishing agreed rates for provision, considering geographical, locality-based commissioning mechanisms.

- We are exploring options to move to outcomes-based commissioning for domiciliary care.
- We are working with health colleagues to develop an improved reablement/rehabilitation offer to help people stay independent for longer. We are also scoping out options for trusted assessor models.
- We are engaging with health colleagues, VCFS organisations and people using services to co-produce a Dementia Strategy for Croydon.
- We are reviewing the approach/demand for ‘Extra Care’ in the borough, to ensure we have effective alternatives to residential care.
- Croydon already has a large care home market; we do not wish to extend our market any further but want to explore how we can work with the market to offer placements that are ‘in need’, i.e. residential and nursing beds for people with complex needs, and respite provision.
- We are reviewing our funding protocols to ensure people receive appropriate funding to meet their needs.
- We are working on supporting the care market with recruitment, retention, and development of skills to improve the versatility of the available provision in the borough and are scoping employment opportunities/apprenticeships for people with lived experience to become social care workers.
- Work with partners to ensure a holistic end of life care offer.

## Physical Disabilities and Sensory Impairments

### Population Overview<sup>14</sup>

- By 2040, the number of people aged 18-64 predicted to have specific physical disabilities, long-term conditions, and sensory impairments will increase across Croydon. To meet demand in Croydon, the majority of CQC registered services for physical disabilities and sensory impairments are for domiciliary care and extra care.



**Figure 15:** Projections for key conditions

### Emerging Demand

- We are expecting a small increase in the numbers of people with physical disabilities requiring support, largely as a result of a stroke.
- Whilst we are anticipating a small decrease in the number of people living in Croydon with a vision impairment, we are anticipating a small increase in the numbers of people living with hearing loss.

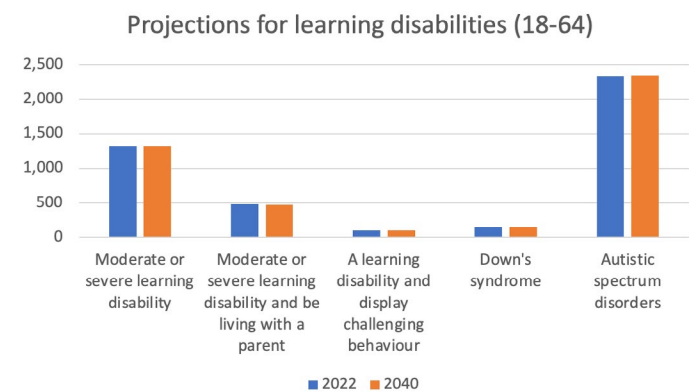
### Commissioning intentions

- We are assessing options to enhance our reablement service delivery to maximise people's independence.
- We are seeking to understand the appropriate interventions required to reduce "social" admissions to hospital.

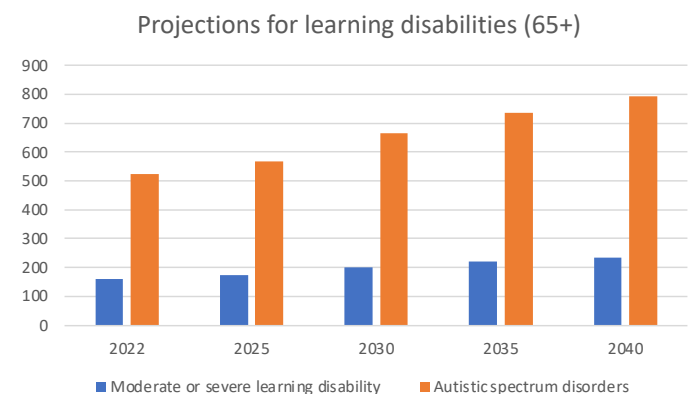
## Adults with Learning Disabilities, including Autism

### Population overview<sup>15</sup>

- ASCH currently supports 288 people with a learning disability and 193 people are diagnosed Autism.
- The number of 18-64 years olds with specific learning disabilities in Croydon is predicted to remain approximately stable over the next 20 years.
- The number of people aged 65+ with moderate or severe learning disabilities or ASD in Croydon is predicted to increase over the next 20 years.



**Figure 16:** Projections for learning disabilities (18-64)



**Figure 17 :** Projections for learning disabilities (65+)

## Emerging Demand

- We are seeing an increase in the numbers of people being assessed and diagnosed with Autism, some of whom will require support from health and/or social care.
- There is an increase in the numbers of people with a dual diagnosis, and in the numbers of people with challenging behaviours.
- There is a need for additional outreach and floating support to enable people to live in their own homes, maximising their independent life skills and access to the community.

