

The London Borough of Hammersmith & Fulham

Older People’s Needs Assessment 2023

Contents

1. Executive Summary	3
2. Introduction	5
2.1 Purpose of this document	5
3. The Older Population	5
3.1. Change in the number of older people.....	6
3.1.1 Predicted population growth.....	7
3.1.2 Geographical distribution of older people.....	7
3.2. Ethnicity	8
3.3. Religion.....	10
3.4 Language.....	11
3.5. Veterans	11
3.6. Sexual Orientation	11

3.7. Life Expectancy at age 65	11
3.8. Healthy Life Expectancy at age 65	12
3.9. Disability	13
3.9.1 Census 2021 data on disability	13
3.9.2 Disability Living allowance (DLA)	14
3.9.3 Disabled Person's Freedom Pass	14
3.10. Carer's	15
3.10.1 Carer's Allowance	15
3.10.2 Carer's Survey	15
4. Wider determinants of health	15
4.1. Work, income, and deprivation	16
4.1.1 Economically active older people	16
4.1.2 Jobseeker's Allowance	17
4.1.3 Income deprivation	17
4.1.4 Pensions	18
4.1.5 State Pension	19
4.2. Housing	19
4.2.1 Living arrangement	19
4.2.1 Fuel Poverty	20
4.2.2 Winter fuel payments	22
5. Health conditions	22
5.1 Dementia	22
5.2 Frailty	23
5.3 Falls	23
5.4 Limiting long term illness	24
5.5 Causes of death	24
6.0 Service Use	25
6.1 Primary care	25
6.1.1 Primary Care consultations	25
6.1.2 GP patient survey	26
6.2 Secondary care	27
6.2.1 Hospital inpatients	27
6.2.2 Emergency hospital admissions	27
6.3 Social care	28
6.3.1 Short Term (Reablement) Adult Social Care	28
6.3.2 Long-term adult social care	30
6.3.3 Care Setting	31

6.3.4 Adult and social care survey	31
6.3.5 Disabled Facilities Grants.....	32
6.3.6 Self-funding care	32
6.3.7 Direct payments	33
7. Access to services.....	34
7.1 Use of the internet	34
7.2 Distance to health services	35
8. Safety	36
8.1 Adult Safeguarding	36
8.2 Deprivation of liberty safeguards (DoLS)	36
8.4 Older victims of violence	36

1. EXECUTIVE SUMMARY

This section summarises key findings from the older people's needs assessment.

Key Finding	Source
18,983 residents are aged over 65 years in 2021. (Up from 16,413 in 2011; 16% increase).	ONS 2021 and 2011 census
The 65+ population is predicted to increase by 36% in total from 22,780 in 2023 to 30,882 in 2033.	ONS 2011 Census
Majority (47%; 8,974/18,973) of older people currently live in the south of the borough.	ONS 2021 Census
The largest ethnic minority group amongst older people is Black, Black British, Black Welsh, Caribbean or African (11%; 2,156).	ONS 2021 Census
2,140 armed forces veterans live in Hammersmith and Fulham, 38% (819/2,140) are aged 65 years and older.	ONS 2021 Census
Healthy Life Expectancy for males (11.2 years) and females (11.3 years) in Hammersmith & Fulham are statistically similar	OHID, Productive

to the London average figures of 10.3 years for males and 11.2 years for females.	Healthy Ageing Profile.
28% (6,160/22,219) of those who are disabled under the equality act are aged 65 years and above.	ONS 2021 Census
Arthritis was the main disabling condition for almost a third (29%) of older people paid Disability Living Allowance.	DWP 2023
In 2021/22 only 4% of recipients of carer's allowance were aged 65 years and above.	DWP 2023
In 2022, the carer's survey results showed that majority of people being cared for were aged 65+ (54%; 101/187).	LBHF ASC BI Survey of Adult Carers in England 2021/2022
17% (3,256/18,983) of people aged 65 years and over were economically active in 2021.	ONS 2021 Census
25.6% (6,413) of older adults aged 60+ are income deprived. Majority of adults over 60 years or over who experience income deprivation live in the North of the borough.	MHCLG. English indices of deprivation 2019.
It is estimated that in 2023, 28% of the older adults aged 65 years and over are living alone.	ONS. Household projections for older people. 2020.
In 2020, in Hammersmith & Fulham it is estimated that 8,254 of households were in fuel poverty, this is 9.5% of households in the borough.	BEIS, Sub-regional fuel poverty England 2022 (2020 data).
The estimated dementia diagnosis rate for Hammersmith & Fulham is 61.3% in April 2023. This gives an estimated total number of people living with dementia in the borough (diagnosed and undiagnosed) of approximately 1,419.	NHS Digital. Recorded Dementia Diagnoses April 2023.
In 2020/21 there was a total of 375 emergency hospital admissions due to falls in Hammersmith & Fulham for people aged 65 years and over, this is equivalent to a rate of 1,845 per 100,000 population.	OHID, Productive Healthy Ageing Profile
Since 2014/15 the proportion of older people offered reablement services in Hammersmith & Fulham has fallen from 4.8% (144/2,995) to 1.6% (51/3,185) in 2021/22.	ASCOF 2B2
The majority (66%; 1,805/2,716) of long-term social care clients are older people aged 65 years and over, of which 1% (24/1,805) have learning disabilities.	MOSAIC SALT 2021/22
The latest annual figure from 2021/22 shows that 85% (1,423/1,667) of older adults receiving long term support are within the community setting.	MOSAIC SALT 2021/22
In 2021/22, 15% (213/1,423) of clients aged 65 years and over were accessing long-term support via direct payments.	MOSAIC SALT 2021/22

The total number of Safeguarding concerns in Hammersmith & Fulham in 2021/22 was 2,235.	LBHF ASC BI Service. Safeguarding Adults Benchmarking Report. 2021-22
In 2021/22 there were 370 Deprivation of Liberty Safeguarding (DoLS) applications received. 82% (220/270) of the applications were granted.	Hammersmith & Fulham ASC BI Service. DoLS Benchmarking Report. 2021-22

2. INTRODUCTION

2.1 Purpose of this document

The needs analysis focuses on the older population (people aged 65 years and over) in Hammersmith & Fulham and examines the factors affecting older people's health, wellbeing, and social care needs.

The report is organised under the following broad theme headings:

- **The older population (chapter 3)**

The number and demographic characteristics of older people living in Hammersmith & Fulham and how this has changed in recent years.

- **Wider determinants of health (chapter 4)**

The factors that are closely linked to health and wellbeing, such as the physical and social environment, income and deprivation.

- **Health conditions (chapter 5)**

The number of older people with long term conditions and the main causes of death.

- **Service use (chapter 6 and 7)**

The number of older people receiving health and social care, and access to services.

- **Safety (chapter 8)**

The number of adult safeguarding concerns, deprivation of liberty applications and number of older victims of violence.

3. THE OLDER POPULATION

3.1. Change in the number of older people

In 2021, the number of older people aged 65 years and over living in Hammersmith & Fulham is approximately **18,983**.¹ The size of this age group has **increased** by **16%** since the 2011 census, when the number of older people was approximately 16,413. Conversely, the 20-64 and 0-19 age groups have decreased by 1% and 2%, respectively since 2011 (figure 1).

In 2021, the population size of Hammersmith & Fulham is 183,153 this is a 0.4% increase since 2011 when the population size was 182,493..

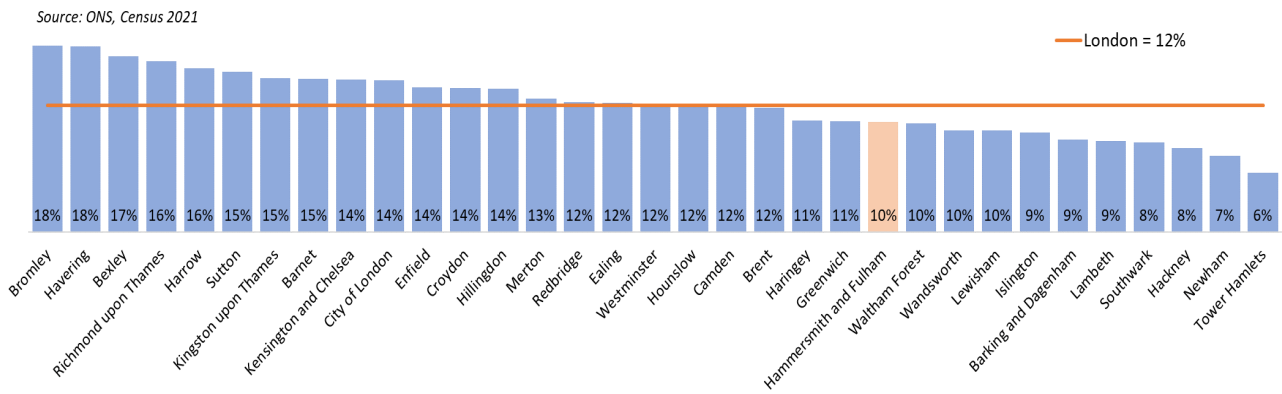
Figure 1. H&F age and gender profile in 2011 and 2021, and percentage change in population size by broad age groups.



Hammersmith & Fulham has one of the lowest proportions of older people within its total population (10%), ranking as the joint fifth lowest in London with other boroughs including Waltham Forest, Wandsworth, and Lewisham. This is similar to the London figure of 12% (figure 2).

¹ ONS, Census 2021 and 2011.

Figure 2. Proportion of people aged 65 years and over in London boroughs.

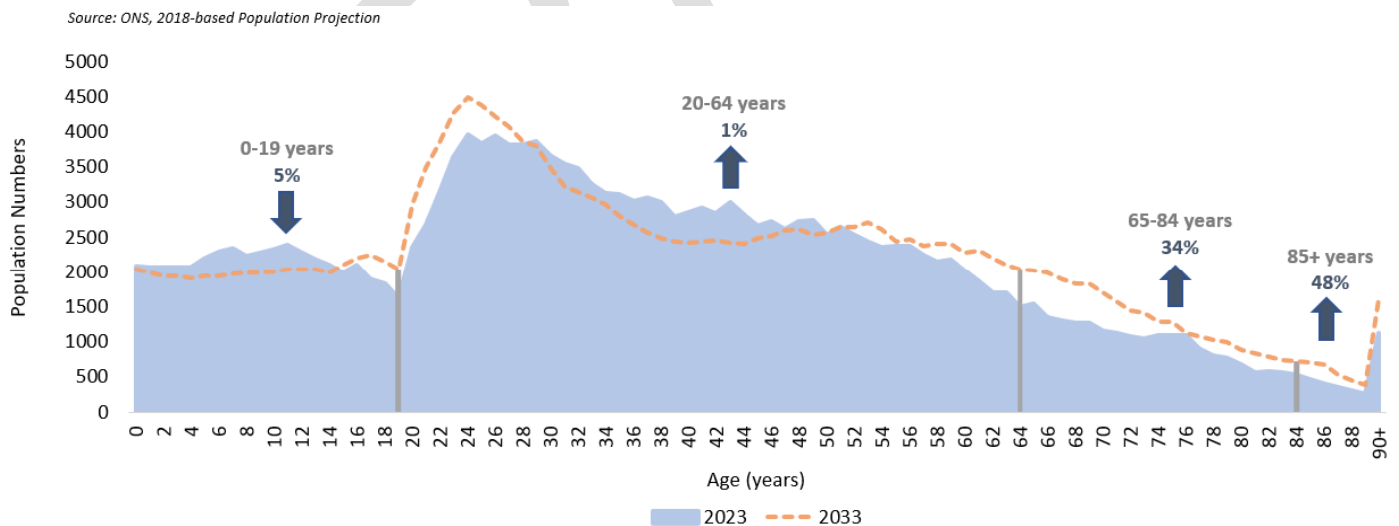


3.1.1 Predicted population growth

At the time of writing this report the projected population growth data derived from the Census 2021 figures, was not yet available. As a result, the ONS 2018-based population projections, which are based on the Census 2011 data has been used, to gain insight into the expected changes in the Hammersmith & Fulham population in the next decade.

In 2023, the number of residents in Hammersmith & Fulham is 193,202. This is projected to increase to 201,089 by 2033. **The 65+ population is predicted to increase by 36% in total from 22,780 in 2023 to 30,882 in 2033.** Those aged 85 years and over, living in the borough will increase by 48% from 2,939 in 2023 to 4,362 in 2033 (figure 3).

