

# Age well

## Overview and key messages

In Knowsley we want to ensure that older residents are supported to 'age well,' especially given that the older population is expected to grow by almost a third between now and 2030. This is because people are living for much longer.

This is a real positive and it is important that older people in Knowsley are valued as the asset that they are. They are well engaged in their local communities and contribute towards their local areas. Recent insight from older people across the Borough also reflects how much older people care about the younger generations and want to ensure that Knowsley is set up to cater for their current and future needs.

It is clear that older people have a lot to offer and contribute to in Knowsley. As such, it is important that their needs and aspirations are supported now and in the future. Whilst many older people in Knowsley have a good quality of life and do live independent and fulfilled lives, evidence shows that older people in Knowsley tend to have worse life outcomes than their national and regional peers, largely due to the social economic and also the health inequalities that exist. For example, the general health and wellbeing of older people in Knowsley tends to be worse, with more older people suffering from serious health conditions and more people being admitted to hospital. Insight also tells us that older residents have key concerns around the wider factors that can

impact on their quality of life, such as their finances, housing and the risk of being socially isolated and lonely.

It is therefore important that services across the Borough support older people in Knowsley to address these inequalities and the wider determinants that can impact on 'ageing well.' The Early Intervention and Prevention, which is starting to show some positive outcome, will continue to have an important role in achieving this, ensuring that people's needs are met sooner and in alternative ways so that they can maintain their independence for as long as possible as they grow older.

The evidence also highlights that needs will be more challenging and complex as people age in Knowsley, for example in line with national projections, the number of older people living with dementia in Knowsley will increase by around 23%. This means that services will need to ensure that they have the capacity to meet the scale of complexities that are expected so that the most appropriate support is in place.

Other key messages from the evidence for older people in Knowsley are:

- The number of older people attending A&E and being admitted to hospital in Knowsley has been increasing consistently.
- Social isolation and loneliness is one of the top three concerns amongst older people in Knowsley.
- Falls amongst older people in Knowsley are high, as are admissions to hospital due to fall related injuries.



- Obesity is high in older people in Knowsley and is set to increase by 20% by 2030.
- Reablement is working well in Knowsley with more older people still at home 91 days after leaving hospital.
- One in five unpaid carers in Knowsley are aged over 65 and demand for older carers is expected to grow by 2030.
- In Knowsley older people's needs are more complex as they age and projections show that this is set to continue.
- There is an opportunity to improve performance regarding Delayed Transfers of Care as performance fluctuates and delayed bed days have been increasing recently.
- The Early Intervention and Prevention Programme is showing some positive effects.

## Older people

### An ageing population

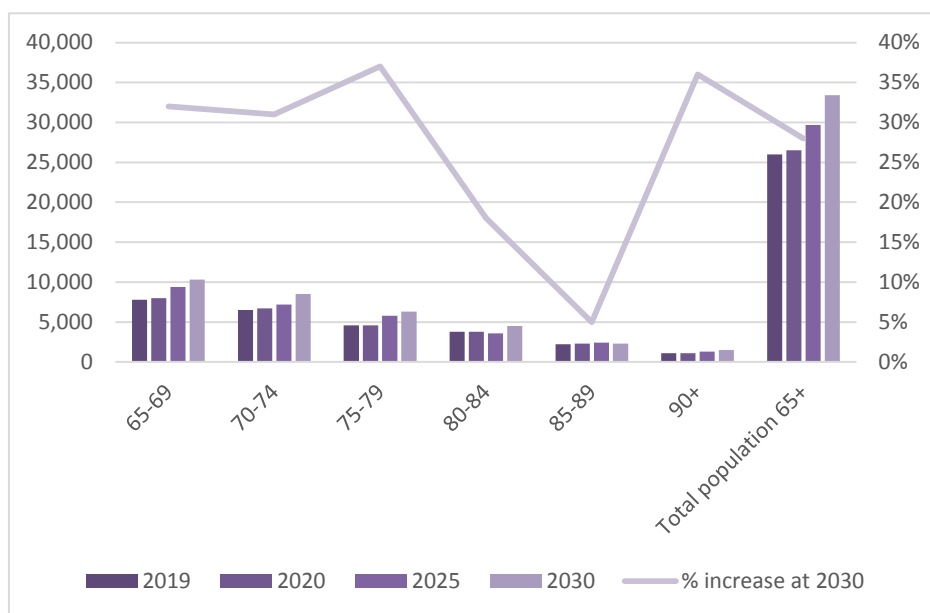
***The number of people aged 65 and over in Knowsley is expected to increase by almost a third between now and 2030.***

Estimations project that there are currently around 26,000 people aged 65 and over living in Knowsley, representing around 17% of the total population. In line with national trends, this figure is expected to increase by approximately 33% by 2030 to a total of around 33,400 older people. Whilst it is positive that people are living longer in Knowsley and is welcomed, this means that older people are now living with more complex health and care needs.

**Table 1:** Knowsley 65+ population projections

Age categories	2019	2020	2025	2030	% increase at 2030
65-69	7,800	8,000	9,400	10,300	32%
70-74	6,500	6,700	7,200	8,500	31%
75-79	4,600	4,600	5,800	6,300	37%
80-84	3,800	3,800	3,600	4,500	18%
85-89	2,200	2,300	2,400	2,300	5%
90+	1,100	1,100	1,300	1,500	36%
<b>Total population 65+</b>	<b>26,000</b>	<b>26,500</b>	<b>29,700</b>	<b>33,400</b>	<b>28%</b>

Source: ONS subnational population projections

**Figure 1: Knowsley 65+ population projections**

Source: ONS subnational population projections

This is a real positive and it is important that older people in Knowsley are valued as the asset that they are. They are well engaged in their local communities and contribute towards their local areas. By means of example over 400 residents in 2018 contributed towards the development of [Knowsley's Older People's Strategy 2018-2021](#) and also the annual Knowsley Older People's Roadshows, delivered by Knowsley Older People's Voice (KOPV), are well attended. Recent insight from older people across the Borough also reflects how much older people care about the younger generations and want to ensure that Knowsley is set

up to cater for their current and future needs. It is clear that older people have a lot to offer and contribute to in Knowsley. As such, it is important that their needs and aspirations are supported now and in the future.

As older people age in Knowsley though, it is likely that their health and care needs will also increase. In particular, the projected rise in the number of people aged 80+ will be most significant, given that those within this age category often have more acute needs. The number of people aged 80 and over living in Knowsley is set to increase by around 17% to approximately 8,300 people by 2030. Older people within this age category are more susceptible to the various challenges associated with old age, such as falls, social isolation and loneliness, dementia, depressions or long-term limiting conditions, including a combination of these, making future care highly complex.

Older people who currently receive adult social care services in Knowsley report that their social care related quality of life score is 18.7 (2017/18). This is lower than both the national average (18.9) and the North West average (19.1).

### **Fewer older people are in employment in Knowsley**

In Knowsley around 1,500 older people (65+) are currently in employment. This is the equivalent of 5.5% of the total population of older people across the Borough. This is almost half of the national figure which shows that 10.5% of older people are in employment. As people are living for longer, there is the potential that there will be an ageing workforce in Knowsley, as people may want or need to stay in work for longer. As such it is important to support older people in Knowsley who

want to access or remain in employment, ensuring that they have the right skills to be able to do so. As older people in Knowsley are the cohort most likely to be digitally excluded, it will be important to understand the barriers and encourage and support them to learn or enhance their digital skills so that they have the necessary skills for the future.

***Their Finances and opportunities to maximise income has been highlighted as a key concern amongst older people in Knowsley***

A survey led by Knowsley Older People's Voice and Knowsley Council in 2018 to inform the Older People's Strategy found that 22% of respondents identified finance as one of their top three concerns. Supplementary feedback found that in particular there are concerns around older people not being able to navigate the pension and benefit system and that people do not feel properly informed or supported to access opportunities to maximise their incomes. Information from Citizens Advice Knowsley also indicates that 19% of clients were aged over 60 and 11% were aged over 65, with many of the issues that they present with being related to poverty and debt.

It is anticipated that recent changes to Pension Credit will affect older people in Knowsley. Although Universal Credit (UC) is for the working age population, as of the 15th May 2019 the Government changed the way it treats couples where one is over and one is under the state pension age. Previously, both could be treated as 'pensioners' which gave them a choice of whether to claim pensioner or working-age benefits (where pension age benefits are more generous). However following these changes, claimants will now be treated as working age until they have

both passed state retirement age which means a difference of around £7,000 per year. Some older people will therefore be asked to make a claim for UC with their partner (who will be working age but might be close to pension age). Eventually all mixed age couples who need financial support (i.e. to claim a benefit) will be subjected to this, unless they have the same date of birth. The greater the age gap, the longer the wait for pension-age benefits. Given Knowsley's already large and further increasing ageing population, this is something that will impact on older people living in the Borough, adding to financial concerns that are already present.

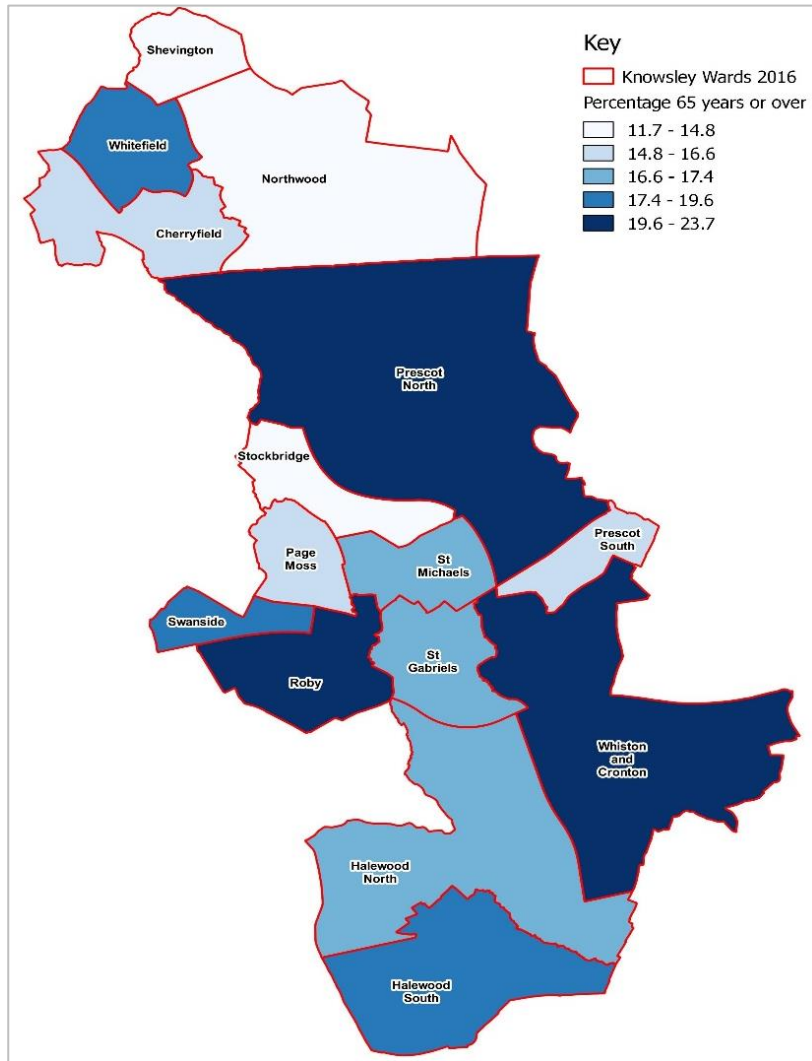
Whilst information and support to help older people navigate the system and maximise their income is available across the Borough, through the likes of the support provided by Knowsley Older People's Voice, feedback suggests that there can be a number of barriers that can deter older people from making an application for financial support. For example applications are often complex and are increasingly being moved online. This is a problem as older people in Knowsley are less likely to be online and are therefore particularly vulnerable to being digitally excluded.