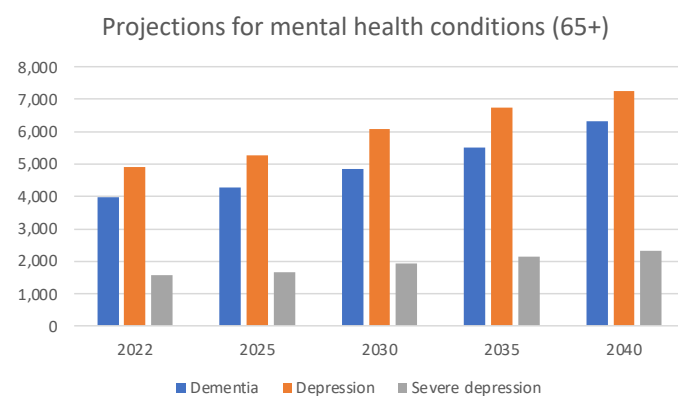
## Commissioning Intentions

- Work with our Transitions Team to better plan and prepare with people who will become eligible for adult social care and support after they turn 18.
- Explore options for increasing educational and supported employment opportunities for working age adults with a diagnosis of Autism and/or learning disabilities.
- Work with Public Health to refresh the current Autism strategy.
- Review the pathways for people with Autism and dual diagnoses.
- Work with our Market Management Team to improve market oversight of supported living settings.
- Enhance the enablement offer and step-down pathway, including development of our Active Lives service.
- Work with our Housing teams to create and manage an appropriate disability and adaptation register.
- Develop our future assistive digital technology offer, including the provision of fall monitoring equipment.
- Review the sensory impairment pathway to inform future commissioning intentions.

## Adults with Mental Health Needs

### Population Overview<sup>16</sup>

- 45,387 people (aged 18 – 64) are expected to have a common mental health disorder in 2022. Modelling predicts this number will stay relatively consistent for the next 5 years. The most prevalent issues impacting on mental health disorders are expected to relate to:
  - Survivors of childhood sexual abuse
  - Two or more psychiatric disorders
  - Anti-social personality disorder
- We are expecting to see an 11% increase over the next 5 years in the number of people aged 65+ suffering from dementia, depression and severe depression. Figure 18 shows the number of people aged 65+ predicted to have specific mental health issues in Croydon:



**Figure 18:** Projections for specific mental health issues (65+)

## Emerging Need

- Currently, there is an increased need for self-contained properties for people to step down to from residential and higher supported living schemes. There also continues to be a need for providers who can support people with complex needs and dual diagnosis.
- We are aware of the need for improved pathways for young people transitioning from child mental health services to adults.
- We will work with local communities to address barriers experienced by specific cohorts. This includes working with the Ethnicity & Mental Health Improvement Programme (EMHIP), to reduce disparities and bring about change for Black, Asian, and minority ethnic people in mental health care.
- We will increase primary care collaboration to bolster our early intervention offer and support people to access physical health as well as mental health support.
- Addressing the emerging mental health needs of Croydon residents will require ongoing work with partners and local communities.

## Commissioning Intentions

- We will continue to work to step down people to the least restrictive care setting. This may include moving people from residential care homes into less formal care settings. We will work with partners to ensure this is done safely and with adequate support.
- We will continue to explore alternative housing options for people, including Shared Lives and extra care schemes.
- The Mental Capacity Act 2005 act is currently being reviewed and one of the key features is a change to the Deprivation of Liberty Services (DoLS). The new Liberty Protection Safeguards (LPS) will bring significant changes to who is entitled to

advocacy services as well as promoting as much independence and freedom to clients as possible. Newly commissioned Advocacy services will need to be mindful of these changes and be reflective of the new practice.

- Map the current mental health providers operating in Croydon to ensure adequate market oversight and to ensure effective market engagement and shaping.
- Work with system partners to support mental health transformation and the health inequalities programme.
- Work with providers of housing with care schemes to manage void levels.

## Adults with Substance Misuse Needs

### Population Overview<sup>17</sup>

- In 2019/20, a total of 1,330 Croydon adults were in specialist drug and/or alcohol treatment.
- For the same timeframe, there were an estimated 5,300 dependent drinkers and users of opiates and/or crack in Croydon.
- In 2020, a needs assessment was carried out for adults in treatment. 65% of adults in treatment were male, and 30% were in their 30's. Of those in treatment, 54% (n. 721) were new presentations to treatment in the year. Over a fifth of all Croydon adults in treatment in 2019 left treatment successfully and did not re-present for more treatment within 6 months of their exit.