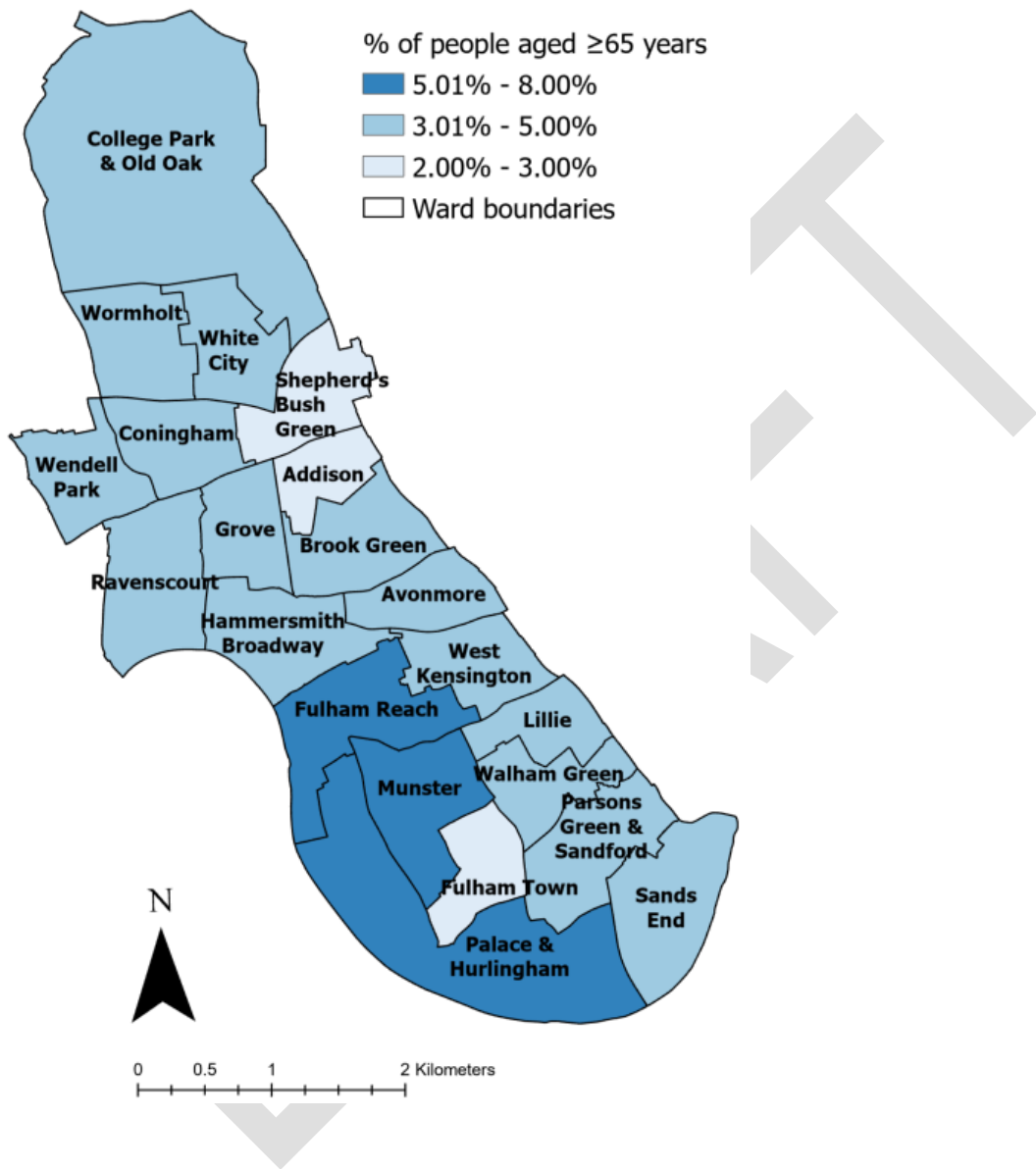
Figure 3. Projected population change in the Hammersmith & Fulham population, 2023 and 2033.



3.1.2 Geographical distribution of older people

The Census 2021 data shows that **majority (47%; 8,974/18,973) of older people currently live in the south of the borough.** The ward with the greatest proportion of older people is Palace & Hurlingham (8%; 1,583/18,973) and Fulham Reach (8%; 1,433/18,973).²

Figure 4. Geographical distribution of older people aged 65 years and over across Hammersmith & Fulham wards.



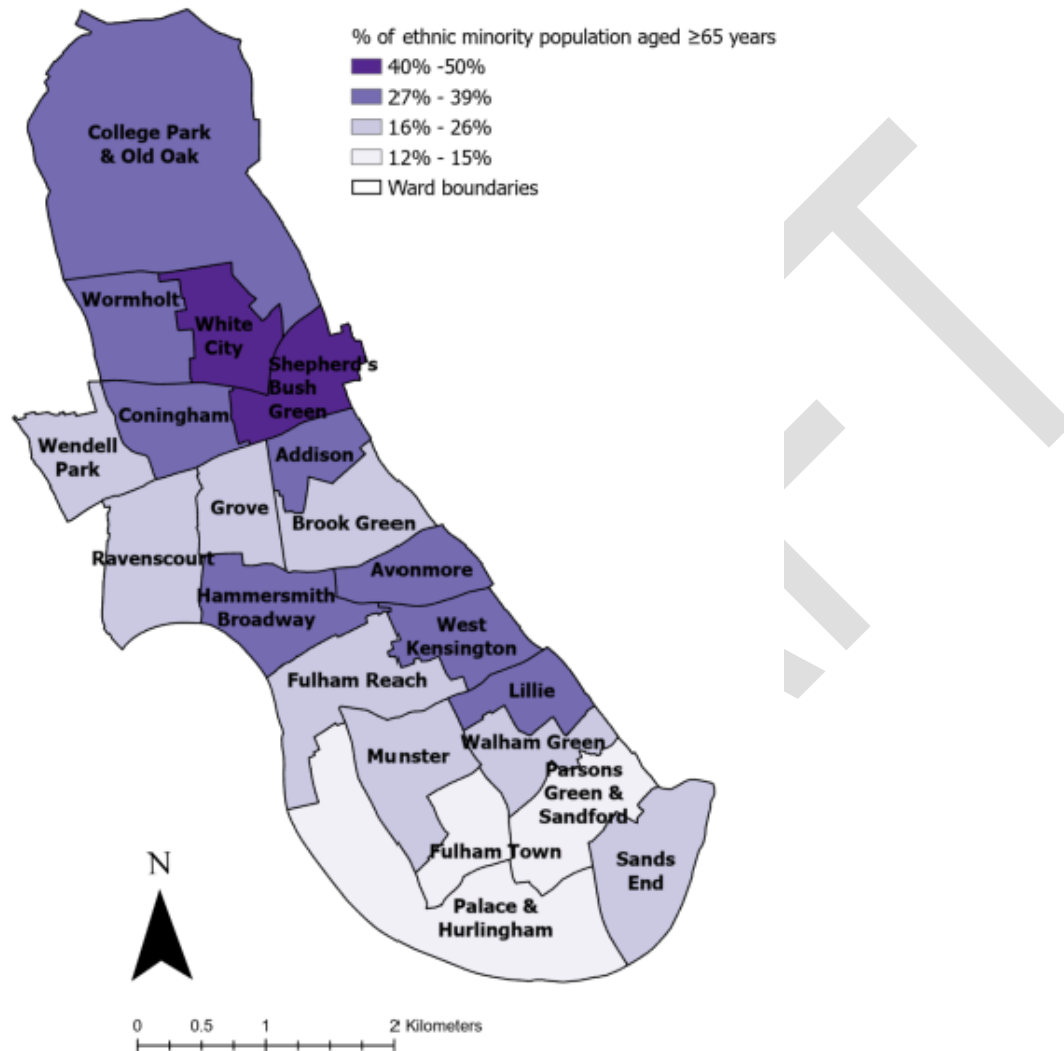
3.2. Ethnicity

5,156 older people aged 65 years and over are from an **ethnic minority background**, this is **27%** of the older population. **White City** and **Shepherd's Bush Green** have the highest

² ONS. Census 2021

proportion of older people from an ethnic minority background; 50% and 45% respectively. Wards in the south have the smallest proportion of older people from ethnic minority backgrounds despite having the largest proportion of older people in the borough.³

Figure 5. Percentage of older people from ethnic minority backgrounds in each ward in Hammersmith & Fulham.

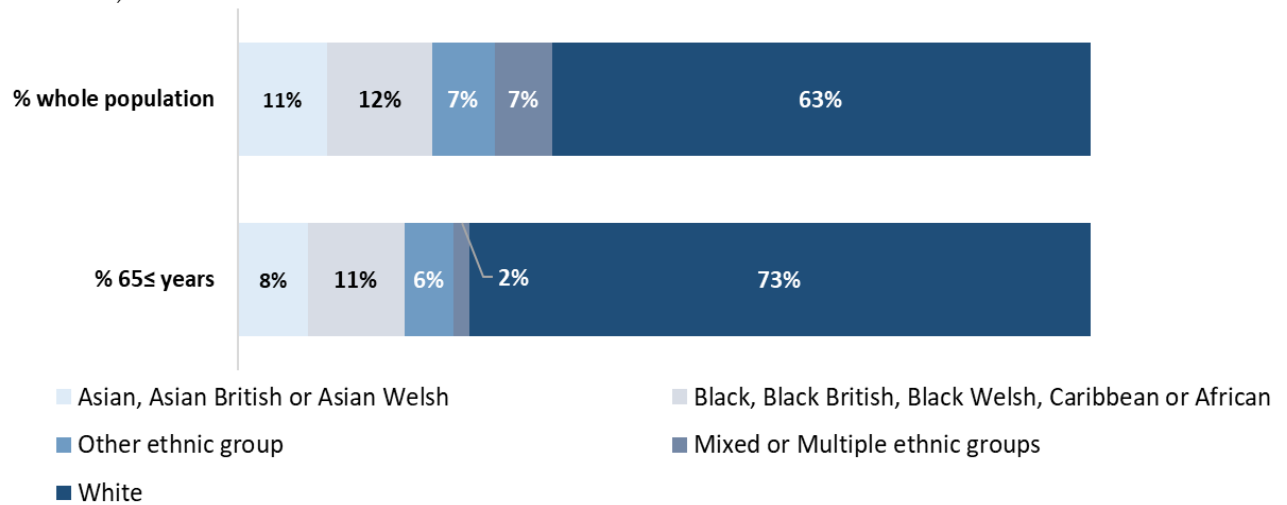


Almost three quarters of older people are White (73%; 13,837). This is larger than the proportion of White people in the overall population (63%; 115,675) in Hammersmith & Fulham. **The largest ethnic minority group amongst older people is Black, Black British, Black Welsh, Caribbean or African (11%; 2,156).**

³ ONS. Census 2021

Figure 6. Percentage of older people and whole population by ethnic group in Hammersmith & Fulham.

Source: ONS, Census 2021



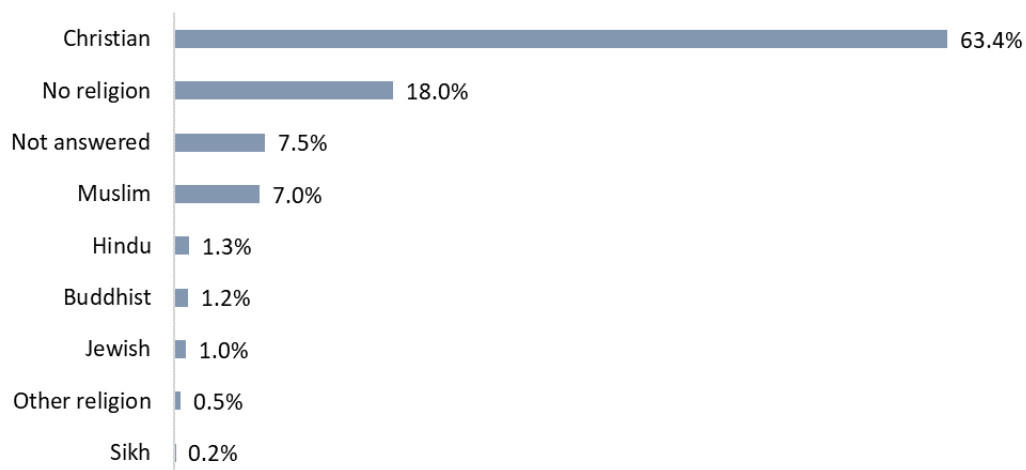
3.3. Religion

The Census 2021 survey shows that in **Hammersmith & Fulham majority (63.3%; 12,025/18,984) of older people identified themselves as Christians**, compared to 46% of the overall Hammersmith & Fulham population and 58% of the London older adult population. The majority of Christians in the borough are aged below 65 (86%;71,655/83,680) compared to older adults (65+) in the borough (14%;12,025/83,680).

Almost a fifth (18%) of older people identified as having no religion (figure 7), compared to 31% of the overall population and 16% of the London older adult population. Lastly, Muslims make up a sizable population within the borough at 12%, but lower than the London proportion (15%). The majority of Muslims in Hammersmith and Fulham are aged under 65 (94%;19,960/21,245), with Muslims making up 7% (1,285/18,984) of the older adult population, as evidenced in figure 7.

Figure 7. Percentage of older people (65+ years) by religion

Source: ONS, Census 2021



3.4 Language

Not being proficient in English can impact a person's ability to interact, access and engage healthcare and other services, potentially worsening existing health inequalities.

At the time of the Census 2021 survey, there was a total of 4,282 people in Hammersmith & Fulham where their first language was not English and could not speak English well or at all. This included 1,033 people aged 65+, which makes up almost 25% of those with difficulties speaking English in the borough and 5% of all older adults across Hammersmith and Fulham (1,033/18,987). As age is associated with increased co-morbidities and utilisation of healthcare services, 5% of the borough's older population may have challenges accessing vital services due to language barriers.