***A significant proportion of older people live in Prescot, Whiston and Cronton and Roby***

When looking at where older people in Knowsley live, Prescot, Whiston and Cronton and also Roby are the areas with the highest percentage of adults aged 65 and over residing in them when broken down as a total proportion of the total population in Knowsley.



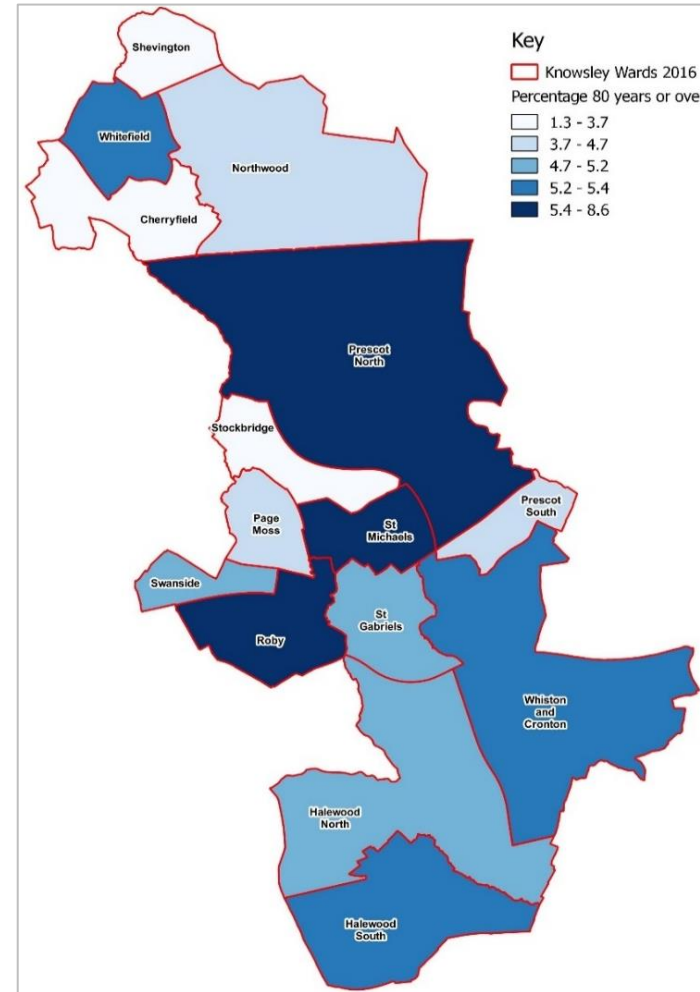
**Figure 2: 65+ population in Knowsley Wards 2017 population estimates**



Source: ONS Ward-level population estimates 2018

When considering older adults aged 80 and over, this trend is similar although it tends to be more concentrated to Prescot and Roby.

**Figure 3: 80+ population in Knowsley Wards 2017 population estimates**



Source: ONS Ward-level population estimates 2018



Older adults in Knowsley tend to live within their own homes and older people have said that this is what they want. However insight from Knowsley's Older People's Voice (KOPV) suggests that some older people who are homeowners in Knowsley can find the practical and financial aspects of maintaining a home challenging. KOPV have reported that many older people struggle to fund the maintenance, aids, and adaption costs associated with a healthy warm home suitable for their current and future needs.

Support to help fund adaptations can be provided through the Disabled Facilities Grant (DFG) and recent data shows that 64% of people who received funding for all major DFG funded adaptations in Knowsley in 2018/19 were aged 65 and over. Insight reported by KOPV recognised the support available but indicated however that the grant is often over-subscribed. This may mean that there are some older people in Knowsley who are not receiving the support that they need to make the necessary requirements to remain independent and with their own homes. The importance of aids and adaptations in maintaining independence is something that has been recognised by residents who have said that housing developers need to consider designing houses that accommodate the needs of people with disabilities.

The accommodation available for older people in the community is a key consideration raised by various stakeholders. An important aspect of this housing is that it is of a good standard and can support older people to live independently, with a good quality of life, for as long as appropriate. Insight from residents

There are a number of older residents in Knowsley living in accommodation based care and support facilities, which provide support for housing and care needs in order to meet their needs. The majority of people aged 55+ and over that reside in this type of housing, tend to live in sheltered accommodation. There are currently around 995 older people aged 55 and over living in a sheltered housing scheme in Knowsley. Sheltered housing is provided for older residents predominately 55+ and consists of self-contained units with some shared facilities and a warden.

***An increasing number of older people are moving into extra care housing facilities in Knowsley.***

There has been a consistent increase in the number of older adults moving into extra care facilities across the Borough. Extra Care housing is a model of providing housing and care support to older people and to adults with support needs. It combines accommodation with care and support services, and helps residents to maintain their independence which can help to prevent or delay the need for further support, such as hospital / residential or nursing care.

There are currently six extra care housing facilities across the Borough with a total of 360 'units' in operation. 170 of these extra care units are commissioned by Knowsley Council for care needs. The number of older people (55+) in Knowsley living in commissioned extra care units has increased dramatically between 2014/15 and December 2018, from 21 to 87 people.



The success of this model is already apparent, supporting reductions in admissions to residential and nursing homes. Recent data demonstrates that admissions to residential and nursing care homes for adults aged 65 and over in Knowsley, per 100,000 population have fallen from 919.4 in 2010/11 to 773.5 in 2017/18.

Current population and service projections anticipated that this managed decline of residential care will continue in Knowsley, as more people have their needs met through the likes of extra care and supported accommodation.

#### ***Admissions to nursing and residential care for older people are falling.***

The number of older people being admitted into long term care is falling across the Borough. However, the risk of being admitted into residential or nursing care increases with age and as such, older people aged 65 and over still make up the majority of residents living in a nursing or residential home in Knowsley. As at December 2018 there were 664 people aged 65 and over living in a nursing or residential home, equating to around 85% of the total number of residents living in a long term care facility in Knowsley. For the majority of older people living in a nursing or residential home (65%), the primary support need is personal care. Adults aged 85 and over are the most likely to be admitted into long term care in Knowsley – around 47% of those in residential and nursing care are aged 85 and over (December 2018).

#### ***A large proportion of older adults in nursing and residential care are receiving support for dementia***

Around 38% of older people in nursing and residential care in Knowsley are in either EMI nursing or residential care; this is support for older people who have mental health difficulties or frailties that include dementia. Since 2014/15, there has been an increase in the number of older people in EMI nursing, indicating that there has been a rise in complex care needs.

**Table 2: Nursing and residential provision, service category**

	2014-15	2015-16	2016-17	2017-18	December 2018
EMI Nursing	61	62	52	62	70
EMI Residential	219	213	199	189	186

*Source: Knowsley LAS/ContrOCC data December 2018*

Population and service projections suggest that the number of older people receiving EMI support in residential and nursing care settings will continue to grow in Knowsley due to an increase in complex needs as people live for longer and with comorbidities. Estimations suggest that this is especially the case for older people with physical impairments and mental health problems in Knowsley.

***In Knowsley the majority of nursing and residential care homes are rated as being good.***

As at March 2019, 55% of nursing care homes in Knowsley were rated by the Care Quality Commission (CQC) as being good, however this is lower than the national figure which is 67%. 81% of residential care homes were rated as being good; whilst this is more than the national average of 78%, 3% of homes nationally are rated as being outstanding compared to 0% in Knowsley. Data suggests that smaller care homes (10 beds or less) tend to be of a better quality compared to medium (11-49 beds) or large (50+) care homes. In Knowsley, 100% of small care homes are rated as being either good or outstanding, compared to 77% for medium and 63% for larger care homes.

Whilst the number of EU workers employed by the Council or commissioned providers is currently unknown, it is anticipated in Knowsley that the impact of Brexit on the adult social care workforce, whilst negative, will be low compared to other areas across the country. The Council is currently investigating the level of dependency that commissioned care providers and other agencies have on other EU countries and how this will impact local services.

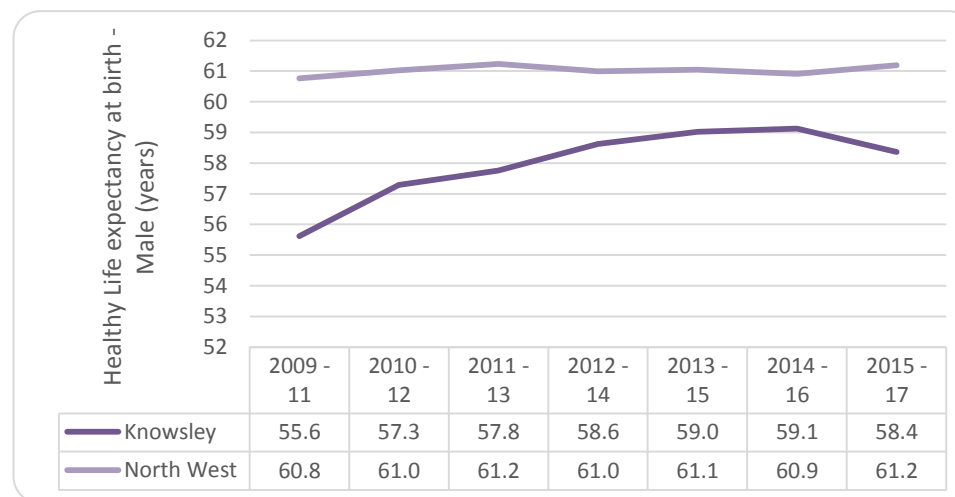
**Health and Wellbeing**

Knowsley is the second most deprived borough in the country and has significant health inequalities to address. The general health and wellbeing of the population in Knowsley therefore tends to be worse than regional and national comparators.

***Healthy life expectancy is lower in Knowsley than the national average.***

Healthy life expectancy at birth is the average number of years that a person would expect to live in good health. For men in Knowsley, this stands at 58.4 years (2015-17), lower than the national average which is 63.8 years.

**Figure 4: Male Healthy Life Expectancy, 2009/11 to 2015/17**



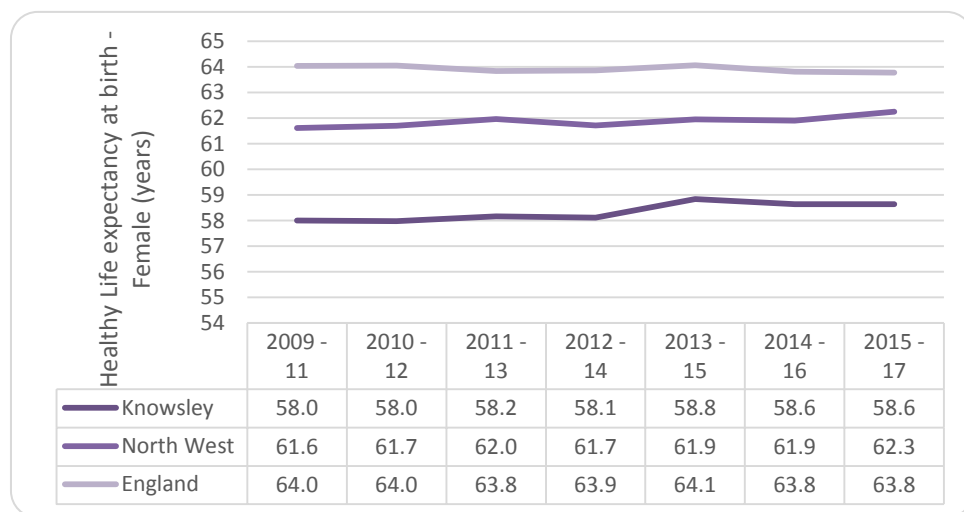
Source: ONS





Female healthy life expectancy is slightly higher at 58.6 years and increased at a slower rate when compared to males, during the same period, this is an increase of 0.6 years. Between 2009/11 and 2015/17 the absolute gap in healthy life expectancy between Knowsley and North West for females narrowed by 14.8% (10.7 months). In both men and women the figure is below that of England which is 63.4 for females and 63.8 males.