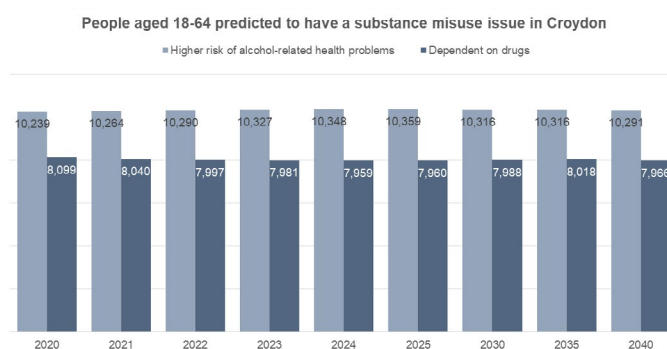


Figure 19: Substance misuse estimates (18-64)

## Emerging Need

- Increasing numbers of people are seeking support for alcohol treatment needs.

## Commissioning Intentions

- The current service has been commissioned until October 2026 and there is no intention to re-commission before that date. During the coming year, there will be a review of the service delivery to identify any changes that might be needed to meet specific demands.

## Sexual Health

### Population Overview<sup>18</sup>

- Chlamydia detection rates decreased by approximately 40% in 2020 but remain higher than the England average and on par with the London average. Prior to 2020, these rates were higher than England and London rates. Croydon has a high level of sexual health needs.
- Teenage conceptions have continued to decrease in a long-term trend and are on par with London and England rates.
- Terminations of pregnancy remain high and are higher than both London and England averages.
- HIV late diagnosis increased over the 2018-2020 period, changing a slight decreasing trend from previous years. These remain higher than London and England averages.
- Total prescribed LARCs decreased in 2020 although they remain slightly above London average and slightly below England average.

## Emerging Need

- Since the pandemic, demand for in-clinic services has grown but is still lower than in the pre-pandemic period. On-line testing services continue to experience a higher level of demand.
- Demand for primary care sexual health services also decreased during the Covid-19 pandemic

and have increased since, with a review of the commissioning of these services delete further exploring demand and how this can be met.

## Commissioning Intentions

- Public Health is considering and assessing any gaps in service provision for living with HIV support, and the results of this review may involve further commissioning work.
- Croydon is part of a Pan-London HIV Prevention programme. The provision of sexual health services through primary care partners is in the process of being extended for 2 years, with the intention that a review of these arrangements and the best way to commission these services in the future will be conducted. This is likely to involve commissioning capacity to support the review and to implement any changes brought about by the review.
- The data for 2020 shows a decrease in contact with Integrated Sexual Health Service (ISHS) and other SH services due to the pandemic. It will be a key task for the transformation plan to ensure both recovery and improvement.

## Healthy Behaviours

### Population Overview<sup>19</sup>

- In 2021/22, the number of people who received an NHS Health Check in Croydon was slightly lower (2.7%) than the London average (5.8%). This is a slight increase from 2020/21, where 0.4% of people received an NHS Health Check in Croydon (Fingertips, PHE).
- In 2020/21, 27.2% of people in Croydon were classified as obese. This is nearly 10% higher than the London average (19.5%), and an increase from 2019/20 of nearly 10% (Fingertips, PHE).
- In 2020/21, smoking prevalence in adults was estimated by the Office for National Statistics at

7.8% in Croydon, which is lower than the London average (11.1%) and the England average (12.1%) (Fingertips, PHE).

### Emerging Need

- Demand for healthy behaviours services remains steady currently, although reviews of how these services are best delivered will further investigate potential demand and take this into account for any recommissioning of services.

### Commissioning Intentions

- Currently, primary care services are focused on Health Checks and healthy weight services. These are currently provided by General Practices, Community Pharmacy and commissioned services. These services are intended to be contracted until 31 March 2024. In the period until then, the Public Health & Commissioning team will be looking at options for redesigning the implementation of the community contract for implementation in April 2024.
- There is also an intention to assess the options for provision of the LiveWell service.