3.5. Veterans

The Census 2021 survey data shows that there are **2,140 armed forces veterans** living in Hammersmith & Fulham. **38% (819/2,140) are aged 65 years and older.**

Of the older aged population in the borough, 3% (635/18,987) previously served in the armed forces and 1% (184/18,987) served in the reserved armed forces. **95% of older people have not previously served in any UK armed forces.**

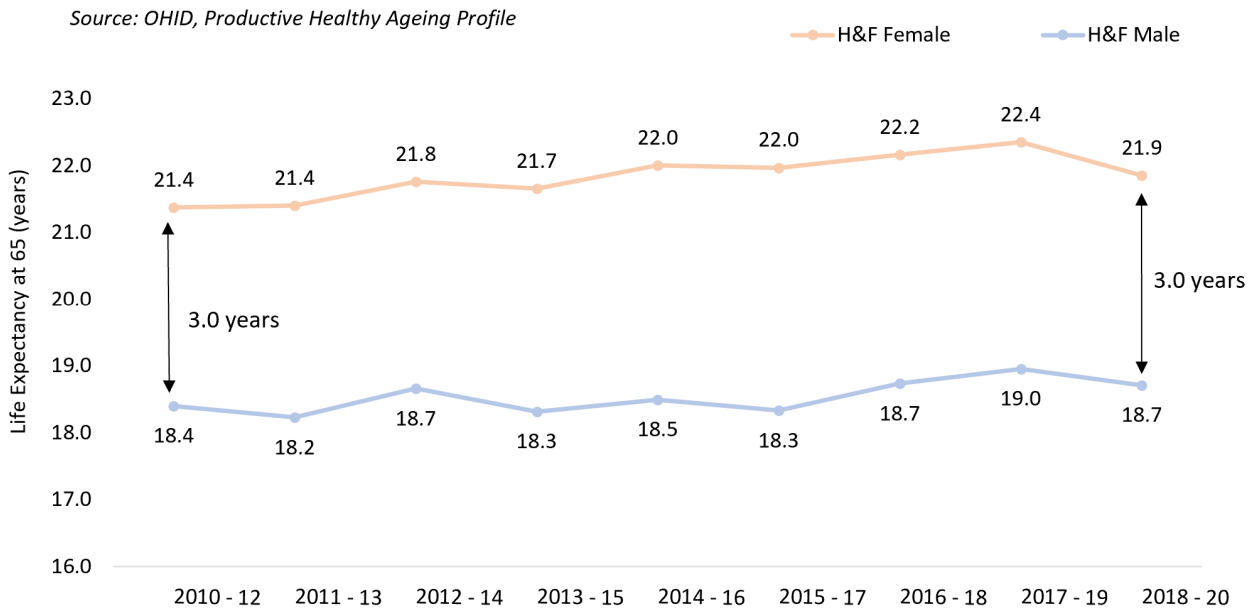
3.6. Sexual Orientation

510 people aged 65 years and older identify as Lesbian, Gay, Bisexual or Other in Hammersmith & Fulham. **This is equivalent to 3% of the older population**, and similar to the overall population (5%). The majority of older people identify as heterosexual (86%; 16,335/18,984).

3.7. Life Expectancy at age 65

The most recent set of 3-year data for life expectancy at 65 years shows that between 2017-19 and 2018-2020 life expectancy decreased for both males and females (figure 8). This was similar to the life expectancy at birth for both males and females.

Figure 8. Trends in life expectancy for males and females at age 65 years in Hammersmith & Fulham.

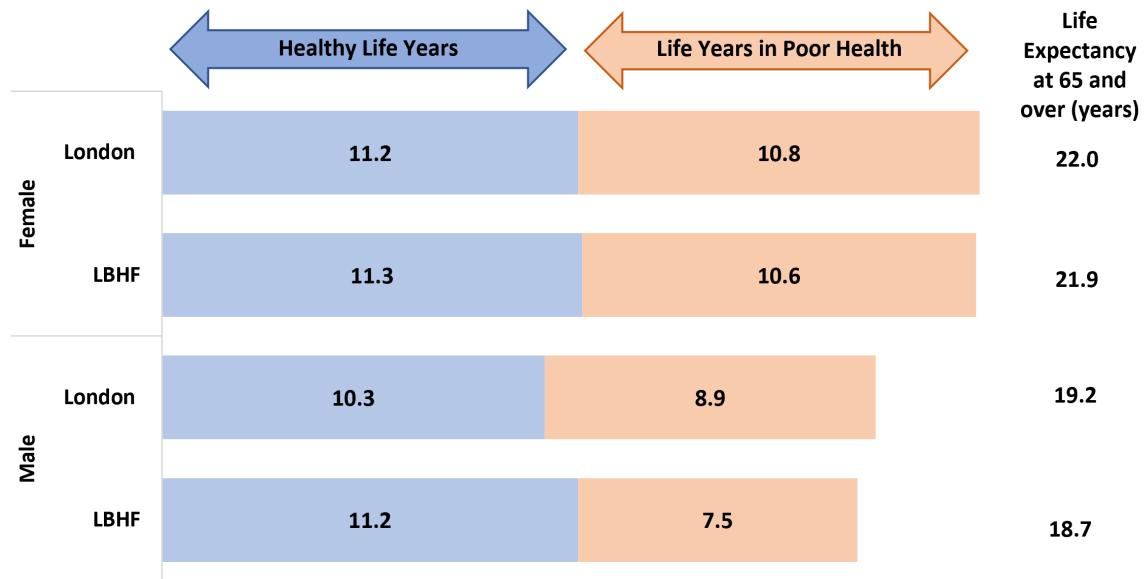


3.8. Healthy Life Expectancy at age 65

Healthy life expectancy is an estimate of the number of years a person can expect to live in good health (rather than with a disability or in poor health).

Both Life Expectancy and Healthy Life Expectancy for males and females in Hammersmith & Fulham are statistically similar to the London average figures (figure 9). Life years in poor health is greater in females than in males for both Hammersmith & Fulham and London. This can, in part, be explain due to women having higher average life expectancies than males and living longer with long-term conditions, experiencing a greater burden from mental health conditions, and greater socioeconomic disadvantages, including higher rates of poverty.

Figure 9. Life Expectancy and Healthy Life Expectancy at 65 years in 2018-20, LBHF and London (years)⁴



3.9. Disability

3.9.1 Census 2021 data on disability

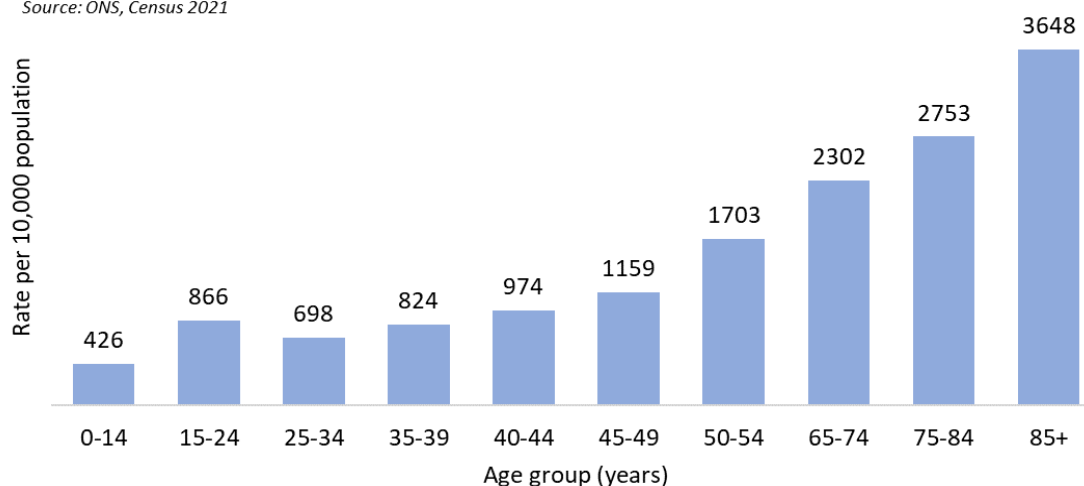
At the time of the 2021 Census there were a total of 22,219 people who were classified as disabled under the equality act. A disability under the Act is defined as a physical or mental impairment that has a significant and long-term adverse (negative) effect on your ability to carry out normal day-to-day activities. **Of the 22,000 residents living in H&F who identify as disabled, 28% (6,160/22,219) are aged 65 years and above.** People in older age groups have higher rates of disability than compared to younger age groups, the rates of disability vary significantly by age (figure 10). We can see an age gradient in the rates per

⁴ OHID, Productive Healthy Ageing Profile.

10,000 population of people disability in the borough, with disability rates increasing as people get older. Those aged 85 years and older have a disability rate 4 times higher than those aged 15 to 24 years old. This phenomenon can be largely explained by the ageing process which increases the likelihood of developing disabilities or long-term, life-limiting conditions.

Figure 10. Age-specific rate of people in Hammersmith & Fulham who are disabled under The Equality Act (2010) in 2021.

Source: ONS, Census 2021



3.9.2 Disability Living allowance (DLA)

A total of 4,641 older people were paid Disability Living Allowance (DLA) in 2021/22 in LBHF. This is almost a quarter of the older population (24%; 4,641/18,973) in Hammersmith & Fulham. **Arthritis was the main disabling condition for almost a third (29%) of these individuals** (table 1).

Table 1. Percentage and count of disability living allowance cases in payment in LBHF by main disabling condition in persons aged 65+ years, 2021/22.⁵

	Percentage	Count
Arthritis	29%	1327
Psychosis	8%	393
Disease Of the Muscles, Bones or Joints	7%	336
Psychoneurosis	6%	287
Back Pain	5%	253
Heart Disease	4%	206
Stroke	4%	204
Spinal Osteoarthritis	3%	150
Other	32%	1,485
Total	100%	4,641

3.9.3 Disabled Person's Freedom Pass

⁵ Department for Work and Pensions. Stat-Xplore. DLA: Cases in Payment. Accessed 30.01.2023.

The Disabled Person's Freedom Pass is a special travel permit that provides free or discounted travel for eligible individuals with disabilities. It is issued by local authorities and is intended to help disabled people access various public transportation options.

The pass is available to individuals with a permanent disability that makes it difficult for them to travel independently. This can include physical disabilities, visual impairment, and cognitive impairments. Some boroughs also issue discretionary Freedom Passes to disabled people who do not meet the statutory eligibility criteria. Table 2 below shows a total of **4,969 residents** in Hammersmith & Fulham currently hold a disabled person's freedom pass, of which **12% (581/4,969)** are aged 65 years and above. Of the 581 older people who hold a freedom pass **7% (43/581)** are categorised as **discretionary disabled**.⁶

Table 2. Number of Hammersmith & Fulham residents who currently hold a disabled person's freedom pass, February 2023.

	Under 65	65+	Total
Disabled	3,807	538	4,345
Discretionary Disabled	581	43	624
Total	4,388	581	4,969

3.10. Carer's

3.10.1 Carer's Allowance

In 2021/22, 7,344 people were receiving Carer's Allowance (CA) in Hammersmith & Fulham. Over three times as many females (5,499) were receiving CA compared to males (1,845). **4% of all recipients (313/7,344) were aged 65 years and above, almost three quarters were female (72%; 226/344).**⁷

3.10.2 Carer's Survey

In 2022, the carer's survey results showed that majority of people being cared for were aged 65+ (54%; 101/187). 76% of people being cared for were living with their carer. In 2022, there was a 30% increase in carers who reported they did not receive any support from social services in the last 12 months and a 22% decrease in carers satisfaction with social services support since 2019.⁸

There was a 21% decrease in carers being 'able to spend their time as they want' and a 31% increase in carers not doing 'anything they value or enjoy'. 63% (118/187) of carers felt they had some control over their daily lives but not enough. 57% (107/187) of carers had some social contact but not enough – this increased by 17% from 2019. The largest health effect recorded was tiredness, reported by 78% (146/187) of carers. 60% (112/187) reported disrupted sleep, and 55% (103/187) reported general stress.

4. WIDER DETERMINANTS OF HEALTH

⁶ London Councils. Transport & Mobility Team data request.

⁷ Department for Work and Pensions, Carer's Allowance. Stat-Xplore.

⁸ Hammersmith & Fulham ASC BI Service. Carer's survey. 2022

4.1. Work, income, and deprivation

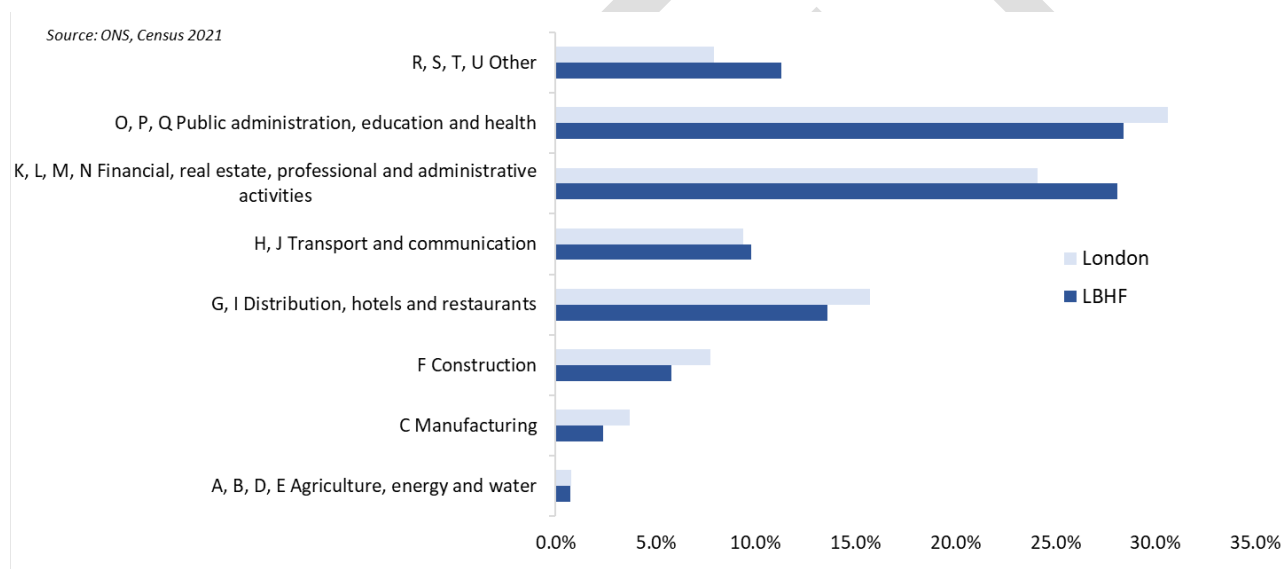
4.1.1 Economically active older people

In 2021, **3,256** people aged 65 years and over were in employment. This is 3% (3,256/98,094) of the economically active population who are in employment, and **17%** (3,256/18,983) of people aged 65 years and over.⁹ Majority of the population who are economically inactive in Hammersmith & Fulham are older adults; **32%** (15,601/48,858).

