



We received 4,760 new requests for support. 40% from those aged 18 to 64 and 60% from those aged 65 and over.

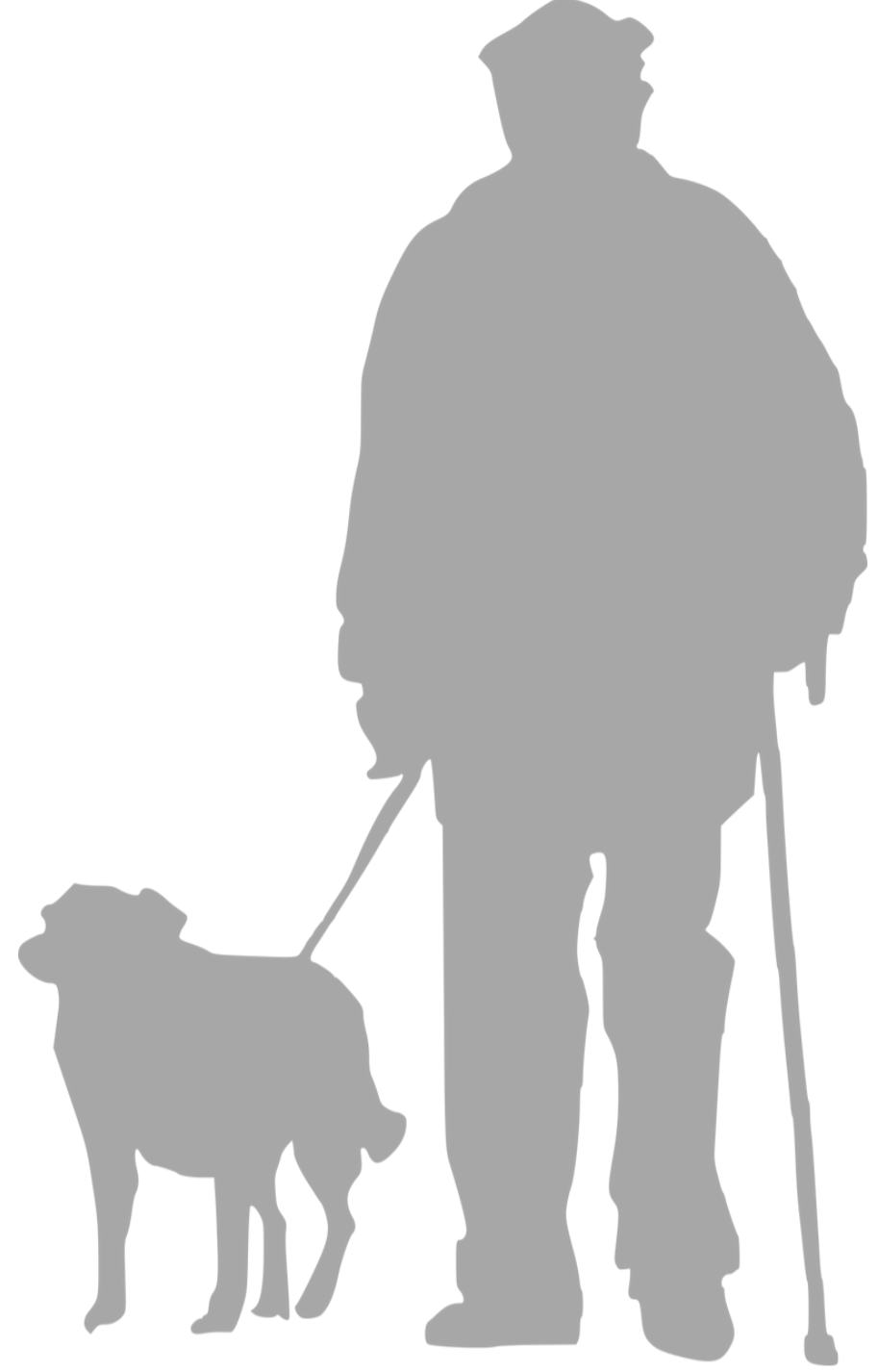


We provided a Telecare service to 3,393 service users.