**Figure 5: Female Healthy Life Expectancy, 2009/11 to 2015/17**



Source: ONS

### ***The average number of years that a person aged 65 could expect to live in good health is lower in Knowsley***

Maintaining the health and wellbeing of the older population in order to prevent the need for traditional health and care services in Knowsley is a key challenge. Looking at healthy life expectancy at age 65 provides a good indication of the general health of people as it gives the average number of years that a person of age 65 today could live in good health. For men in Knowsley it is currently 8.1 years (2015-17), an increase from 7.0 years in 2009-11. However, for women in Knowsley, this is 8.5 (2015-17), falling from 8.9 years (2009-11). In both men and women the Knowsley figures in 2015-17 (men 8.1 years and women 8.5 years) are below that of the North West (men 9.9 years and women 10.4 years) and England (men 10.4 years and women 10.9 years).

### ***Disability free life expectancy is lower in Knowsley***

Disability-free life expectancy at age 65 is an estimate of the number of years a person aged 65 years would expect to live without a long-lasting physical or mental health condition or disability limiting their ability to carry out day-to-day activities. For both older males and females in Knowsley at 2015-17 this was lower at 8.6 years and 7.6 respectively, compared to the national average of 9.9 years and 9.8 years.

### **Health related quality of life for older people in Knowsley is the lowest across the North West**

The average health status score for adults aged 65 and over, which is based on mobility, self-care, usual activities, pain / discomfort, anxiety / depression, was 0.634 in Knowsley as at 2016/17. This was lower than the national score of 0.735 and the lowest of the 23 areas across the North West.

### **The mortality rate for major health conditions is higher for older people in Knowsley than national average rates.**

In Knowsley, the rate of deaths from Cardiovascular Disease, Cancer and Respiratory Disease among adults aged 65 and over is much higher than national and regional averages.

**Table 3:** Rate of deaths from Cardiovascular Disease, Cancer and Respiratory Disease per 100,000 among people aged 65+ (2015-17)

Condition	Knowsley rate	National rate	North West rate
Cardiovascular Disease (CVD)	1,210.9	1,121.0	1,193.4
Cancer	1,473.4	1,105.7	1,179.7
Respiratory Disease	900.6	637.7	750.8

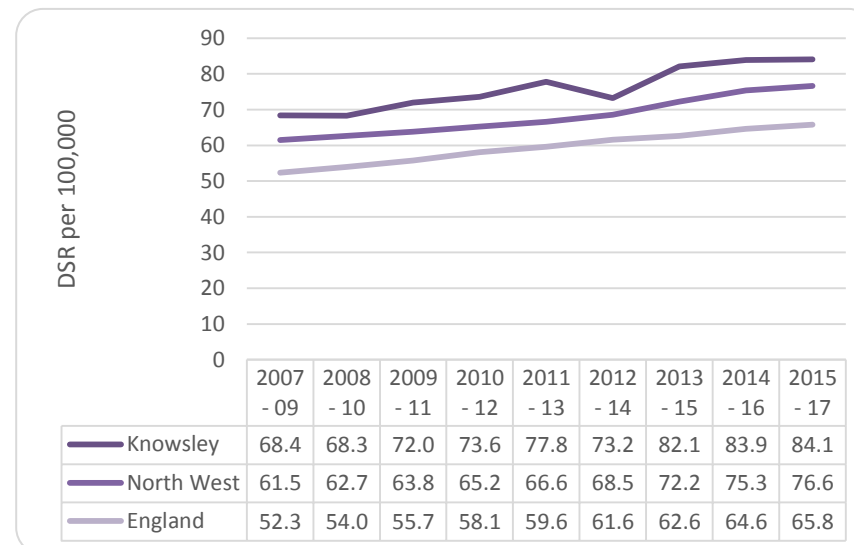
Source: Public Health Profiles, Public Health England

Of the 23 local authorities in the North West, between 2015 and 2017 Knowsley had the 11<sup>th</sup> highest rate of deaths in over 65's for CVD and Cancer. During this time period Knowsley also had the 4<sup>th</sup> highest rate of deaths in this age group for Respiratory diseases.

### **The mortality rate for liver disease is much higher in Knowsley**

In Knowsley, the prevalence of liver disease is a growing problem and the mortality rate is currently higher compared to regional and national averages. Data for 2015-17 shows that in Knowsley the mortality rate for liver disease was 84.1 per 100,000 population, compared to 76.6 across the North West and 65.8 across the rest of England.

**Figure 6:** 65+ liver disease mortality rate per 100,000 population



Source: ONS

The three main causes of liver disease are obesity, an undiagnosed hepatitis infection and alcohol misuse. Knowsley has higher rates of obesity and alcohol misuse amongst the adult population, so this may help to explain why liver disease mortality is so high in the older population. For example 75% of adults in Knowsley are classified as being overweight or obese and Knowsley also had the 6<sup>th</sup> highest rate of alcohol related hospital admissions during 2017/18 out of 23 local authority areas in the North West.

### ***Over a quarter of older adults in Knowsley are obese***

The link between obesity and serious diseases and health conditions is well evidenced and documented, as is the link between obesity and deprivation. As Knowsley is one of the most deprived authorities in the country, it is not surprising that a significant proportion of the adult population (75%) are classified as being overweight or obese. In relation to older adults aged 65 and over, around 6,800 people aged 65 and over (26%) in Knowsley are classified as being obese (Body Mass Index of more than 30). The majority of this cohort is made up of people aged 65-69 at 36%. Whilst nationally obesity is also highest in the 65-69 group, it is lower than the Knowsley average at 33%.

Obesity in old age is associated with increased morbidity which can impact on quality of life. It can exacerbate the decline in physical function and lead to frailty, which can impact on the incidence of falls, emergency hospital admissions and admissions into residential and nursing care. Projections indicate that in Knowsley obesity in people aged 65 and over is expected to rise by 20% by 2030.

### ***Just one in five older adults participate in moderate intensity activity in Knowsley***

Evidence suggests that weight loss and participating in physical activity within this age group can improve physical function and mobility, which can reduce the incidence of falls and improve overall independence and quality of life. The Knowsley Health and Lifestyle Survey for 2012/13 identified however that just under one in five people aged over 65 participated in moderate intensity activity such as brisk walking, cycling or swimming. The survey also identified the amount of time people spend sitting or reclining per day increases with age from 226 minutes a day among those aged 25-34 to 326 minutes among those aged 65 and over.

More recently, Sports England similarly reported that in Knowsley 79% of adults aged 75+ are inactive (less than 30 minutes of exercise per day) (2017/18). This is significantly higher than the England average of 52% and the North West average of 53%. For those aged 55-74, 34% state they are inactive and again this is higher than the England average of 28% and the North West average of 29%. The World Health Organisation (WHO) has identified physical inactivity as a key risk factor for five diseases: coronary heart disease, strokes; breast cancer; colon cancer and diabetes and recent research from Demos found that the costs of physical inactivity in older people to the NHS could be as much as £1.3bn by 2030.

There are already a number of local initiatives that older adults in Knowsley can take part in, such as the Older Peoples fun Olympics, chair-based exercise in care homes and Nordic walking. The Postural Stability Programme, which has proven to increase strength and balance in older



people and reduce falls, is well established in Knowsley with around 350 older people participating in the scheme annually. It is vital that these opportunities are promoted and communicated effectively to older people in Knowsley to encourage participation in physical activity.

### **Fewer adults in Knowsley are invited to and receive a NHS Health Check compared to the rest of the North West**

It is important that eligible adults in Knowsley are invited to and encouraged to take up their annual NHS health checks between the ages of 40 and 74, as these can help to identify the early signs of serious health conditions such as stroke, kidney disease, heart disease, type 2 diabetes or dementia.

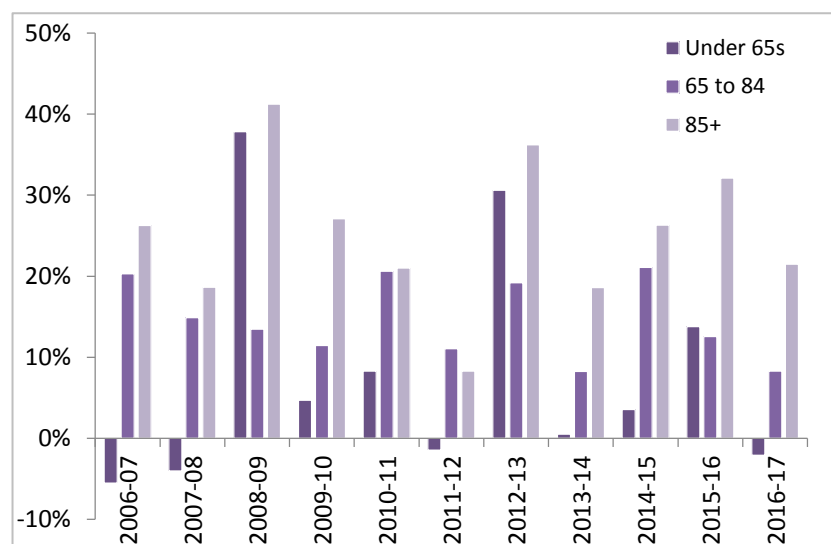
In Knowsley, 80.3% of eligible adults aged between 40 and 74 were offered a NHS Health Check between 2014 and 2019, lower than the national (85.2%) and North West (92.9%) levels. Around 42.6% of eligible adults received a check during the same time period; this was lower than across the North West (44.5%) but higher than the national figure (40.9%).

It is also important to note 75+ health checks are available for people on a discretionary basis by individual GP surgeries in Knowsley. Due to the nature of this service there is no borough-wide data available.

### **Excess Winter Mortality is highest amongst people aged 85+**

Excess winter mortality (EWM) is defined as ‘the extra numbers of deaths during the winter months in relation to the other seasons of the year’ and is thought to be a direct consequence of the cold weather. EWM defines the winter period as December to March. The methodology compares winter deaths with the average of deaths occurring in the preceding August to November and the following April to July. During 2016/17 the highest proportion of winter deaths were observed in those aged 85+. The number of winter deaths for 85+ year olds was approximately 21% higher than the non-winter periods. This is lower than both the national average (30.8%) and regional averages (26.7%).

**Figure 7: EWM in Knowsley by age 2006/07 to 2016/17**



Source: ONS

Understanding seasonal changes in temperature are important especially in winter months so that additional help can be made available for those who are most at risk of the cold conditions. Older adults are one of these vulnerable age groups, especially those on lower incomes and those not living in energy efficient housing.

Locally there is not an exact picture of the number of older people who are living in poverty or experiencing extreme financial difficulties. However, applying national estimates suggests that almost 3,500 older people in the borough are living in poverty. This is likely to be an underestimate because low income in retirement is often linked to low pay during time in work, or time away from employment due to caring responsibilities, disability, illness or unemployment all of which are more common in Knowsley than the national average.