The broad industry sectors with the highest proportion of older people were:

1. Public administration, education and health – 28% (924/3,256)
2. Financial, real estate, professional and administrative activities – 28% (914/3,256)
3. Distribution, hotels, and restaurants – 14% (442/3,256)

Figure 11. proportion of workers aged 65 years and over in Hammersmith & Fulham vs London by broad industries.



Overall, the proportion of workers aged 65 years and over in Hammersmith & Fulham by industry is similar to London. Compared to London, Hammersmith & Fulham had the highest proportion of older people working in ‘financial, real estate, professional and administrative activities’ (24% compared to 28%, respectively) (figure 11).

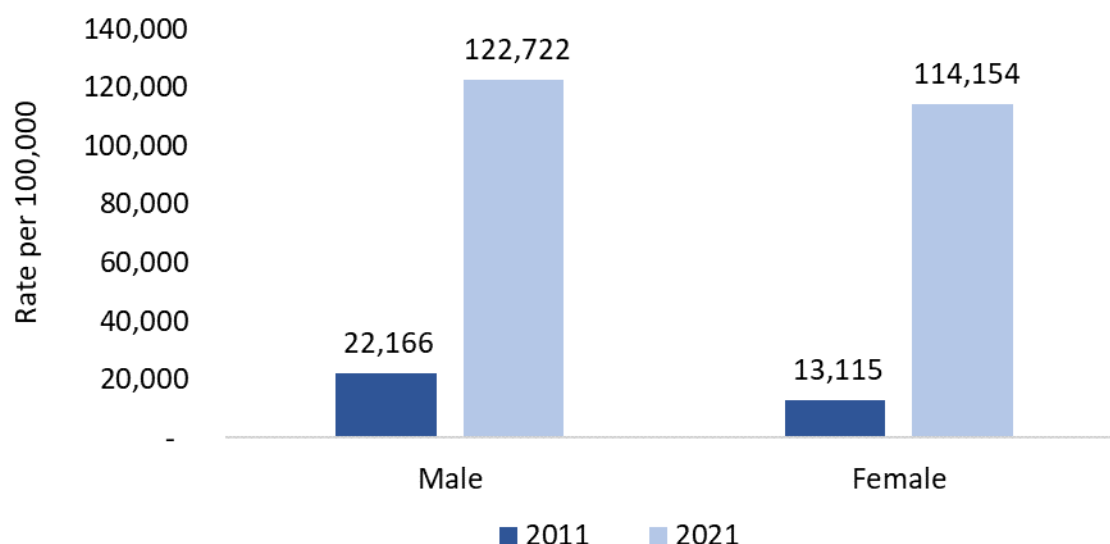
The rate of older people who are economically active at 65 years and over has increased between 2011 and 2021 for both men and women. Figure 12 shows an increase of 454% in the rate of older males economically active and an increase of 770% for the rate of older females from 2011 to 2021. The rise in economically active older people is phenomenon that is occurring across high income countries globally. There are several reasons for this:

1. People are living longer with more healthy life years resulting in them being able to remain in the workforce for longer.
2. The increase in state pension age in the UK has pushed people with lower retirement funds to work longer.

⁹ ONS, Census 2021

- In recent years there has been economic pressures due to recession, and the rise in living costs has made it challenging for older people to retire comfortably. As a result, many older people are choosing to remain in the workforce to supplement their income.

Figure 12. Rate of economically active people aged 65 year and over in Hammersmith & Fulham, 2011 vs 2021.



4.1.2 Jobseeker's Allowance

The latest data from Q4 2021/22 shows 16 people aged 65 years and over who were claiming Jobseeker's allowance (JSA), this is 5% (16/347) of the total number of Jobseekers allowance claimants. 12% (40/347) of claimants were aged between 60-64 years and 18% (62/347) were aged between 55-59 years.¹⁰

On average the number of older adults aged 65 years and over claiming JSA has remained the same since 2020/21, although the overall number of claimants of all ages has decreased by 62% from 906 in Q4 2020/21 to 347 in 2021/22.

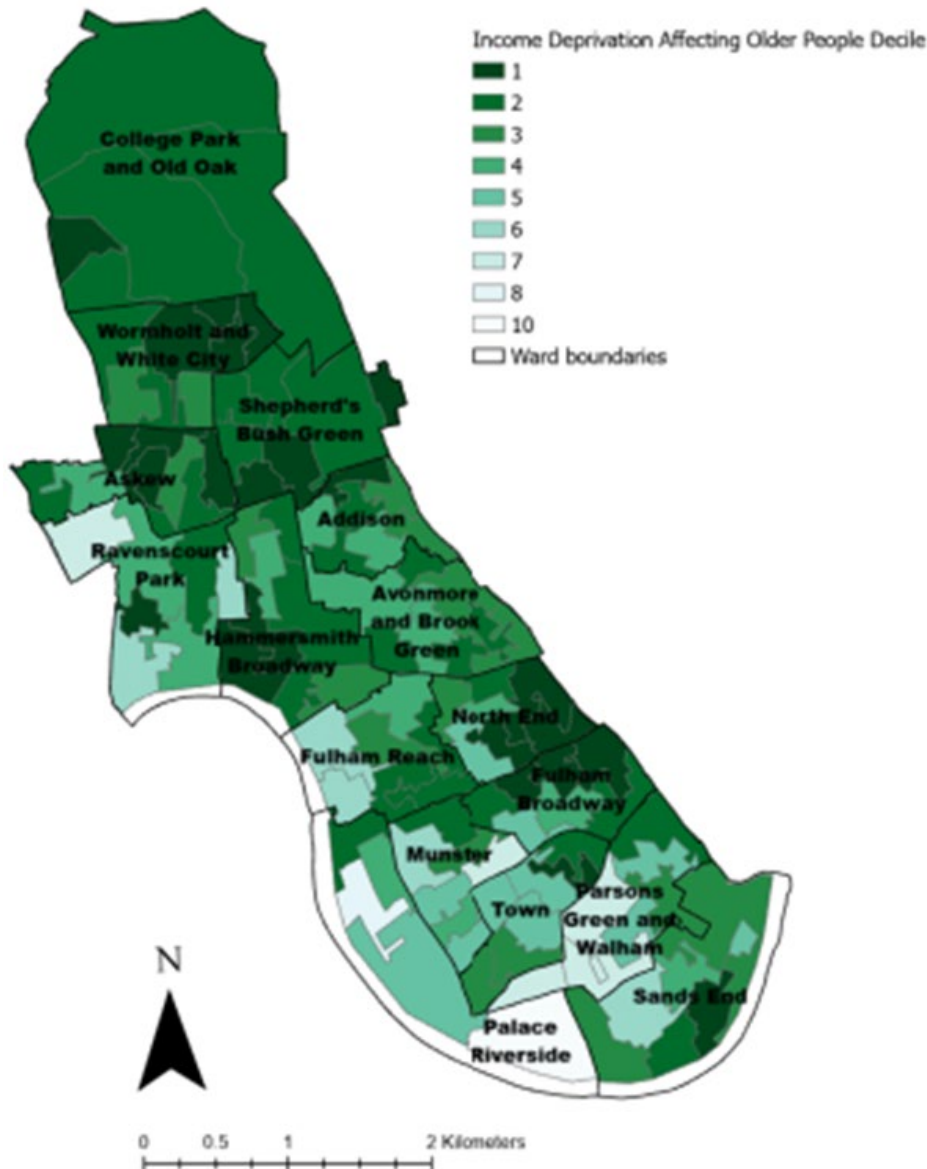
4.1.3 Income deprivation

The Income Deprivation Affecting Older People (IDAOPI) is supplementary index of the Indices of Multiple Deprivation 2019. **It is a measure of the proportion of adults aged 60 years or over who experience income deprivation.** In Hammersmith & Fulham, 25.6% (6,413) of older adults aged 60+ are income deprived. Majority of adults over 60 years or over who experience income deprivation live in the North of the borough (figure 13).¹¹

Figure 13. Income Deprivation Affecting Older People in Hammersmith & Fulham by ward.

¹⁰ Department for Work and Pensions, Jobseekers Allowance. Stat-Xplore.

¹¹ Ministry of Housing, Communities & Local Government. English indices of deprivation 2019.



4.1.4 Pensions

The 2021 Family Resources Survey shows that nationally, there has been an **increase in the average income of pensioners between 1995 and 2021**.¹² In 2021, pensioners had an average income of £361 after housing costs, which has increased from £333 in 2020. The survey also showed that pensioners under 75 years had an average weekly income that was higher than those who were 75 years and over.¹³

Analysis by the ONS on long-term trends in income of retired households in the UK shows that **disposable incomes have increased as a result of private pensions**. The

¹² Pensioners' Incomes Series: An analysis of trends in Pensioner Incomes: 1994/95-2016/17, DWP published March 2018

¹³ Department for Work & Pensions. Pensioners' Incomes Series: financial year 2020 to 2021. March 2022. [Pensioners' Incomes Series: Financial year 2021 to 2022 - GOV.UK \(www.gov.uk\)](https://www.gov.uk/pensioners-incomes-series-financial-year-2021-to-2022)

percentage of pensioners in the top half of the overall population income distribution has increased since 1995.¹³

4.1.5 State Pension

The state pension is a regular payment from the government made to people when they reach state pension age. The current state pension age is 66 years for both men and women but will increase to 67 years and eventually 68 years for those born after 5th April 1960.

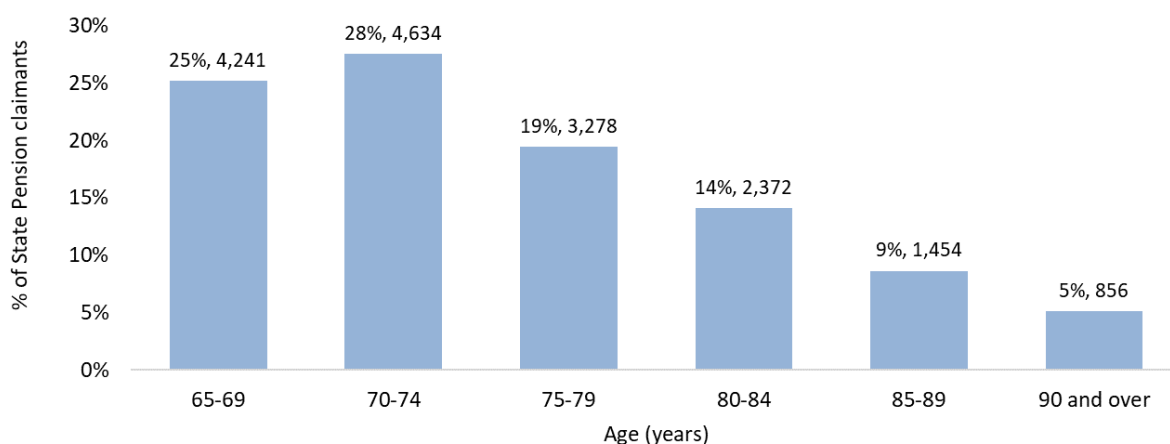
The amount of basic state pension received depends on National Insurance contributions. The new full state pension amount for men born after April 1951 and women born after April 1953 is **£185.15 per week**.¹⁴

1995 from 13% to 20% in 2021. The percentage of pensioners in the bottom fifth quintile has also decreased from 19% in 1995 to 14% in 2021.

In Q4 2019/20, approximately **16,835 people were claiming State Pension in Hammersmith & Fulham**, a fall of 2% from 17,212 claimants in 2009/10. The highest proportion (28%; 4,634/16,835) of State Pension claimants in Q4 2019/20 were aged between 70-74 years (figure 13).

Figure 13. Proportion (%) of State Pension claimants in Hammersmith & Fulham in Q4 2019/20.