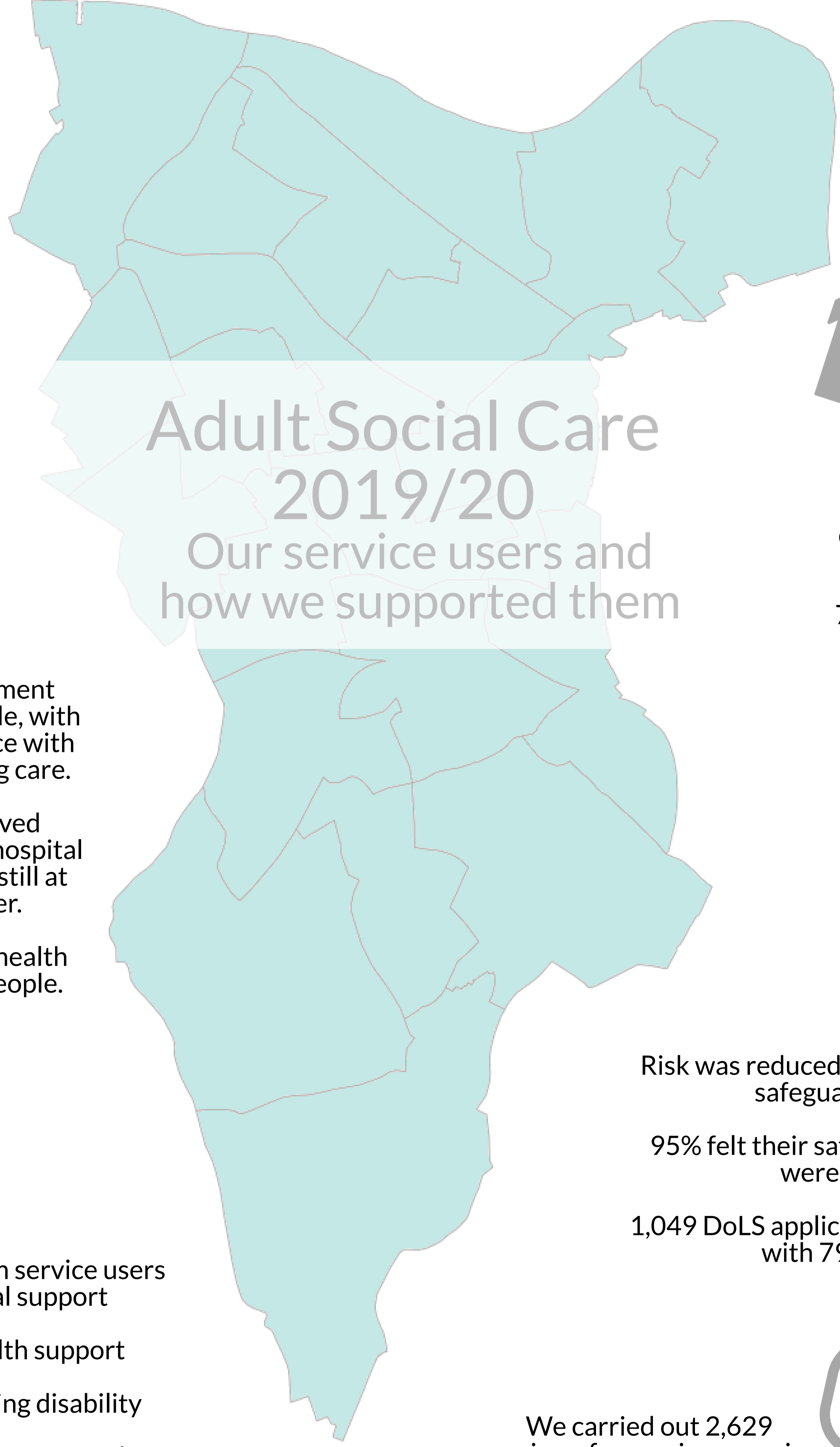


48% of long term service users are from BAME backgrounds and 52% are from white backgrounds.

56% are female and 44% male.



55% of long term service users are aged 65 and over, with 45% aged 18 to 64



# Adult Social Care 2019/20

## Our service users and how we supported them



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

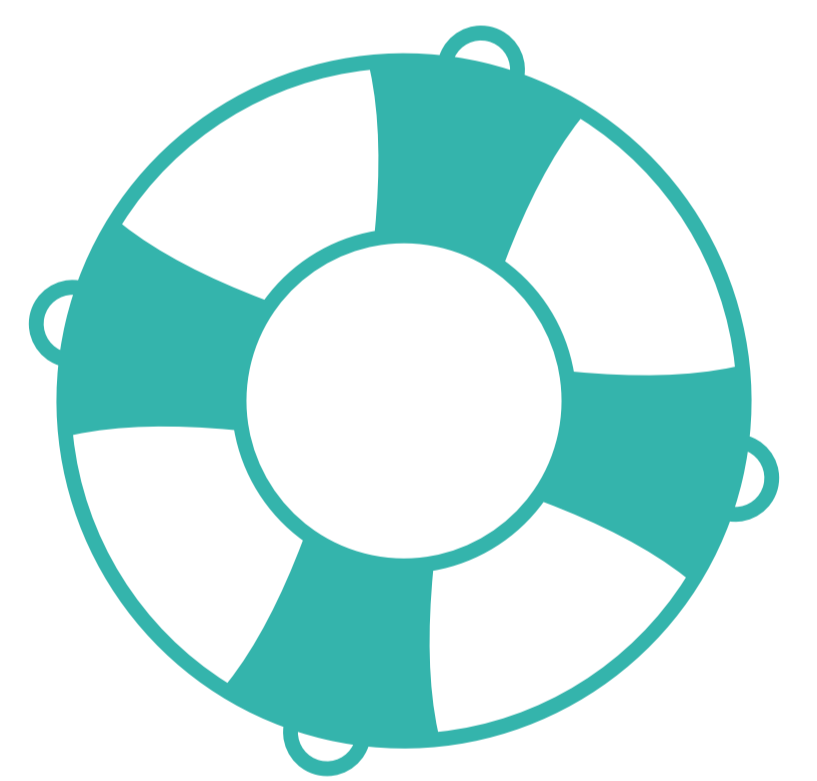
7% of those with a learning disability are in paid employment.



We provided reablement support to 1,022 people, with 87% leaving the service with reduced or no ongoing care.

Of those who received reablement following hospital discharge, 86% were still at home 91 days later.

We provided mental health reablement to 225 people.



Risk was reduced or removed in 91% of safeguarding cases.

95% felt their safeguarding outcomes were achieved.

1,049 DoLS applications were completed with 79% granted.



59% of long term service users required physical support

11% mental health support

21% had a learning disability

9% had other support needs

We carried out 2,629 reviews for service users in the year.

We completed 1,004 carer assessments and reviews.



We supported 4,349 long term services users and spent £79.3m on packages of care