In Knowsley the number of older people receiving winter fuel payments (an annual payment to help older people pay their winter heating bills) is also lower (93.6%) than the national average (96.5%) and is the lowest across the Liverpool City Region. This may indicate that there are some older people in Knowsley missing out on support to heat their homes. Particularly low values for this figure are linked to high levels of migration/transient populations, possible problems with the payment system, and the proportion of residents in care homes/long-term NHS settings.

As older people are increasingly staying within their own homes and community based settings, it will be important to ensure that those who

are eligible receive the support that they need to heat their homes. This is especially important with the projected increase in the number of older people expected to be living in the Borough.

A study found that there is a greater risk of deaths in colder housing, with EWDs in the coldest 25% of houses three times higher than the warmest 25% of houses. There is also a strong relationship between cold temperatures, cardio-vascular and respiratory diseases. Furthermore, mental health can also be negatively affected by fuel poverty and cold housing for any age group. Indirect impacts of cold homes and fuel poverty include reduced dietary opportunity and choice; and reduced dexterity leading to an increased risk of falls, accidents and injuries in the home.

***One in three people aged 65 years and over in Knowsley experience a fall at least once a year***

Another major health concern amongst older residents is falls. Falls can happen to anyone but are most prevalent and recurrent in older adults and are multi-factorial due to physical changes as a result of ageing. For example they can be caused by muscle weakness, poor balance and visual impairment. They are the most serious and frequent type of accident in people aged over-65. One in three people aged 65 years and over experience a fall at least once a year – rising to one in two among those aged 80 years and older. There could be some potential links between the high frequency of falls in Knowsley and the high levels of obesity and

inactivity amongst older adults, as eating healthy and exercising regularly can help to prevent falls.

The number of older people experiencing falls in Knowsley is projected to grow by over a quarter (26.6%) by 2030, lower than both England (34.8%) and the North West (30.9%).

**Table 4: Estimation of Knowsley falls projections by age**

	2019	2020	2025	2030	2035
People aged 65-69 predicted to have a fall	1,609	1,650	1,937	2,129	1,924
People aged 70-74 predicted to have a fall	1,538	1,585	1,733	2,015	2,237
People aged 75-79 predicted to have a fall	1,074	1,074	1,350	1,469	1,699
People aged 80-84 predicted to have a fall	1,278	1,244	1,145	1,470	1,634
People aged 85 and over predicted to have a fall	1,419	1,462	1,634	1,677	2,021
Total population aged 65 and over predicted to have a fall	6,918	7,015	7,799	8,760	9,515
% growth from 2019		1.4%	12.7%	26.6%	37.5%

Source: Health Survey for England (2005) prevalence applied to ONS population projections

**The rate of emergency hospital admissions for injuries due to falls is increasing in Knowsley and is the 3<sup>rd</sup> highest local authority rate across the country**

In 2017/18 830 older people in the Knowsley local authority area experienced an emergency hospital admission due to a fall. This equates to a rate of 3,292 per 100,000 Directly Age Standardised Rate (DSR). The rate in Knowsley has been consistently significantly higher compared to North West (2,399) and England (2,170). The number of admissions for falls in Knowsley amongst older people is expected to increase by around

23%, lower than the expected increase across England which is projected at 34%.

**Figure 8: Emergency hospital admissions due to falls in people aged 65+**



Source: Public Health Outcomes Framework

People aged 80-84 account for the highest number of falls related emergency admissions of Knowsley registered patients. In 2017/18, 75% of those admitted to hospital due to a fall returned to their usual place of residence.

**Slip, trip or stumbles on the same level are the highest known causes of falls admissions in Knowsley**

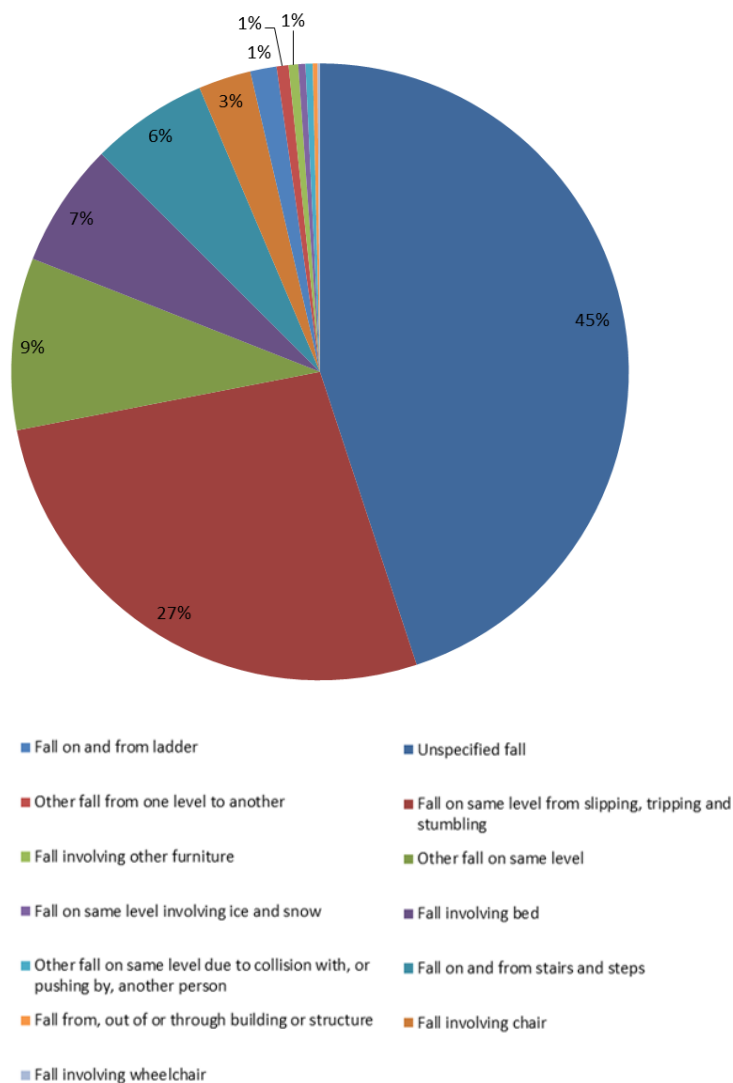
In 2017/18 the greatest percentage cause of emergency hospital admission falls are unknown, unspecified falls (45%), see Figure 8. Slip,





trip or stumbles on the same level are the highest known causes of falls admissions, with 27%, followed by other fall on the same level (9.0%), fall involving a bed (6.5%) and then fall on and from steps or stairs (6.1%).

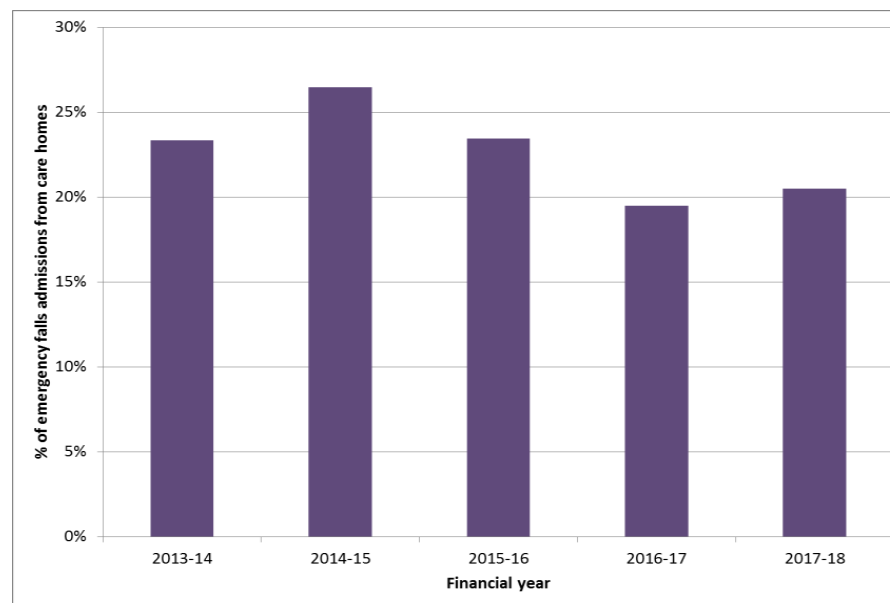
**Figure 9:** Cause of fall resulting in emergency hospital admissions for Knowsley (2017/18)



**One in five emergency admissions to hospital due to a fall occur in a care home in Knowsley**

In 2017/18 there were 165 emergency falls admissions from care homes, a rate of 20.5% (roughly 1 in 5) of all emergency falls. This rate has fallen over the five year period 2013/14 to 2017/18. The 2014/15 financial year saw the highest proportion from care homes over the five year period with 26.5% (more than 1 in 4 cases), numbers in that year were also highest with 201 cases.

**Figure 10:** Proportion of emergency hospital admission falls from patients who live in residential/care homes, Knowsley registered patients

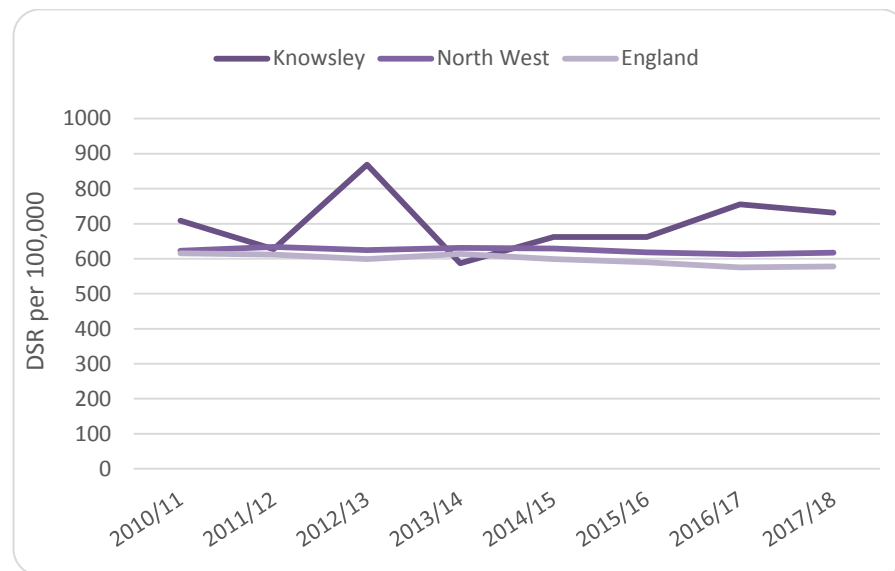


Source: SUS-CDS

**Knowsley has the highest rate of hip fractures in people aged 65 and over in the North West of England**

One consequence of falls in older adults is hip fractures; individuals with low bone mineral density are likely to experience a fracture after a fall. This is more prevalent in older adults as reduction in bone density, in some cases resulting in Osteoporosis, is a common consequence of the ageing process. This results in weaker bones and reduction in balance and strength all of which increases the risk of hip fractures.

**Figure 11:** Emergency admissions for hip fractures in people aged 65+



Source: Public Health Outcomes Framework

Knowsley has the highest rate of emergency hospital admissions for hip fractures in the over 65's in the North West region at 731 (per 100,000) which is also significantly higher than the national rate of 578 (per 100,000). Since 2010/11 the rate has fluctuated in Knowsley peaking at 869 (per 100,000) followed by a drop to 587 (per 100,000) in 2013/14. These rates have steadily risen in Knowsley until 2017/18, since which they have lowered slightly to 731 per 100,000. In comparison North West and national rates have remained fairly stable between 2010/11 and 2017/18. Since 2010/11 Knowsley has seen an increase of 3% whilst contrastingly rates have reduced by 1% and 6% in the North West and England respectively.