Source: DWP, State Pensions



4.2. Housing

4.2.1 Living arrangement

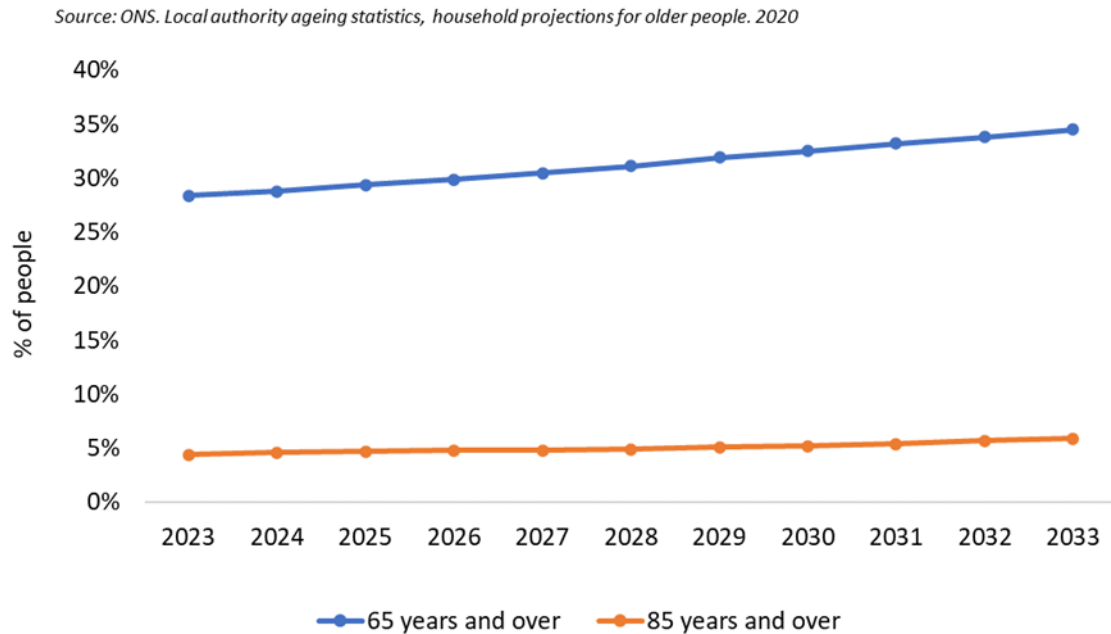
According to the 2021 census, 4% (7,351/180,584) of households were occupied by an older person living alone in Hammersmith & Fulham. This is the same as the London average of 4%.

Household projections by the ONS show that the percentage of older adults living alone is predicted to increase in the next 10 years. **It is estimated that in 2023, 28% of the older**

¹⁴ Gov.uk. The new State Pension. [The new State Pension: What you'll get - GOV.UK \(www.gov.uk\)](https://www.gov.uk/the-new-state-pension)

adults aged 65 years and over are living alone, of which 4% are aged 85 years and over. This is predicted to increase to 35% and 6% respectively, by 2033 (figure 14).¹⁵

Figure 14. Percentage of older people living alone aged 65 years and over and 85 years and over in Hammersmith & Fulham, 2023-2033.



4.2.1 Fuel Poverty

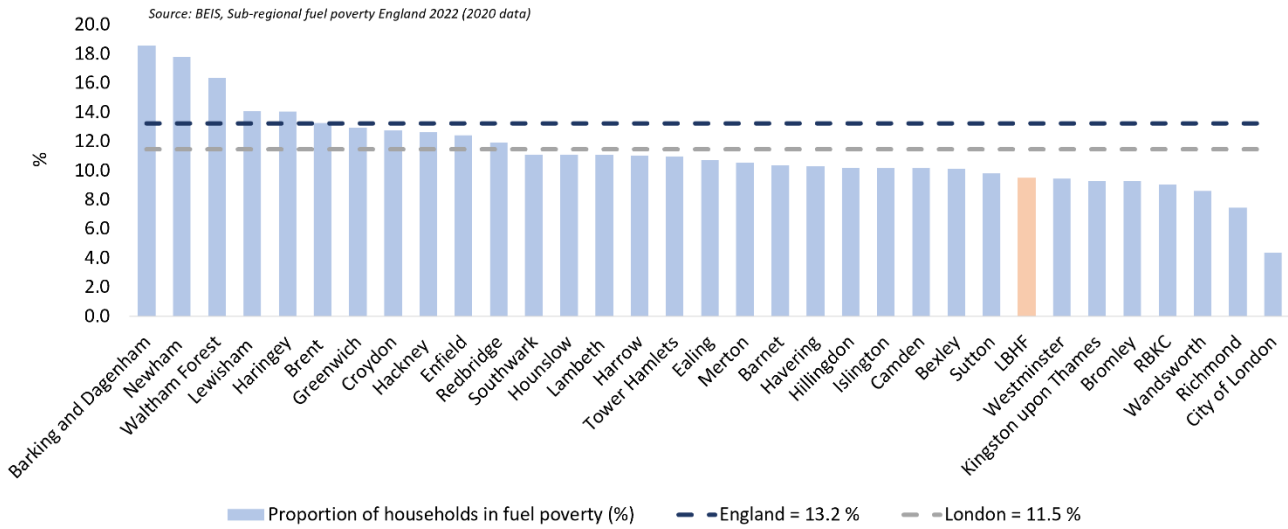
In 2019, 14% of households were in fuel poverty, so there has been a reduction since then.¹⁶ In 2020, in Hammersmith & Fulham it was estimated that **8,254** of households were in fuel poverty, this equates to **9.5% of households** in the borough. These statistics are based on data collected in the **English Housing Survey (EHS)**. It should be noted that the lower rates of households in fuel poverty in 2020 compared to 2019 may be due to changes in the type of households taking part in the EHS during the pandemic. For example, in 2020-21, there were significantly more outright owners and fewer renters in the sample. There was also a skew toward older respondents (aged 65 or over), and fewer households with children than in 2019-20.

The proportion of households in fuel poverty in Hammersmith & Fulham (9.5%) is the 8th lowest out of 33 London boroughs. It is below the England (13.2%) and London (11.5%) averages (figure 15).

Figure 15. Proportion (%) of households in fuel poverty by London borough, 2020

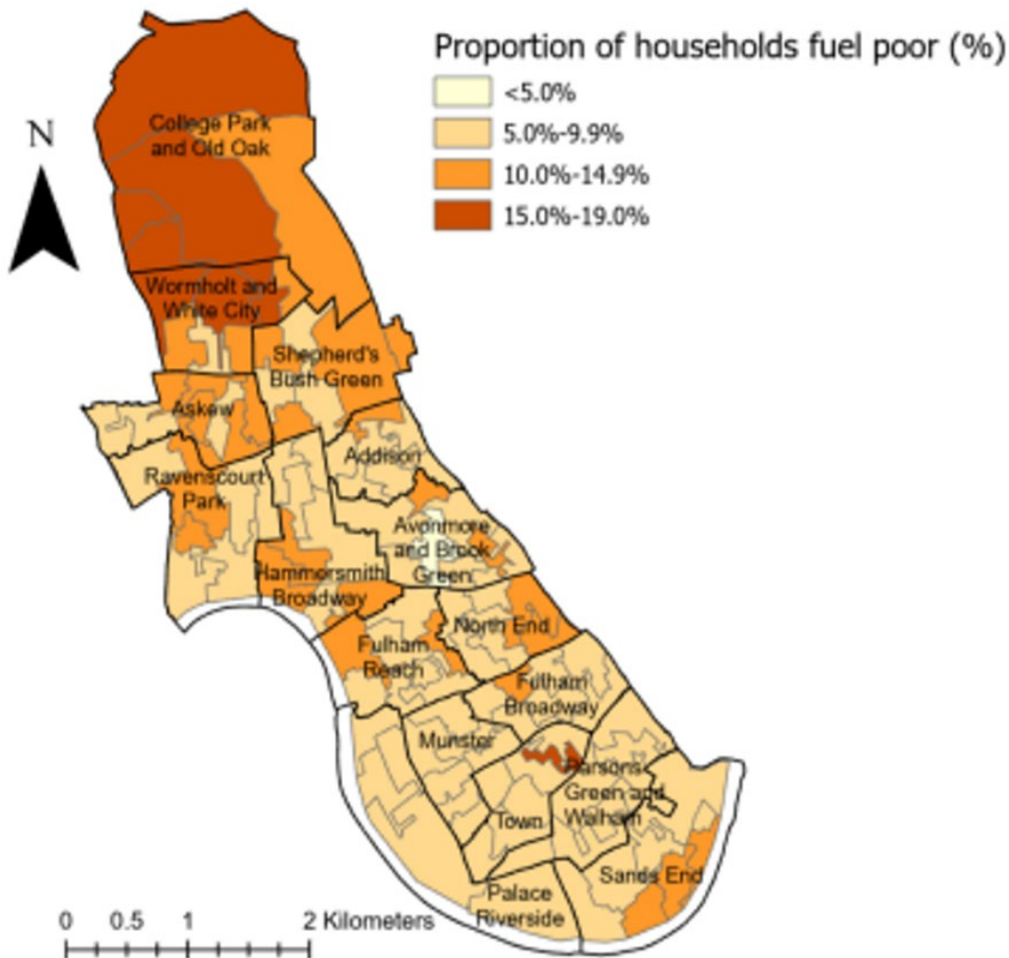
¹⁵ ONS. Local authority ageing statistics, household projections for older people.

¹⁶ BEIS, Sub-regional fuel poverty England 2022 (2020 data).



Fuel poverty is highest in the north of the borough, with some pockets of fuel poor households in the south and central regions of the borough. The top ten fuel poor LSOAs are situated in three wards: Wormholt and White City, College Park and Old Oak and Town. The LSOA with the highest proportion of fuel poor households is within Wormholt and White City ward with a figure of 17.9% (figure 16)

Figure 16. Proportion of households fuel poor (%) in Hammermsith & Fulham.



4.2.2 Winter fuel payments

In 2019/20 the proportion of people aged 65 years and over in Hammersmith & Fulham receiving winter fuel payments was **87.9% (17,900/20,364)**. This is lower than the London (90%) and England (94.1%) averages; and a reduction of 3.3% from 2018/19 when payments were being received by 91.2% of people aged 65+ years.¹⁷

5.HEALTH CONDITIONS

5.1 Dementia

In April 2023, there was a total of **870** NWL ICB GP registered patients aged 65 years and over living in Hammersmith & Fulham who had a **recorded dementia diagnosis**. This is a **prevalence of approximately 3.9% of patients aged 65 years and above**, and similar to both the London and England prevalence figures of 4.0%.¹⁸

The **estimated dementia diagnosis rate** for Hammersmith & Fulham is **61.3%** in April 2023. This gives an estimated total number of people living with dementia in the borough (diagnosed and undiagnosed) of **approximately 1,419**.¹⁸ Based on a prediction model for

¹⁷ OHID, Productive Healthy Ageing Profile

¹⁸ NHS Digital. Recorded Dementia Diagnoses April 2023.

the UK, the number of people estimated to have dementia in Hammersmith & Fulham is **expected to rise to approximately 1,900 by 2030**.¹⁹ More information on dementia can be found in the [2021 Hammersmith & Fulham Dementia report](#).²⁰

5.2 Frailty

GP practices are required to use an appropriate tool, such as the electronic frailty index (eFI), to help identify patients over the age of 65 who are living with moderate and severe frailty.

The eFI uses routine health record data to automatically calculate a score which can help identify whether a person is likely to be fit, living with mild moderate or severe frailty. Early identification in addition to targeted support can help older people living with frailty stay well and live independently for as long as possible.

Currently there are 22,400 NWL ICB GP registered patients living in Hammersmith & Fulham aged 65 years and above. Almost a fifth are **moderately frail (17%; 3,914/22,400)**, and one tenth is **severely frail (10%; 2,335/22,400)**.²¹

5.3 Falls

In 2020/21 there was a total of 375 emergency hospital admissions due to falls in Hammersmith & Fulham for people aged 65 years and over, this is equivalent to a rate of **1,845 per 100,000 population**. Majority of the admissions; 55% (205/375) were for people aged 80 years and over.¹⁷

The Hammersmith & Fulham figure in 2020/21 is statistically similar to the London (1,872 per 100,000) and England (2,023 per 100,000) averages for people aged 65 years and over (figure 17). The emergency hospital admissions rate for falls has decreased in the borough from 2010/11 (3247 per 100,000) to 2020/21 (1,845 per 100,000 population).¹⁷

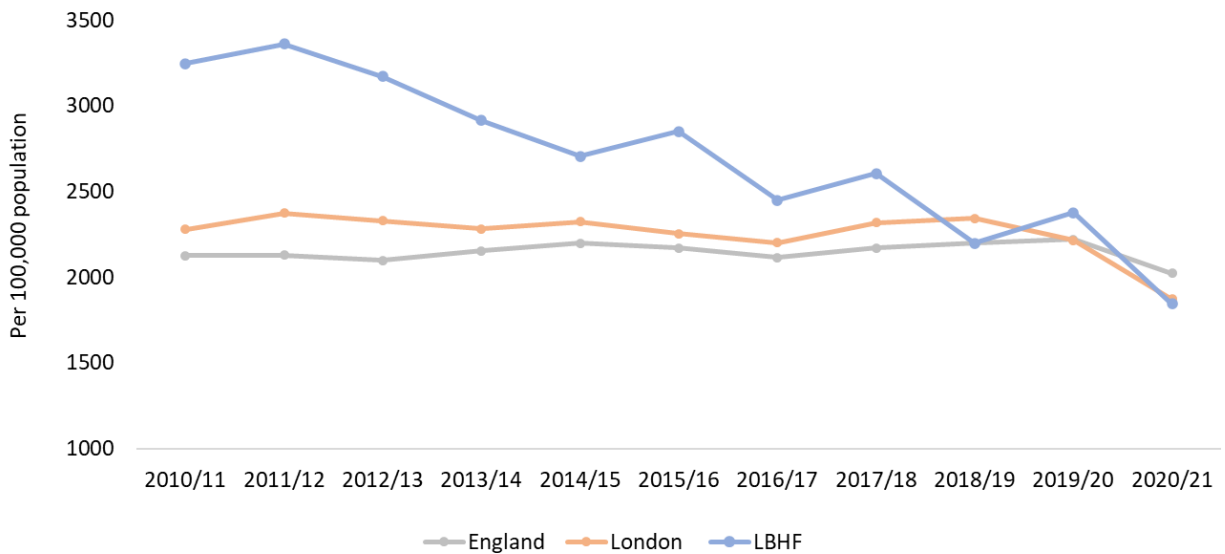
Figure 17. Emergency hospital admissions rate due to falls in people aged 65 years and over in Hammersmith & Fulham, London, and England.