## How to get in touch

- For the Older People & Carers Commissioning Team: [OPcommissioning@croydon.gov.uk](mailto:OPcommissioning@croydon.gov.uk)
- For the Disabilities & Autism Commissioning Team: [Disabilitiesandautism@croydon.gov.uk](mailto:Disabilitiesandautism@croydon.gov.uk)
- For the Mental Health Commissioning Team: [MentalHealthCommissioning@croydon.gov.uk](mailto:MentalHealthCommissioning@croydon.gov.uk)
- For the Public Health Commissioning Team: [PublicHealthCommissioning@croydon.gov.uk](mailto:PublicHealthCommissioning@croydon.gov.uk)
- For Market Support with a Care Home, Supported Living or Homecare Provider: [Carequality@croydon.gov.uk](mailto:Carequality@croydon.gov.uk)

# Appendices

## 1. Commissioning Action Plan, aligned to the Market Position Statement (April 2023 – March 2025)

Purpose: To ensure the commissioning intentions set out in the Croydon Council's Market Position Statement (2023) are driven forward with pace and purpose		
Actions	Owner	By when
<b>1. Cross Cutting</b>		
Support the care market with recruitment, retention and development of skills	Quality and Market Management Team	Ongoing
Working with neighbouring authorities to better manage the flow of placements into Croydon		Ongoing
<b>2. Children and Young People Transitioning to Adulthood</b>		
Map available VCFS resource to support people with mild and moderate learning disabilities	Disabilities Joint Commissioning Board	Jul 23
Develop a clear respite offer for our young adults (18+)		Sept 23
Review the current transitions pathway to ensure transitions planning starts early (age 14)		Oct 23
Explore options for increasing educational and supported employment opportunities for young people with a diagnosis of Autism and/or learning disabilities		Jan 24
Develop commissioning alternatives to residential care		March 24
<b>3. Carers</b>		
Review Carer's pathway and assessment process	Older People's & Carers Joint Commissioning Board	Aug 23
Improve access to information for Carers on Croydon's website		Sept 23
Refresh Carer's Strategy		Mar 24
Recommission Carer's contract, to include respite services (all-age service to be explored)		April 24
<b>4. Older People</b>		
Enhance step-up and step-down pathway, including development of our Extra Care service	Older People's & Carers Joint Commissioning Board	Sept 23
Co-produce the Dementia Strategy for Croydon		Oct 23
Scope options for Trusted Assessor models		Dec 23
Develop residential and nursing pathway for people with complex needs		Mar 24
Assess future contracting mechanisms for Older People's provision		Mar 24
Develop an outcomes-based commissioning model for domiciliary care		Sept 24
Develop intermediate care offer with health partners		Sept 24
Work with partners to ensure a holistic end of life of care offer		Sept 24
<b>5. Physical Disabilities and Sensory Impairments</b>		
Scope appropriate interventions required to reduce "social" admissions to hospital ( <i>cross-cutting</i> )	Disabilities Joint Commissioning Board	Jul 23
Review sensory impairment pathway to inform future commissioning intentions		Oct 24

<b>6. Learning Disabilities</b>		
Improve market oversight of supported living settings	Disabilities Joint Commissioning Board	July 23
Create and manage an appropriate disability and adaptation register		Sept 23
Review the pathways for people with Autism and dual diagnoses		Oct 23
Improve current pathway for accessing appropriate supported accommodation		Mar 24
Enhance the enablement offer and step-down pathway, including development of our Active Lives service		Mar 24
Improve our assistive technology offer to help people live independently		Mar 24
Review Direct Payments pathway and processes, and develop the market, to support increase in take-up		Mar 25
<b>7. Mental Health</b>		
Map mental health providers operating in Croydon	Mental Health Joint Commissioning Board	Aug 23
Work with providers of housing with care schemes to manage void levels		Dec 23
Explore alternative housing options for people including supported housing, Shared Lives and Extra Care		Dec 23
Ensure advocacy provision includes new Liberty Protection Safeguards and reflects new practice		Dec 23
Improve step down options and pathway to the least restrictive setting		Mar 24
<b>8. Adults with Substance Misuse</b>		
Implement additional interventions to meet the ambitions of the Combatting Drugs Strategy	Community Safety Partnership Board	Mar 24
<b>9. Sexual Health</b>		
Assess any gaps in service with respect to HIV support to inform commissioning intentions	Public Health Commissioning Team	Jun 23
Deliver Transformation Plan to improve sexual health service delivery		Jun 24
Redesign of Community Contract (cross-cutting)		Apr 24
<b>10. Healthy Behaviours</b>		
Assess and implementation of preferred option/s for provision of the Live Well service	Public Health Commissioning Team	Apr 24



## 2. Adult Social Care & Health Contracts Procurement Timeline April 2023- March 2025

Key:   
■ Pre Procurement   
■ Tender   
★ Contract Implementation



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