**The number of falls and financial cost is set to increase.**

It is recognised that whilst the frequency of falls and the associated demand on provision continue to rise in Knowsley, there are fundamental issues within the system impacting on Knowsley's ability to meet these needs. For example the processes for identifying need and referrals are limited, resulting in high levels of unmet need. Given the clear link between the incidence of falls and increased emergency hospital admissions and also admissions to residential and nursing care, this is a key challenge that will need addressing.

Encouraging and empowering individuals and communities to lead healthier lifestyles in Knowsley is vital in order to help prevent poor health outcomes as people get older. Insight from local residents aged 55 and over in Knowsley suggests that they recognise the importance of this,

indicating that they would like better access to preventive services such as leisure and wellbeing services, health checks and screenings and a more joined up and holistic health and care offer that can better identify and meet their health and care needs.

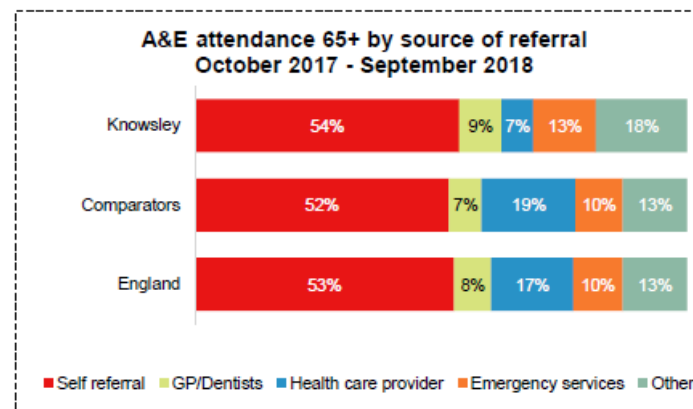
**Acute hospital pathway for older people (65+)**

**The number of older people attending A&E has risen consistently in Knowsley**

The rate of older adults in Knowsley that attend Accident and Emergency (A&E) has been consistently increasing since 2015/16 and is much higher compared to national and statistical neighbours. More older people self-refer to A&E in Knowsley compared to England and statistical neighbour comparators.

**Table 5: A&E attendance for older people in Knowsley and referral source**

Area	Financial year quarter			
	Q3 17/18	Q4 17/18	Q1 18/19	Q2 18/19
Knowsley	22,139	22,210	24,059	25,138
Comparators	14,073	13,829	13,777	13,913
England	11,194	11,025	11,521	11,806



Source: Care Quality Commission Hospital Episodes Statistics 2015-2018



This may indicate that older people in Knowsley are struggling to access primary and / or community care. Recent insight from older people in Knowsley supports this assumption, as they reported that it can be difficult to get an appointment at their GP surgeries and that even when they do there is often a long wait until the appointment takes place.

The number of A&E attendances from older people in care homes is also much higher in Knowsley compared to the national and statistical neighbour rates.

***Hospital admissions for older people in Knowsley have risen consistently over the last five years.***

The rate of hospital admissions for older adults in Knowsley as at 2017/18 was 76,755 per 100,000. This rate has been increasing fairly consistently since 2013/14 when it was 69,128 per 100,000.

**Table 6:** Hospital admissions per 100,000 for older people (65+)

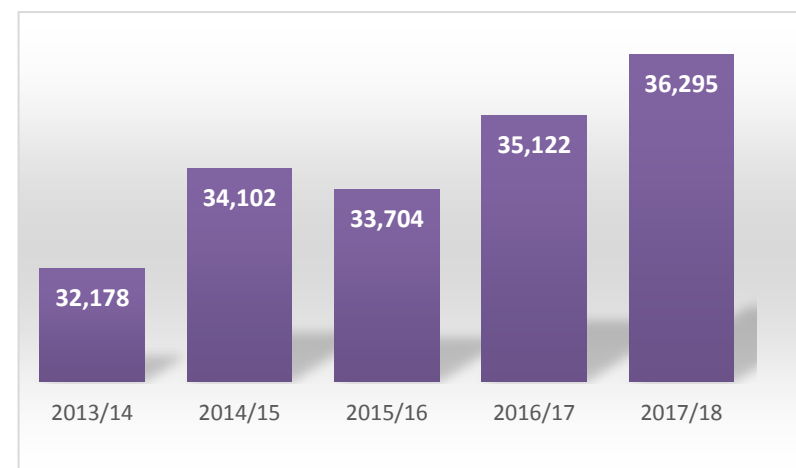
Year	Total admissions per 100,000
2013/14	69,128
2014/15	69,991
2015/16	75,418
2016/17	74,295
2017/18	76,755

Source: Knowsley Clinical Commissioning Group

***There has been an increase in emergency hospital admissions over the last five years in Knowsley***

Of particular significance is the increase in the number of non-elective admissions (emergency admissions) amongst older residents. This has jumped from 32,176 per 100,000 in 2013/14 to 36,295 as at 2017/18. The primary diagnosis for emergency admissions amongst older people in Knowsley is Lobar pneumonia.

**Figure 12:** Rate of emergency admissions for 65+ per 100,000 2013/14 to 2017/18



Source: Knowsley Clinical Commissioning Group

When broken down by individual quarters throughout the year, the most up to date data from the CQC shows that emergency admissions per

100,000 for older people in Knowsley have been much higher than the national and statistical neighbour rates over the past year.

**Table 7: Rate of emergency admissions per 100,000 population 65+**

Area	Financial year quarter			
	Q3 17/18	Q4 17/18	Q1 18/19	Q2 18/19
Knowsley	8,830	9,941	9,548	9,691
Comparators	7,484	7,789	7,600	7,396
England	6,468	6,704	6,541	6,465

Source: Care Quality Commission Hospital Episodes Statistics 2015-2018

Again this is also the case for emergency admissions from care homes in Knowsley. Recent research from The Health Foundation found that 41% of emergency admissions to hospital involving care home residents could be potentially avoided with better provision of preventive primary care, community support or NHS care in care homes.

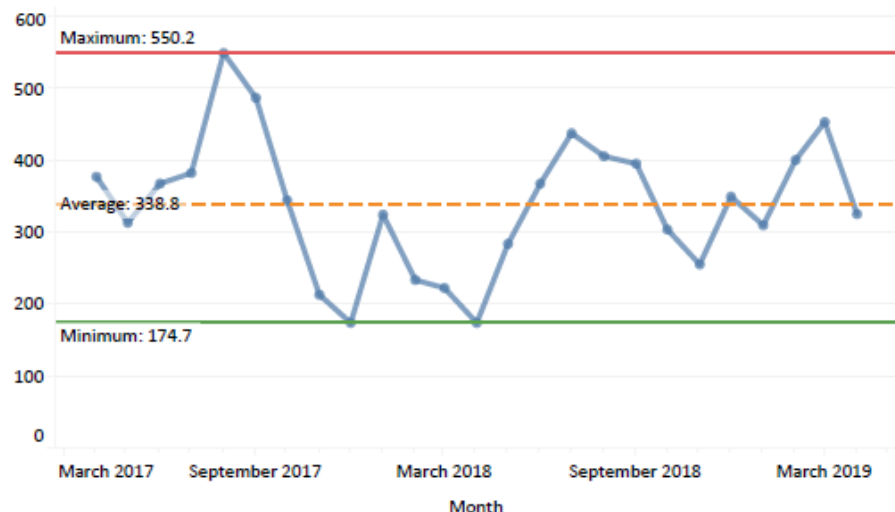
The number of emergency admissions that last longer than 7 days is lower in Knowsley compared to the England average and the number of admissions which are longer than 21 days is tends to be aligned to if not lower than the national average.

### ***The number of delayed transfers of care from hospital can vary in Knowsley***

As set out in the requirements of the Better Care Fund, there has been a national focus on discharging people out of hospital and trying to reduce Delayed Transfers of Care. One way in which this challenge is being addressed locally is through Knowsley's Hospital Discharge Team, which was established in 2016 and is now embedded practice within the NHS. Overall the team have improved discharge planning from hospital and reduced the length of stay in hospital for older people across the community as evidenced in reductions in Delayed Transfers of Care, for example between April 2016 and April 2018, the number of delayed days in Knowsley fell from 244 to 202. The team has been recognised regionally as good practice and moving forward will be developing process to support residents attending hospital for planned surgery and procedures, ensuring they are supported to return home as quickly as possible.

However, monthly data suggests that the total number of delayed days tends to fluctuate in Knowsley. The total number of delayed days per 100,000 of the population in Knowsley have varied since March 2017 with little consistency, and have been increasing since winter 2018.

**Figure 13:** Total rate of Delayed Transfers of Care per 100,000 population from April 2017



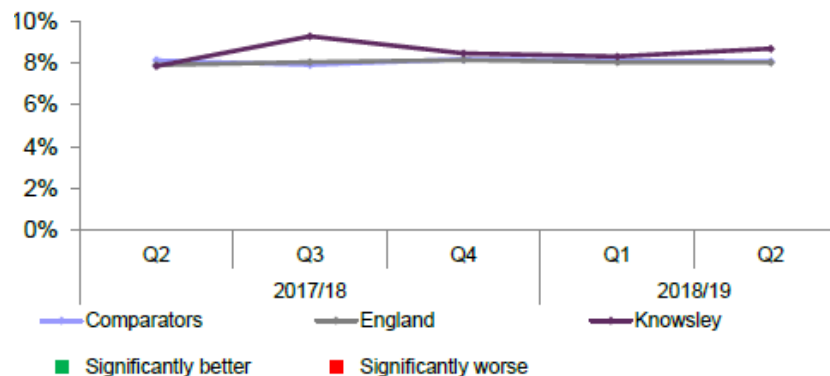
Source: North West ADASS Delayed Transfers of Care Update June 2019

As at April 2019, Knowsley ranked 104 out of 151 nationally (where 1 is the lowest rate and 151 is the highest) for the total sum of delayed bed days per head of population with a total of 326.1 delayed days per 100,000 of the local population. This is a decline since previous months and is now lower than the median rate for the rest of the Liverpool City Region (353.9). Where there is a delayed transfer of care, data suggests that in Knowsley the responsible organisation tends to be the NHS.