¹⁹ Wittenberg, R, Hu, B, Barraza-Araiza, L, Rehill, A. Projections of older people with dementia and costs of dementia care in the United Kingdom, 2019–2040. Care Policy and Evaluation Centre, London School of Economics and Political Science.

²⁰ LBHF BI service. Hammersmith & Fulham Dementia Report. September 2021. Available from: https://www.lbhf.gov.uk/sites/default/files/section_attachments/hf-dementia-report-september-2021.pdf

²¹ Whole Systems Integrated Care, North West London Collaboration of Clinical Commissioning Groups. De-identified database.

Source: Hospital Episode Statistics (HES), NHS Digital

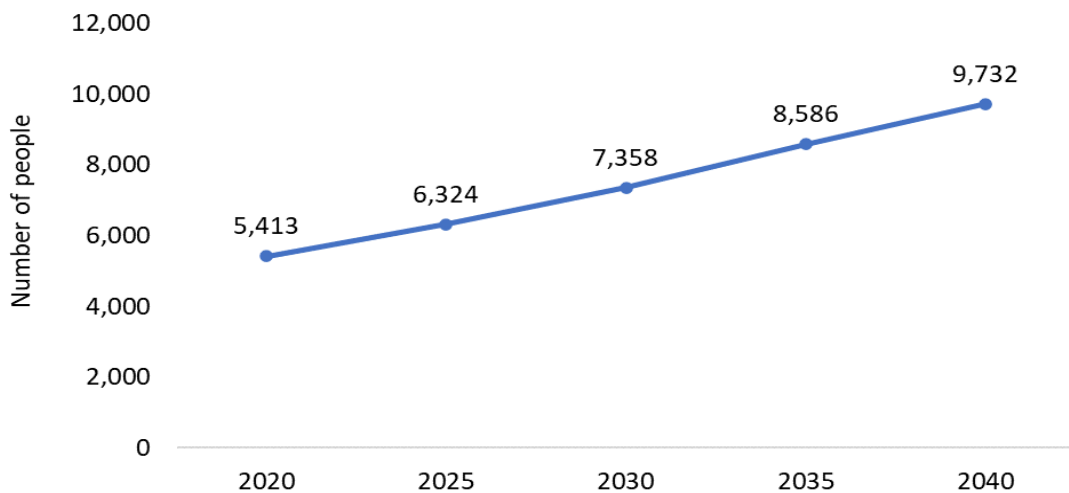


5.4 Limiting long term illness

Applying the prevalence of long-term health conditions from the 2011 Census to the predicted growth in the older population, suggests that there could be **9,732** people aged 65+ living with a limiting long term health condition in Hammersmith & Fulham by 2040, an increase of **4,319** (+80%) from 2020 (5,413).

Figure 18. People aged 65 and over with a limiting long-term illness, projected to 2040

Source: POPPI (Based on Census 2011 prevalence and forecast population growth)



5.5

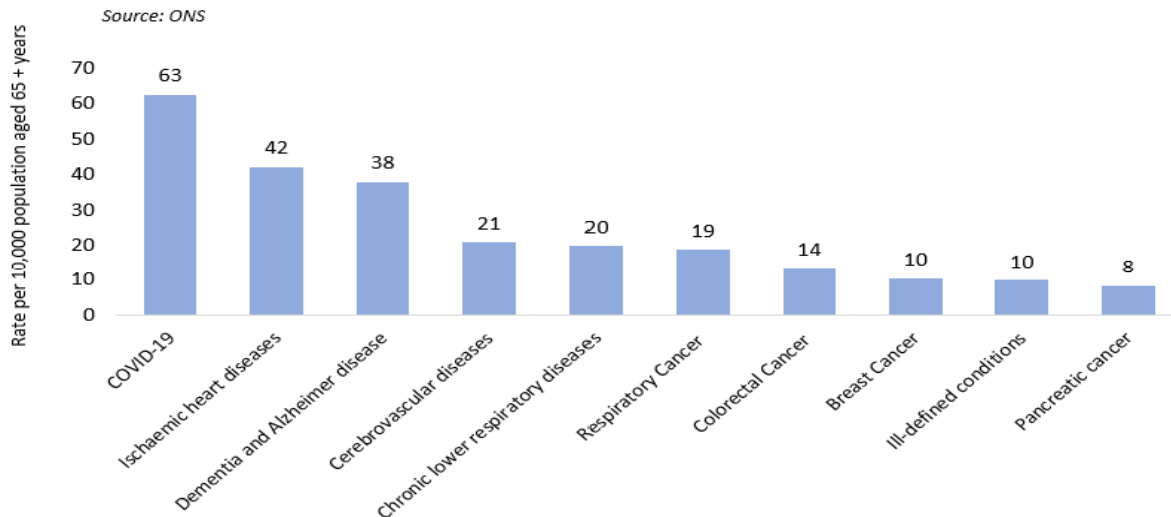
Causes of death

According to the latest age mortality data from the ONS, the most common causes of death in people aged 65 years and over in 2021 in Hammersmith & Fulham are:

1. **COVID-19:** This was the leading cause of death in 2021, accounting for a mortality rate of 63 per 10,000 population aged 65 years and over.
2. **Ischaemic heart disease:** This was the second most common cause of death, accounting for a mortality rate of 42 per 10,000 population aged 65 years and over.

3. **Dementia and Alzheimer diseases:** This was the third most common cause of death in this age group, accounting for a mortality rate of 38 per 10,000 population aged 65 years and over.

Figure 19. Cause specific mortality rates by most common causes of death in people aged 65 years and over in Hammersmith & Fulham, 2021.



6.0 SERVICE USE

6.1 Primary care

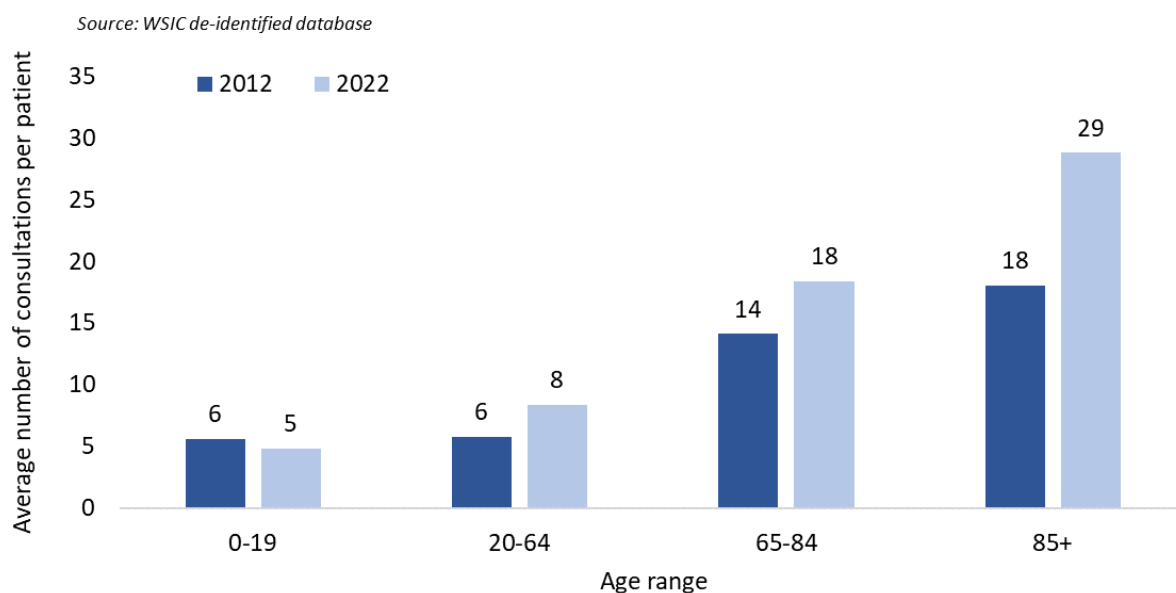
6.1.1 Primary Care consultations

The number of primary care consultations per patient per year has risen in the last decade, particularly in the older age group.

Compared to all other age groups figure 20 shows that the average number of consultations per person has increased the most in those aged 85+, by 60% from an average of 18 consultations in 2012 to 29 consultations in 2022.²²

Figure 20. Change in the average number of primary care consultations per patient in Hammersmith & Fulham from 2012 to 2022

²² Whole Systems Integrated Care (WSIC). De-identified database. Accessed May 2022.



6.1.2 GP patient survey

The GP satisfaction survey is a national survey conducted by Ipsos MORI on behalf of NHS England. It assesses GP practices and involves sending out surveys to two million randomly selected people registered with a GP practice.²³

For the most recent survey in 2022, around 720,000 people completed the survey, with 293,000 doing so online. The results are published online, allowing GP practices, patients, and the general population to review and compare data. The survey consists of 64 questions covering various categories related to local GP services, appointments, overall experiences, COVID-19, health, GP practice availability, NHS dentistry, and personal information.²³

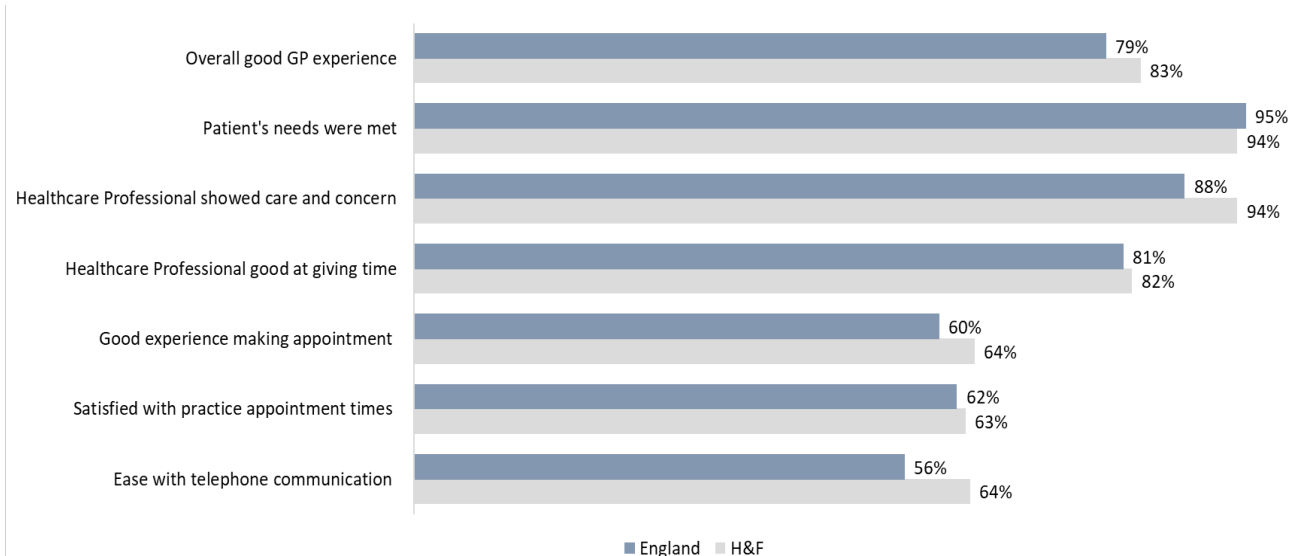
For Hammersmith & Fulham **only 11 practices of the 28 have information** for those aged 65-74 from the recent survey, and none had data for those aged over 74 years. Therefore, the data analysis has been performed on those practices that have responses from patients aged 65-74 years. Of the 64 questions on the survey, 8 were chosen to examine in further detail.²³

The survey results for those aged 65-74 years **Hammersmith & Fulham has scored higher than England in all areas except for meeting patient's needs during consultations**. For this area Hammersmith & Fulham has a score of 94%, 1% below the national average figure of 95%.²³

Nationally and across Hammersmith & Fulham there appears to be a **dissatisfaction with making appointments, the times being offered and the ease of telephone communication** with the practice. Within Hammersmith & Fulham there was a large disparity between how easily patients aged 65-74 years were able to contact their practice on the phone. This ranged from 28% feeling they were easily able to get a hold of the practice, to around 95% at the best performing practice. For overall experience there was also some disparity between practices, with a range of 58-94%.²³

²³ NHS England. GP Patient Survey. 2022. Available from: [GP Patient Survey \(gp-patient.co.uk\)](https://gp-patient.co.uk)

Figure 21. Hammersmith & Fulham and England GP patient survey results for patients aged 65-74 years, 2022.



6.2 Secondary care

6.2.1 Hospital inpatients

In 2022 there were a total of **39,343 inpatient hospital spells** by NWL ICB registered patients who are residents of Hammersmith & Fulham. This is an **increase of 16% from the previous year**. In 2022, one third of the inpatient spells (33%; 12,997) were for Hammersmith & Fulham residents aged 65 years and over, of which 16% (2,061) were aged 85 years and over.

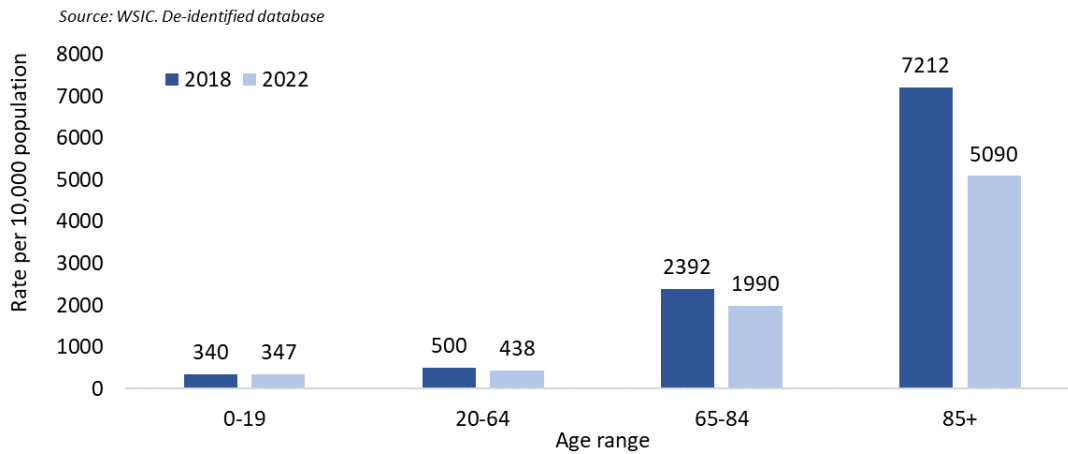
6.2.2 Emergency hospital admissions

The rate of emergency hospital admissions for Hammersmith & Fulham residents has decreased in the past five years from 7,332 per 100,000 population in 2018 to 6,416 per 100,000 population in 2022.

Compared to all other age groups the rate of emergency hospital admissions is the highest amongst those aged 85 years and above and has fallen from 7,212 per 10,000 population in 2018 to 5,090 per 10,000 population (Figure 22).²⁴

Figure 22. Age-specific rate of emergency hospital admissions per 10,000 population.

²⁴ Whole Systems Integrated Care (WSIC). De-identified database. Accessed May 2022.



6.3 Social care

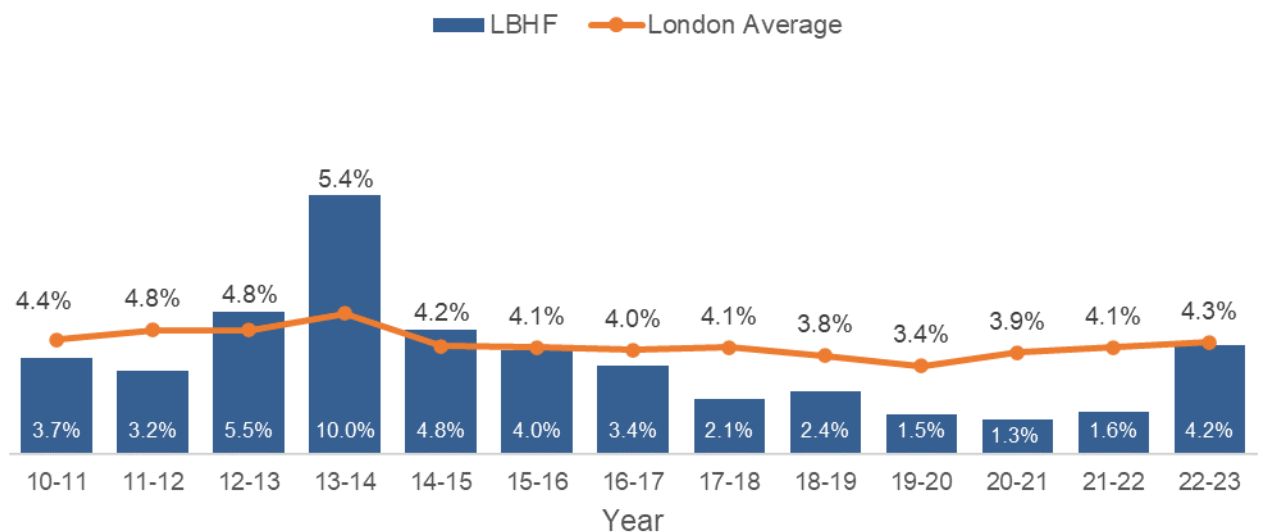
6.3.1 Short Term (Reablement) Adult Social Care

'Reablement' is a social care service aimed at supporting people to regain independence that may have been reduced or lost through illness or disability.

Since 2014/15 the proportion of older people offered reablement services in Hammersmith & Fulham has fallen from 4.8% (144/2,995) to 1.6% (51/3,185) in 2021/22 (figure 23).

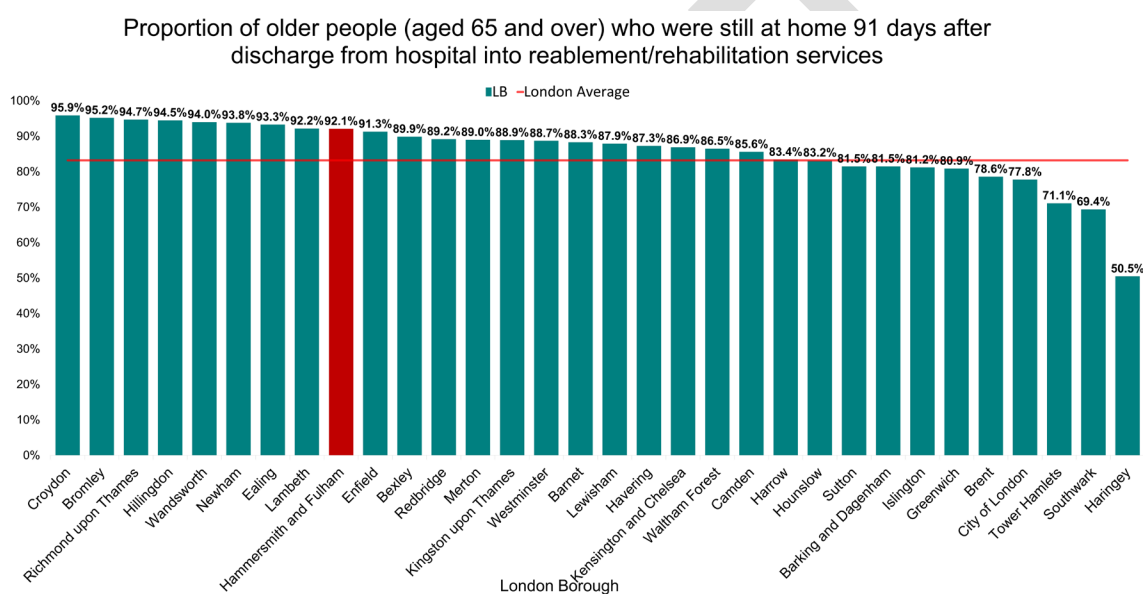
The proportion of older people offered reablement services in the borough since 2016/17 is below the London average. A greater difference between London and Hammersmith & Fulham can be observed in recent years, with a gap of 2.7% in 2021/22. The fall in services in 2019/20 is predominantly due the changes to service delivery during the pandemic. The trend in Hammersmith & Fulham appears to be rising again in 2022/23 (figure 23).

Figure 23. Proportion (%) of older people (aged 65+) offered reablement services following discharge from hospital in Hammersmith & Fulham and London.



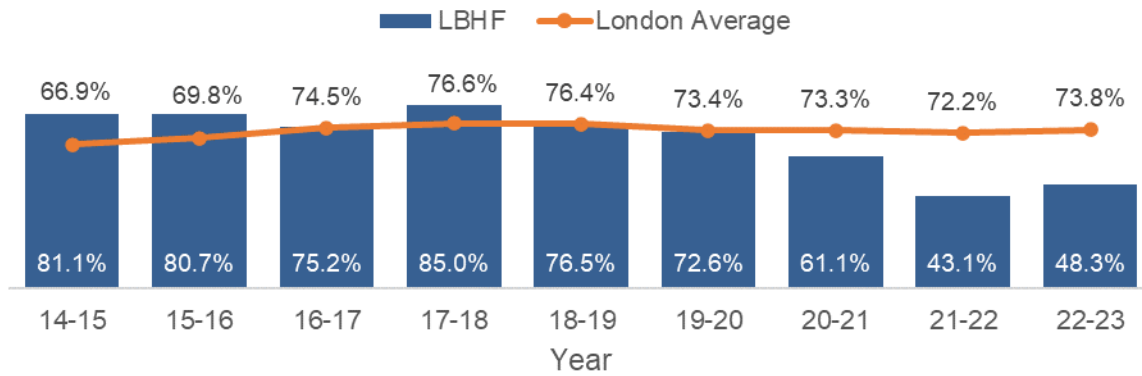
When we examine the proportion of older adults, who were at their own home or to a residential or nursing home for rehabilitation 91 days after being discharged from hospital, we can see the borough performs favourably in this metric. The current performance across Hammersmith and Fulham is 92.1%, ranking 9th across all London boroughs and within the 2nd quartile against the other respective local authorities (figure 24).

Figure 24. Proportion of older people (aged 65 and over) who were still at home 91 days after being discharged from hospital into reablement/rehabilitation services.



Lastly, when we examine the proportion of new clients that received short-term service followed by reduced or no ongoing support, Hammersmith and Fulham does not perform favourably. Current performance levels have the borough at 48.3% for 2022/23, ranking the 4th lowest across London boroughs. Additionally, performance in this metric in 2022/23 did improve compared to 2021/22, but much lower compared to the pre-pandemic levels of 2019/20 (72.6%) (figure 25).

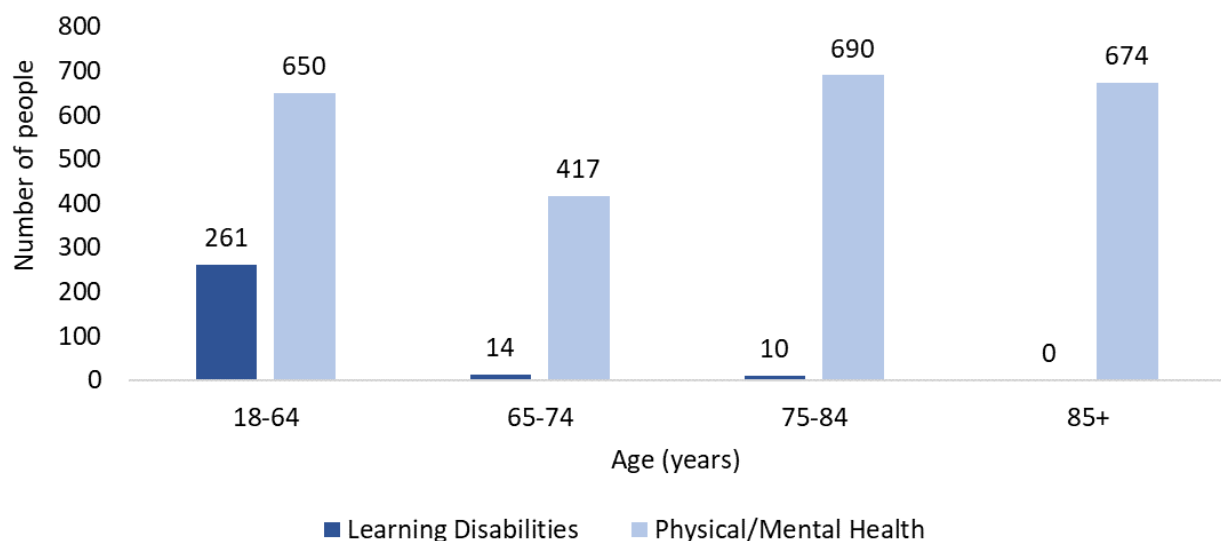
Figure 25: Proportion of those that received a short-term service during the year where the sequel to service was either no ongoing support or support of a lower level.



6.3.2 Long-term adult social care

At the end of February 2023 there were 2,716 adults receiving long-term social care in Hammersmith & Fulham. **The majority (66%; 1,805/2,716) of long-term social care clients are older people aged 65 years and over, of which 1% (24/1,805) have learning disabilities** (figure 26).²⁵

Figure 26. Number of adults receiving long-term social care services by broad age category, February 2023.



On average the majority (72%; 1,805/2,716) of older people receiving long term care have been receiving services for over a year. Only 2% (31/1,805) have been receiving long term care for over 600 days.²⁵

In February 2023, 1,805 people aged 65+ were receiving long-term social care services provided by Hammersmith & Fulham Council. The demand for services is expected to continue to grow in the future as a result of the predicted growth in the older population.