**Emergency readmissions to hospital amongst older people are higher in Knowsley**

The rate of emergency readmissions to hospital within 7 days of discharge and within 30 days of discharge for older people is slightly higher in Knowsley compared to statistical neighbours and the national average:

**Figure 14:** Percentage of emergency readmissions within 7 days of



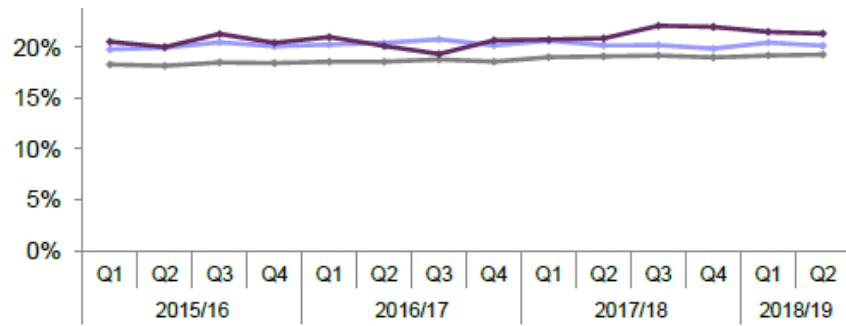
discharge

Source: Care Quality Commission Hospital Episodes Statistics 2017-2018





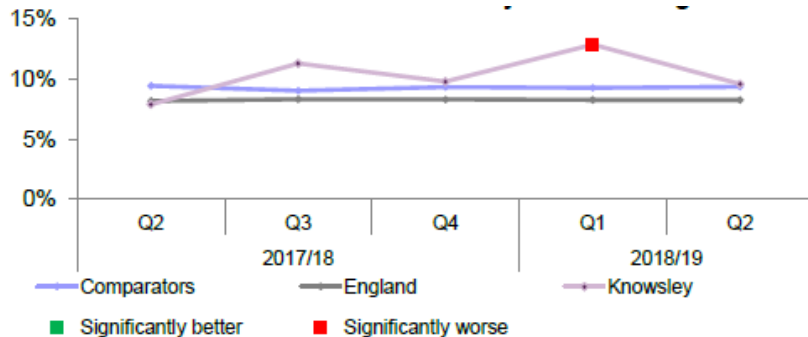
**Figure 15:** Percentage of emergency readmissions within 30 days of discharge



Source: Care Quality Commission Hospital Episodes Statistics 2017-2018

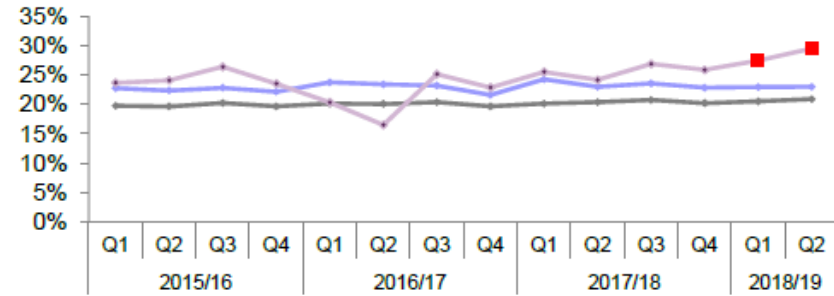
This is also the case for emergency readmissions from care homes in Knowsley, which have seen quite a significant increase over the last two quarters, especially for people readmitted within 30 days of discharge.

**Figure 16:** Percentage of emergency readmissions from care homes within 7 days of discharge



Source: Care Quality Commission Hospital Episodes Statistics 2017-2018

**Figure 17:** Percentage of emergency readmissions from care homes within 30 days of discharge



Source: Care Quality Commission Hospital Episodes Statistics 2017-2018

**More older adults in Knowsley receive reablement / rehabilitation services after discharge from hospital compared to the rest of the country**

In Knowsley 3.3% of older people were offered reablement after discharge from hospital compared to 2.9% nationally (2017/18). Reablement can support people to regain and maintain their independence helping them to stay within their own homes and communities. The majority of older people who were offered reablement services in Knowsley were still at home 91 days after discharge from hospital (81%). The most recent data shows that for the 2018/19, this has increased to 86.8%, higher the national (82.9%) and regional (84.6%) averages.



## Adult social care

### *The majority of people receiving support from adult social care services are older people*

There are currently 2,840 adults (18+) in Knowsley receiving support from adult social care services (July 2019). The majority of people receiving these services (1,691 people, 59.5%) are aged 65 and over. The Adult Social Care Outcomes Framework (ASCOF) measures how well care and support services achieve the outcomes that matter most to people. The ASCOF is used both locally and nationally to set priorities for care and support, measure progress and strengthen transparency and accountability. The measures included help to demonstrate how the system is working as a whole.

### *Adult social care services are improving and working well in Knowsley*

The most recent performance results for 2018/19 indicate that adult social care services and the system as a whole are performing well in Knowsley, with significant improvements being seen across a number of different indicators. For example, there has been a significant fall in the number of older people permanently admitted to residential or nursing care, an increase in the number of people receiving a direct payment as part of their support, and an increase in adults with learning disabilities living in settled accommodation. This will be having a positive impact on those people who are receiving these services, of which older people make up the majority.

**Table 8: ASCOF outcomes 2018/19**

Indicators	2017/18	NW 2017/18	England 2017/18	2018/19	Trend
(2A1) Adults aged 18-64 permanently admitted to residential or nursing care per 100,000 population	9.98	17.2	14	4.42	↑
(2A2) Older people aged 65+ permanently admitted to residential or nursing care per 100,000 population	779.72	737.8	585.6	686.26	↑
(1C1A) The total number of clients who received self-directed support (existing/new direct payments or personal budget) at year end	99.2%	88.1%	89.7%	99.6%	↑
(1C2A) The total number of clients receiving a direct payment (whether part of a self-directed process or not) at the year end	32.2%	24.4%	28.5%	36.6%	↑
(1C1B) The total number of carers who receive self-directed support (existing/new direct payments or personal budget) in the year	95.7%	90.6%	83.4%	100%	↑
(1C2B) The total number of carers receiving a direct payment (whether part of a self-directed process or not) in the year	1.8%	81.1%	74.1%	100%	↑
(2D) Outcome of Short Term to maximise independence - Sequel to Service - ALL clients	55%	74%	78%	87%	↑
(1E) Adults with learning disabilities in employment	3.07%	4.3	6%	2.07%	↓
(1G) Adults with learning disabilities in settled accommodation	92.3%	88.2%	77.2%	93.2%	↑

## Early Intervention and Prevention

### ***Older people want to stay in their own homes for as long as possible***

Whilst older people tend to make up a large proportion of residential and nursing care populations and other care services, insight from older people in Knowsley tells us that where possible people want to stay within their own homes and communities, even after an episode in hospital. As such, there is clearly a key challenge around meeting the needs of older adults in new and more sustainable ways that rely less on traditional health and care services as the older population grows. It is vital that older people in Knowsley are supported to remain independent and in their own communities as they grow older in order to sustain their quality of life and at the same time reduce the use of and costs associated with traditional health and care services.

### ***Knowsley has therefore focused on embedding prevention in order to meet the needs of older adults in Knowsley.***

This has largely been achieved through Knowsley's Early Intervention and Prevention Programme, which focuses on moving away from traditional care services towards more preventative, community based solutions.

The Community Assets is a key workstream within the Early Intervention and Prevention Programme. It aims to ensure that a broad range of voluntary and community sector services are developed and sustained, promoted, and are accessible to enable alternative responses to traditional social care services. The purpose is to focus on the strengths of people and communities and to reduce pressures on statutory health and

social care services. A summary of the key initiatives delivered through the Community Assets workstream is provided below:

- **Community Navigators** - Knowsley Council and Knowsley CCG have invested in the piloting of a Community Navigator Service. The pilot explores the best way to support residents to stay healthy and independent in the community by connecting people with community groups and activities rather than accessing traditional social care.
- **Micro-enterprises** – Knowsley Adult Social Care service set aside £25,000 to support the development of micro-enterprises across the Borough. The fund allocates up to £500 to eligible organisations to support enterprise start up or diversification. Since July 2017, 17 organisations have been awarded funds and a number of these are now established as micro-enterprises providing alternative services and support to people with care needs in Knowsley.
- **Integrated Community Frailty service** – launched March 2019 to provide an urgent two-hour rapid response to Knowsley residents aged 65 and over. The service has been developed by North West Boroughs Healthcare NHS Foundation Trust, in partnership with the Council, and aims to reduce unnecessary hospital admission by providing people with care in their local communities.



- **Integrated Community Reablement and Assessment Services;** this refers to all services that are intended to prevent admission and support discharge from hospital and include:
  - **Knowsley's reablement service** – promotes independence and maximises recovery potential after an incident, injury or period of illness. The regulations require that Reablement Services must be provided free of charge for up to six weeks.
  - **24/7 Community Response Team** - established in January 2018 to provide immediate support to people with health and social care needs in crisis at home, and when necessary, assistance following a presentation to A&E. Since the team was established in January 2018, and to September 2018, 35 people were supported home from A&E to avoid unnecessary admission; 37 people were supported to avoid emergency placement in a respite or short stay bed; and 52 lifeline alarm calls were responded to prevent the need for an ambulance call.
  - **Home First** - is aligned to the 24/7 Community Response Team and provides an immediate short-term, personal and domiciliary care response for up to two weeks following a person's discharge from hospital, when a long-term domiciliary care support package cannot be immediately sourced. The initiative has been proven to quicken discharge from hospital to home and avoids an unnecessarily hospital stay, or the use of a transitional bed.

***There has been a focus on using assistive technology to support health and care needs of older people in Knowsley.***

Knowsley's Early Intervention and Prevention programme also focuses on the use of assistive technology to support people to remain in their own homes and communities. In January 2018, the Council launched a pilot, which offered every person a free 12 week Assistive Technology package, including a lifeline pendant and a smoke alarm to support the hospital discharge process. In March 2018, this pilot was extended to include people living independently at home. There has been a steady increase in the number of people using assistive technology over the last 3 years with a total increase of 237 service users between January 2018 and March 2019.

The Council also worked with the LGA's Behavioural Insights Team to explore the barriers to take up of Assistive Technology in Knowsley. Through this work, a variety of new products and devices have been adopted, including virtual assistants such the Alexa, whole-house passive monitoring systems, companion pets for people with dementia. It is important that older people in Knowsley continue to be supported to maximise the use of assistive technology due to the positive impact it can have on maintaining their independence.

With the number of older people in Knowsley projected to increase significantly by 2030, prevention and early intervention will continue to be fundamental, helping to ensure that people are supported to stay in their own homes, avoiding the need for more acute health and care services, and ensuring a sustainable health and social care system.

## Social Isolation and Loneliness

Loneliness and social isolation affects people of all ages and from all backgrounds. However, it can be more common in older people as relationships may decline through key life transitions such as retirement and bereavement.

### ***Around a third of older people in Knowsley live alone***

Whilst currently there is no universal accurate measure to identify the total number of older people who are socially isolated or lonely, there are nearly 8,000 people aged 65 and over living alone; this is a third of the number of people aged over 65 in Knowsley (2016). As the population changes, the number of people living alone is set to increase with over 1,114 additional people aged over 75 living alone by 2030.

Recent research from The Health Foundation found that living alone can increase a person's risk of social isolation and loneliness and have a negative impact on their health and wellbeing, increasing the chance of being admitted to A&E by 50%. Ensuring that older people in Knowsley who are living alone are supported to access local services in the community will be important in order to reduce the likelihood of them feeling socially isolated and / or lonely.

***Loneliness and social isolation is one of the top three concerns amongst older people in Knowsley***

Whilst there is currently no universal measure for social isolation and loneliness, local residents aged 55 and over identified the issue as one of the top three key priorities concerning them during engagement activity in 2018. In addition to this, less than half (44.5%) of older people who receive adult social care services and responded to the user survey in 2017/18 reported that they had as much social contact as they would have liked. This is slightly higher than what was reported nationally (44%) but much lower than across the North West (47.4%).

***Information around what's available needs to be better communicated***

Insight with older people has indicated that communication and awareness around activities and groups etc. that help to address loneliness needs to improve so that people know what is available and where, and that measures need to be put in place to ensure that these are accessible.

There have been recent efforts to improve information and raise awareness about local services and agencies in Knowsley, such as the establishment of the online directory Live Well Knowsley. Whilst these are welcomed, they are often online developments and therefore risk excluding older people across Knowsley who are less likely to be online. For example, KOPV estimate that around 60% of their members do not have access to the internet. As such, it will be important to encourage

and support older people in Knowsley to access online services, as well continuing to support those residents who are unlikely ever to embrace the digital offer by ensuring alternative contact routes remain available.

Older residents in Knowsley also stated that more opportunities and links in the community need to be explored so that they are supported to meet other people and expand their social networks. There are already a wide variety of community groups set up that help to address social isolation and loneliness, such as Knit and Natter, Tea and Tech and the Advocafe, amongst many others. It is important that the presence of these groups and opportunities to attend them are communicated effectively in order to expand their reach. Insight from older people also suggests that there needs to be a range of support services that people can access from their own homes.

Due to this evidence and insight, social isolation and loneliness is now one of the five key priorities within the Knowsley Older People's Strategy 2018-2021. Therefore there will be a number of actions delivered across partners in an attempt to address the issue.

***Social prescription may help to address loneliness and social isolation amongst older people in Knowsley***

Encouraging more use and take up of the Social Prescription was identified as one of the key actions to address this issue. Knowsley's Social Prescription model, which is currently under development and evaluation, will aim to support those within the social care and health





needs, including loneliness and isolation, to find support in their own communities ahead of traditional commissioned services provided by the Council or Health Services.

***Overcoming some of the key issues relating to transport would also help to address loneliness and isolation amongst older people***

Insight from older people in Knowsley suggests that addressing the local issues that they often face with public transport would also help to address social isolation and loneliness. The survey that informed Knowsley's Older People's Strategy in 2018 identified transport as one of the key concerns amongst older people in Knowsley. It found that there are particular issues around accessibility, both in terms of physical access to vehicles and bus stops, as well as access to certain routes and locations across Knowsley and the wider Liverpool City Region. It was also identified through the survey that more needs to be done to raise awareness of local transport links so that people know what is available and where.

People in Knowsley have said that everyday tasks such as shopping, as well as more targeted activities such as day centres and community centres may be able to help tackle social isolation, but were also considered to be under threat. Insight has also suggested that intergenerational engagement between older adults and young people in Knowsley might help to address the issue.

## Dementia

***The number of older people (65+) with dementia in Knowsley is expected to rise by 23% by 2030***

The changing demographic profile of Knowsley suggests there will be a significant fall in those of working age and a rise in the older population. This will have an impact of what is described as the 'old age dependency ratio' with implications in terms of increasing prevalence of dementia, the ability of commissioning bodies to meet the growing needs of those living with dementia, compounded by the decline in the working age population that would ordinarily provide care and economically support the ageing population.

The prevalence and impact of dementia continues to grow both nationally and locally. There are approximately 1,700 people aged 65 and over in Knowsley living with dementia; this equates to around 4.47% of older people locally, more than the national average (4.3%). By 2030, the number of older people with dementia is expected to increase by around 23% in Knowsley, equating to a total of approximately 2,212 people. This is lower than what is expected for the national average for the number of people across England living with dementia by 2030, which is projected to increase by 32%.

***A significant proportion of people predicted to have dementia have not been formally diagnosed in Knowsley***

A significant number of people nationally and locally do not have a Dementia diagnosis and therefore go unsupported; there is still a large gap between the expected number of those diagnosed and the actual numbers diagnosed. It is estimated that the diagnosis rate in 2018 was 69.9% in Knowsley; this is slightly higher than the England rate of 67.5% but lower than the North West rate of 72.2%. This indicates that there remains a significant proportion of people predicted to be living with the condition whose needs have not been identified let alone met. One of the priorities in [Knowsley's Dementia Friendly Strategy 2018-2020](#) is around ensuring more early diagnosis so that people living with dementia in Knowsley receive timely and appropriate assessment and post-diagnostic support.

***Emergency admissions to hospital for people living with dementia in Knowsley are high***

The rate of emergency inpatient hospital admissions for older people with a mention of dementia in Knowsley was 5,344 per 100,000 population in 2017/18. This is significantly higher than the national rate of 3,609 and the rate across the North West which was 4,101.

***The rate of people that die from dementia in Knowsley is higher than the rest of the country***

1,044 people per 100,000 aged 65 and over die from dementia in Knowsley (2017/18), more than the national rate of 903 per 100,000 and the regional rate of 981 per 100,000. Whilst the majority of deaths from dementia are in the individual's usual place of residence in Knowsley (62.6%), this is lower than national (68.5%) and regional (68%) averages and more older people with dementia in Knowsley die in hospital (37.2% compared to 30.5% nationally and regionally). This may indicate that end of life care for older people with dementia needs improving in Knowsley. It should be noted however that fewer older people with dementia locally die in a care home (48.1%) and more people die at home (13.6%) when compared to national and regional averages.

***There will be a challenge in meeting the needs in of people living with dementia in Knowsley in the future***

There is already a range of services and good practice across the Borough that currently support people with dementia, and their carers, to remain in their communities. This includes community respite provision, peer support groups facilitated by Alzheimer's Society and also Knowsley carers centre, dementia-friendly extra care facilities (Crawford Garden), Knowsley LLAMs Memory Service and specialist dementia care homes. There are also 43 dementia champions and over 11,000 dementia friends in Knowsley that are recognised by the Alzheimer's Society. These are people who understand dementia and the impact it can have, and with

this understanding in mind, are encouraged to do small everyday things that help.

However whilst there is a suite of well-regarded local services and initiatives to meet the needs of people living with dementia, there will be a key challenge in continuing to meet these needs in the future as the number of people living with the condition increases. One way in which this will be achieved will be through local partners and key organisations working towards becoming a dementia-friendly borough by 2020, as set out in Knowsley's first Dementia Friendly Strategy 2018-2020.

## Mental Health for Older People

### ***Mental health services in Knowsley are highly used by older adults***

In Knowsley there are currently 385 people receiving support from adult social care services for their mental health; around 72% of this cohort is aged 65 and over as demonstrated below:

**Table 9:** *Mental health adult social care service users by age*

Age group	Number of people receiving social care services for mental health
18-64	108
65-74	55
75-84	116
85+	106
Grand Total	385

Source: *Source: LAS/ContrOCC December 2018*

When broken down by age, the rate of those aged 65 and over in Knowsley who had contact with mental health or learning disability services in 2014/15 was higher than Cheshire and Merseyside and England, with Knowsley having a rate of 105.9 per 1,000 population compared to 80.5 and England's rate of 67.9 per 1,000 population. These figures suggest that mental health services are highly used by older adults, as the rates are significantly higher for both Knowsley and England in this age group compared to the rate of all adults.

***The number of older people predicted to have depression and the rate of severe depression for older people will increase by a quarter by 2030***

In Knowsley the number of people aged 65 and over predicted to have depression is set to increase by more than 25% between 2020 and 2030, as is the number of older people with severe depression. Research suggests that older carers in particular are at a greater risk of developing depression, especially those who provide care to people who have physical health needs. People who have poor physical health also increases the risk of people developing mental health problems, and is particularly true in the older population.

As referenced earlier in this report, a large proportion of older people in residential and nursing care facilities in Knowsley are receiving support for mental health difficulties or frailties that include dementia (EMI nursing or residential care). There has been a slight increase in the number of older people in EMI nursing care, which suggests that there is a rise in the complexities of these cases and this trend is set to continue in the future.

## Carers

***Around one in five unpaid carers in Knowsley is aged over 65***

Carers are a critical part of the care system in Knowsley and there are almost 18,000 unpaid carers locally, based on the latest census data (2011). Around one in five of these carers is aged over 65. However this figure is likely to be underrepresented, due to potential increases over the past eight years alongside a number of unidentified carers. In line with the increase in older adults expected to be living in Knowsley in 2030, the number of older adults who are carers is also projected to increase. This is largely due to an increase in demand alongside budget pressures across health and adults social care services, leading to limited access to care and therefore a greater reliance on communities and unpaid carers.

Alongside an increase in the number of older people taking on caring roles in Knowsley and the number of hours spent providing care, there will also be an increase in the complexity of need amongst those that require care, which will place an even greater strain on older carers.

***The overall satisfaction of carers with social services has fallen***

In Knowsley, the number of older carers reporting that they are satisfied with the social services that they receive has fallen from 37.6% in 2016/17 to 33.3% in 2018/19.

### ***Demand for support in the community amongst older carers is high***

There are a number of community organisations offering support to carers in Knowsley that are highly valued by residents. Evidence and insight from residents tells us that demand for these services is high amongst older carers. As an example, around a third of all carers who are registered with Knowsley's Carers Centre are aged 65 and over and in 2018 approximately 25% of new referrals for the Centre were from older adults. Recent insight from carers in Knowsley indicated that resources like the Carers Centre are a lifeline for carers and that they have no other options for support.

### ***Older adults who are carers are more likely to require support to carry out their caring role***

As may be expected with older carers, many have their own health problems. This can be evidenced in local insight that indicates over 70% of all carers had one or more long term health problems, with 20% reporting that they have bad or very bad health. To add to this, the latest available data for carer reported quality of life (2016/17) shows that there has been a decline. Therefore there will be a key challenge between now and 2030 in supporting carers so that they are able to maintain their own health and wellbeing and continue in their caring roles. In particular, older people aged 75 and over have said that regular access to short breaks / respite is one of the most important type of support needed to maintain their caring role and own health and wellbeing. As such,

ensuring that older carers have opportunities for these services will be essential moving forward.

### ***Fewer carers feel included or involved in decisions for the people that they care for in Knowsley***

Insight also tells us that carers want to be kept fully informed and involved in the assessment of the person that they support and be treated as partners in the development of support plans, including hospital discharge plans. However there has been a decrease in the proportion of carers who report they have been included or consulted in discussions about the person they care for, (from 60% to 56.8%). The Carers Strategy Group, responsible for delivering [Knowsley's Carers Strategy 2017-2019](#), ensures that carers in Knowsley have a voice and are able to co-produce the delivery of the Strategy. This approach to co-production should be continued and built upon it in the future so that carers feel they are able to co-produce and contribute towards both the services that they receive as a carer, and the services the person they care for receives.

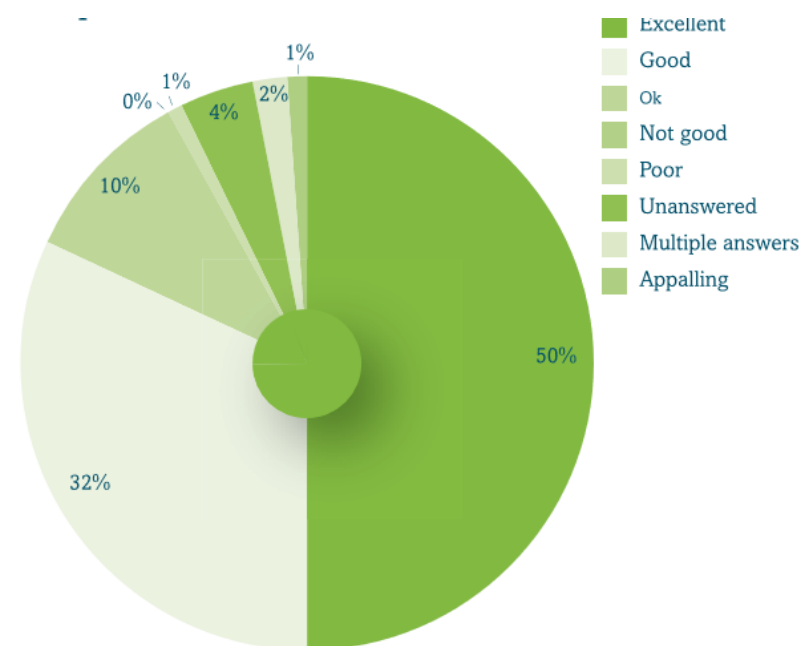
### ***Older carers increasingly feel at risk of loneliness and social isolation as a result of their caring responsibilities***

Older carers in Knowsley have also highlighted that they want more support to build and keep personal relationships, indicating that some may feel at risk of loneliness and social isolation as a result of their caring responsibilities. This is further evidenced in the most recent carer's

survey which found that just a third of older carers in Knowsley reported that they had as much social contact as they would like (2018/19). Whilst this has improved since the findings of the previous carers survey in 2017 (27.6%) it clearly remains a significant issue and still remains lower than the latest national figure available (38.3%) (2016/17).

Duties introduced through the Care Act (2014) aim to put carers on equal legal footing to the cared for, with local authorities required to assess a carer's need for support where carer appears to have needs. This is something that Knowsley is doing well as evidenced in feedback from local carers. A recent survey on the Carers Assessment process found that carers had a positive experience, with 50% stating that they thought their experience was excellent and 32% stating that their experience was good.

**Figure 18:** Carers overall rating of assessment process



Source: Carers Assessment Survey 2016

Whilst carers are reporting a positive experience of the assessment process, demand is increasing so we need to do more to support people and meet their needs.

## Older adults with Learning Disabilities

### ***12% of people receiving care services for a learning disability are aged 65 and over in Knowsley***

There are currently 694 people in Knowsley receiving care services for a learning disability and around 12% of these individuals are aged 65 and over (December 2018). It is important to note however that this figure may be underrepresented due to the number of people with learning disabilities that are not receiving care services and therefore unknown to services.

### ***The number of people aged 65 and over with a moderate or severe learning disability will increase in Knowsley***

Both nationally and locally, people with learning disabilities are now living for much longer. Projections indicate however that the number of people in Knowsley with a moderate or severe learning disability aged 65 and over is set to increase at a higher rate than the rest of the country. Locally, it is estimated that this will increase by a quarter between 2020 and 2030, compared to around fifth nationally. Whilst this is really positive news, it also presents a challenge in meeting the needs of this cohort, which will grow in complexity as they age.

Population and service projections indicate that by there will be an increase in the number of older people with learning disabilities who are living in supported accommodation in order to meet their needs.

### ***The majority of older people with a learning disability are satisfied with the services that they receive***

Results from the 2018 adult social care user survey found that the majority of older people who receive adult social care services for support with a learning disability (94%) are extremely or very satisfied with the service that they receive and 72% reported that they had as much control over their daily life as they would like.

### ***Older people who have a learning disability are at risk of becoming socially isolated and lonely***

The user survey did find however that only a little more than half of older people receiving services for a learning disability had as much social contact with the people that they like. This suggests that they might be at risk of becoming lonely and / or socially isolated.



## Older adults with physical and sensory impairments

### ***The majority of people receiving care services for physical and sensory impairments in Knowsley are older adults***

In Knowsley, there are currently 1,638 people receiving care services for physical or sensory impairments. The majority of these people, around 79%, are aged 65 and over. The most common support need amongst this cohort of older people is support for personal care, however this has been decreasing since 2014/15. The number of older adults receiving care for access and mobility support has also fallen since 2014-15, except for older adults aged 85 and over as demonstrated below:

**Table 10: Primary support reason for physical support service users (65+)**

Primary support reason	2014-15	2015-16	2016-17	2017-18	Dec 2018
<b>65-74</b>	<b>254</b>	<b>267</b>	<b>264</b>	<b>259</b>	<b>224</b>
Physical Support - Access and Mobility Only	34	29	24	21	20
Physical Support - Personal Care Support	220	238	240	238	204
<b>75-84</b>	<b>607</b>	<b>606</b>	<b>606</b>	<b>512</b>	<b>455</b>
Physical Support - Access and Mobility Only	43	46	55	33	38
Physical Support - Personal Care Support	564	560	551	479	417
<b>85+</b>	<b>606</b>	<b>630</b>	<b>636</b>	<b>616</b>	<b>612</b>
Physical Support - Access and Mobility Only	36	39	45	43	48
Physical Support - Personal Care Support	570	591	591	573	564

Source: LAS/ContrOCC December 2018

### ***The number of older people with physical support needs will increase by 2030***

It is projected that the number of people aged 65 and over with physical support needs will increase in line with population projections for older adults (around 28%) by 2030. The number of people in Knowsley aged 65 and over with a limiting long-term illness whose day-to-day activities are limited a little and also the number of those who are limited a lot will increase by around a third between now and 2030. It is also expected that the number of older people who need help with self-care will increase by around a quarter, as will the number of older people who are unable to manage at least one activity on their own.

### ***Visual and hearing impairments amongst older adults in Knowsley will increase by a quarter***

The prevalence of sight loss and / or hearing loss increases with age and so the prevalence of these impairments will increase with an ageing population in Knowsley. Current projections for 2030 are demonstrated below and suggest that the prevalence of both will increase by around a quarter locally from 2020:

**Table 11: Projected population 65+ with hearing / visual impairments**

Projected increase in hearing and visual impairments	2020	2030	%
Total population aged 65 and over predicted to have severe hearing loss	2,100	2612	+24.3%
People aged 65 and over predicted to have a moderate or severe visual impairment	2,311	2,927	+26.6%

Source: prevalence rates have been applied to ONS population projections

Service provision in Knowsley will therefore need to keep pace with this expected rise in levels of need and demand.

***A third of older people receiving services for a physical or sensory impairment are in a long term care facility.***

In Knowsley 30% of older people receiving adult social care support for a physical or sensory impairment are living in either residential or nursing care. As at December 2018, the primary support reason for around 70% of older people living in residential and nursing care was physical or sensory support. For the overwhelming majority of these residents, the primary support need was personal care (92%). Therefore it is likely that in addition to an increase in the demand, there will also be an increase in the complexity of need and the subsequent provision required to meet local needs in the future.

***Older people with physical support needs are living in the community***

As already mentioned, there is a continued focus in Knowsley on using more community assets to meet care and support needs. As such, older people with physical needs are being supported to take up community based services such as supported accommodation and extra care facilities, in order to avoid or delay the need for traditional and costly services such as residential and nursing care. By means of example, the number of older people with physical support needs living in extra care has increased significantly since 2014/15 and 80% of commissioned extra care units are now currently occupied by older people with physical support needs in Knowsley. Population and service projections suggest that this trend will continue.

***Older people with physical and sensory support needs struggle to access services in the community***

Whilst there is a shift towards encouraging people to use their community assets to meet their support needs, insight from people with physical disabilities and impairments in Knowsley (aged between 18 and over) suggests that accessibility to community based services can be an issue. People have said that this is due to a lack of physical accommodations and also a lack of awareness of different abilities. For example access to general Council services such as leisure centres was reported as being poor and people have also said that access to other facilities within the community via public transport is difficult, for example, some people have reported problems travelling to the Centre for Independent Living.

The adult social care user survey also found that just 20% of older people with physical support needs reported that it is easy to find out information and advice about support and services in Knowsley. With the number of older people with physical support needs living in Knowsley set to grow, improving access to information and community based services will be critical as the importance of meeting needs through these means continues to grow.

Local insight also suggests that people with physical impairments in Knowsley want more control over the services that they receive and in particular their health and physical care needs. They want to participate more in service design and delivery and want greater control over their care and support plans, including being able to make broader use of their personal budgets. Results from the 2018 Care User survey support these statements and show that only a quarter of older people with physical support needs in Knowsley feel they have as much control as they would like. Therefore there is a challenge in ensuring that service design is more inclusive and co-produced and that there is provision in place to help strengthen voice of physical people with impairments.

***In Knowsley people with physical disabilities and support needs are more likely to feel socially isolated and lonely.***

Less than half (43%) of older people with physical support needs who responded to the Care User survey in January 2018 said that they had as much social contact as they want with the people they like. This suggests that older people with a disability in Knowsley are at risk of being socially

isolation and lonely. Supporting this assumption, recent insight also found social isolation and loneliness to be one of the key issues affecting people with disabilities in Knowsley. As the number of people with physical disabilities and / or physical impairments increases in Knowsley, there will be a challenge in identifying those who are socially isolated and feeling lonely, and supporting them to access provision that will widen their social networks and connections.



## Safeguarding

Adult Safeguarding is about working with adults with care and support needs who may be in vulnerable circumstances and at risk of abuse or neglect. It is an important part of what many public services do, and a key statutory responsibility of the Council, as set out in the [Care Act 2014](#). There are also things the Council and its partners do to keep people safe such as winter call outs to vulnerable people and fire safety projects.

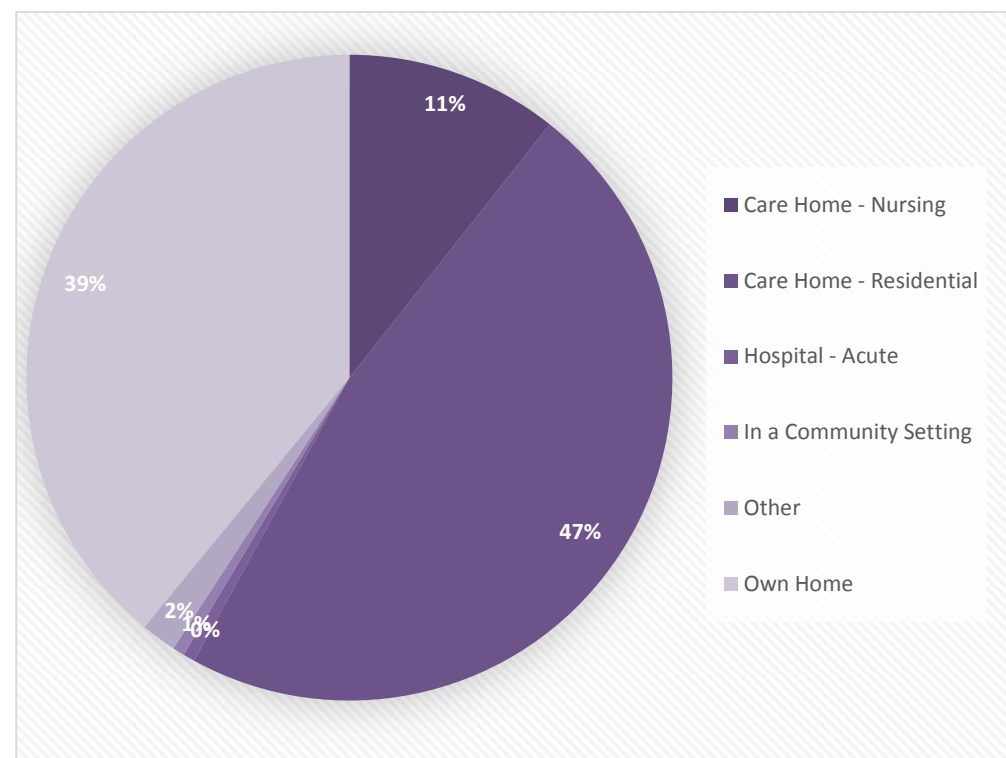
### **Over half of safeguarding concerns for older people go onto a S42 enquiry**

Between April 2017 and March 2018, there were 301 safeguarding concerns raised for older people in Knowsley. Around 54% of these concerns went onto a Section 42 enquiry which is described as any action taken by a local authority, under Section 42 of the Care Act 2014, in response to indications of abuse or neglect in relation to an adult with care and support needs who is at risk and is unable to protect themselves because of those needs. The majority (70%) of individuals that went onto a section 42 enquiry were female, suggesting that older women are particularly vulnerable.

### **The majority of incidents took place within a nursing or residential setting**

Of the safeguarding cases that were closed during the same period (169), the majority of incidents took place within a nursing or residential care setting (58%).

**Figure 19:** Percentage of safeguarding enquiries by place of abuse for older adults 65+



Source: Knowsley LAS data 2018

The majority of cases were in relation to incidents of neglect and acts of omission (45.6%) or physical abuse (24.3%). A risk was identified in 62% cases and the risk was either reduced or removed in 97% of these cases.

In Knowsley, insight from the adult social care user survey shows that 68.5% of people aged 65 and over that receive services and responded to the survey do feel as safe as they want to and 81.1% reported that the care services that they receive have made them feel safe and secure (2017/18).