²⁵ Mosaic. Accessed February 2023.

Applying predicted growth in Hammersmith & Fulham's population aged 65+ to the proportion of social care clients in the 65+ age group, gives a potential increase of approximately 648 clients aged 65+ by 2032 to a total of 2,453.

Table 3. Potential growth in the number of people aged 65+ needing long-term social care services in Hammersmith & Fulham by 2032

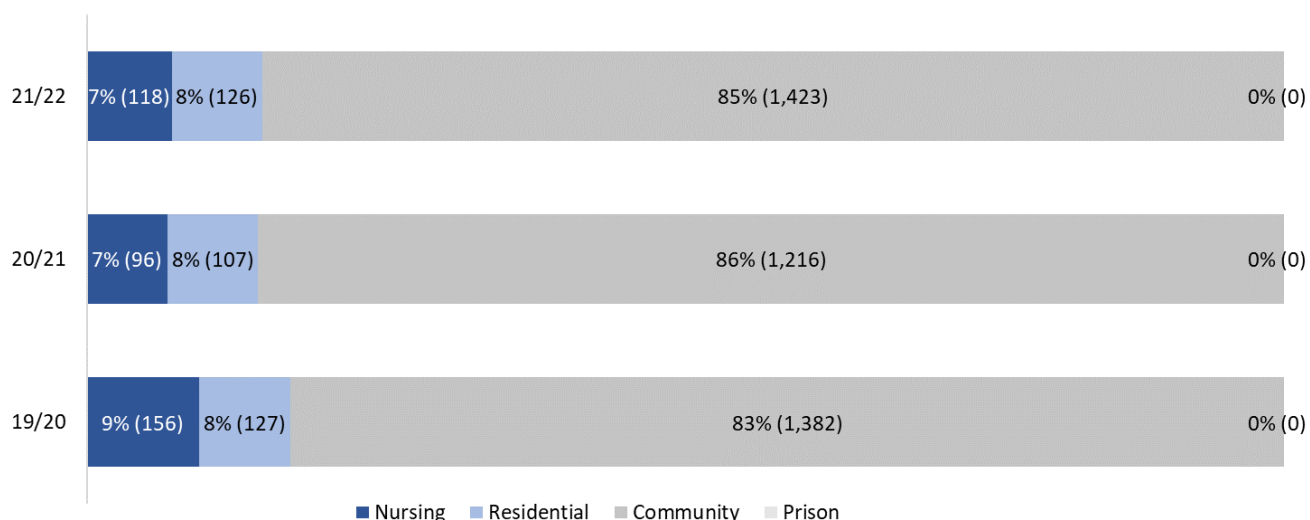
	2022	2032	Change
Population aged 65+	22,081	30,010	
Social care clients aged 65+	1,805	2,453	+648

6.3.3 Care Setting

Care setting can be grouped into four broad categories: Nursing, Residential, Community and Prison. Majority of older people receiving long term support are within the community setting. This includes those who are receiving direct payments only, part direct payments, local authority managed personal budgets and local authority commissioned support only. Community care settings aim to promote individuals' independence, autonomy, and social inclusion, while addressing their care and support needs.

The latest annual figure from 2021/22 shows that 85% (1,423/1,667) of older adults receiving long term support are within the community setting. This trend has remained relatively stable over the past three consecutive years. Of those receiving long term support 89% (1,464/1,667) were receiving personal care support as the primary support reason, 5% (90/1,667) were receiving mental health support and 2% (39/1,667) were receiving learning disability support.

Figure 27. Proportion of older adults (aged 65+) receiving long term support by care setting.



6.3.4 Adult and social care survey

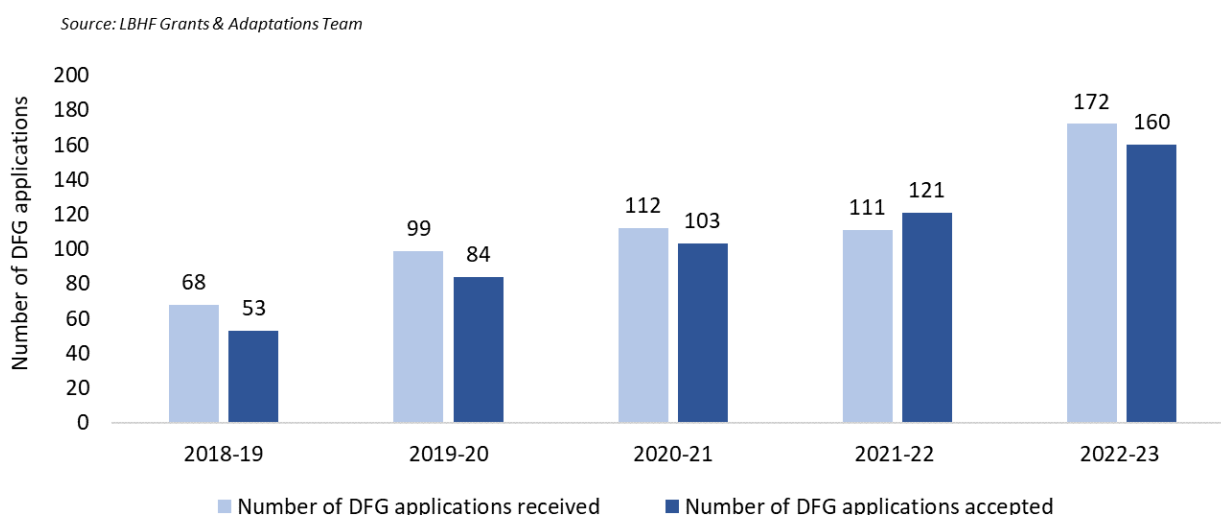
In 2021/22, the social care related quality of life score in Hammersmith & Fulham was 18.2. This was higher than previous four years and the current London average score of 17.9.²⁶

The proportion of care users who were overall satisfied with their care and support in 2021/22 was 60.7%, this was above the London average of 54.9%. The proportion of respondents who find it easy to find information about services was 62.2%, this was similar to the London average of 62.5%.²⁶

6.3.5 Disabled Facilities Grants

In 2022/23, there was a total of 172 applications for a Disabled Facilities Grant (DFG). This was a 55% increase in applications from the previous year. In 2022/23, 93% (160/172) of applications were accepted resulting in a DFG being awarded. The average time it took the council to make a decision on an application was 15 days. The number of DFG applications received has increased in the last five years from 68 applications in 2018/19 to 172 in 2022/23 (figure 28).²⁷

Figure 28. The number of DFG applications received and accepted by LBHF from 2018/19 to 2022/23.



6.3.6 Self-funding care

In Hammersmith & Fulham currently, there are **18 older people who are self-funding their care**, and 12 in the process of becoming self-funders. This is **7% (18/244)** of the total number of people receiving long-term care in Hammersmith & Fulham.²⁸

Table 4. People aged 65 years and over who are self-funding long term care in Hammersmith & Fulham, April 2023.

Services	Funded by LBHF		Self-funded	
	Count	%	Count	%

²⁶ Adult Social Care Outcomes Framework (ASCOF), England 2021/22

²⁷ LBHF. Grants & Adaptations Team. FOI request. 2023

²⁸ Mosaic. Accessed March 2023.

Nursing	122	89%	14	11%
Residential	122	97%	4	3%
Total	244	93%	18	7%

6.3.7 Direct payments

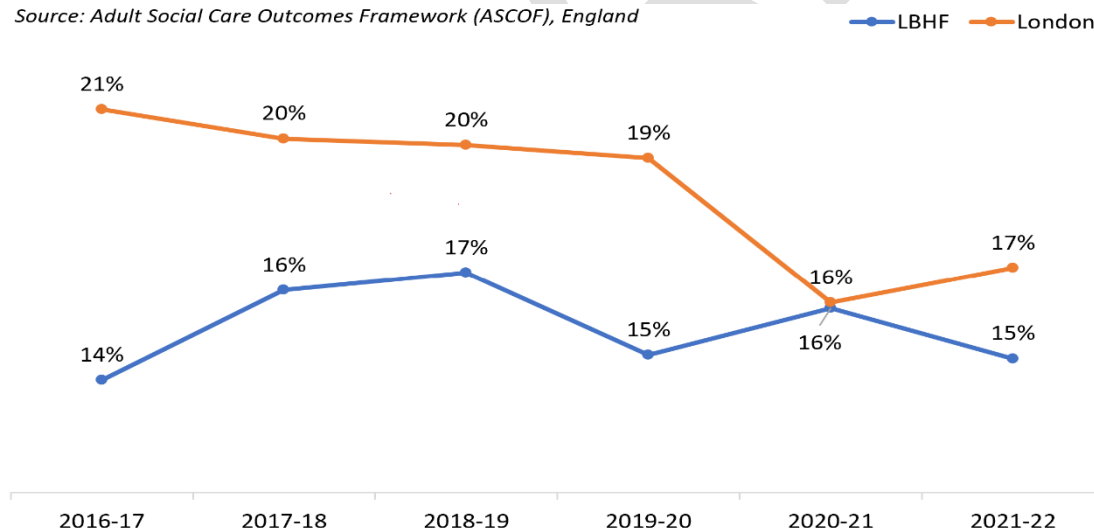
Direct payments are a way for individuals who are eligible for social care support to receive funding directly from their local authority to purchase and manage their own care and support services. Direct payments give individuals **more choice and control over the type of care they receive and who provides it**. They were intended as a key route to reform of social care in the Care Act 2014.

The proportion of clients in Hammersmith & Fulham aged 65 years and over accessing long-term support via direct payments in 2021/22 is 15% (213/1,423) this is almost as low as the figure in **2016/17** (14%; 201/1,387). And lower than the London average of 17% (6,500/38,259) in the same year (figure 29).

Despite government guidance that states local authorities should be as flexible as possible in their oversight of direct payments during Covid-19, the pandemic seems to have made little difference in the trend. There is likely to be several reasons for the low uptake. Opting for direct payment requires more involvement and responsibility than simply receiving a service, and people may need support to manage one.

Figure 29. Proportion (%) of people using social care who receive direct payments aged above 65 years in Hammersmith & Fulham and London.

Source: Adult Social Care Outcomes Framework (ASCOF), England



7. ACCESS TO SERVICES

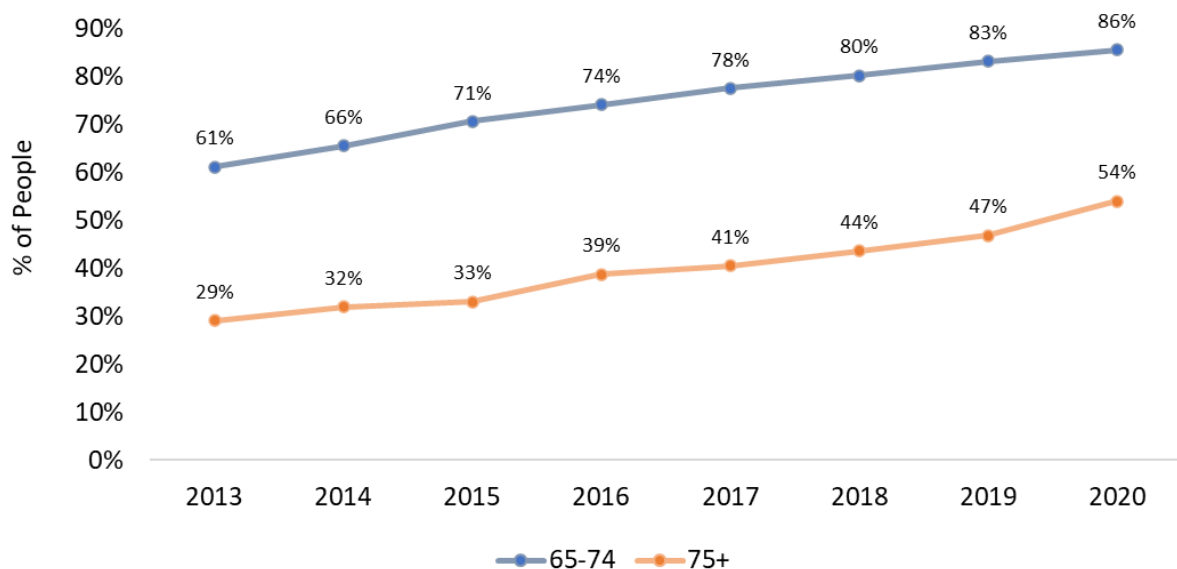
7.1 Use of the internet

In 2020, 6.3% of adults in the UK had never used the internet, and of these 85% were aged 65 years and over.

The generation gap in internet usage is closing. Recent data from the ONS (figure 30) shows that the use of internet amongst those aged 65 to 74 years has increased from 61% in 2013 to 86% in 2020.²⁹

Figure 30. Recent Internet use by age group, 2013-2020, UK.³⁰

Source: ONS, Internet Users, 2020.



Applying national percentages to Hammersmith & Fulham's population gives an estimated **1,297 men and 2,315 women aged 75+ who have never used the internet in 2020**. But these figures are **likely to have decreased dramatically** since many services have now transitioned to digital platforms due to the pandemic which has increased the reliance and use of the internet. The shift towards digital services highlights the importance of digital

²⁹ ONS. Internet Users, 2020. Published in April 2021.

³⁰ Recent internet users are adults who have used the internet within the last three months.

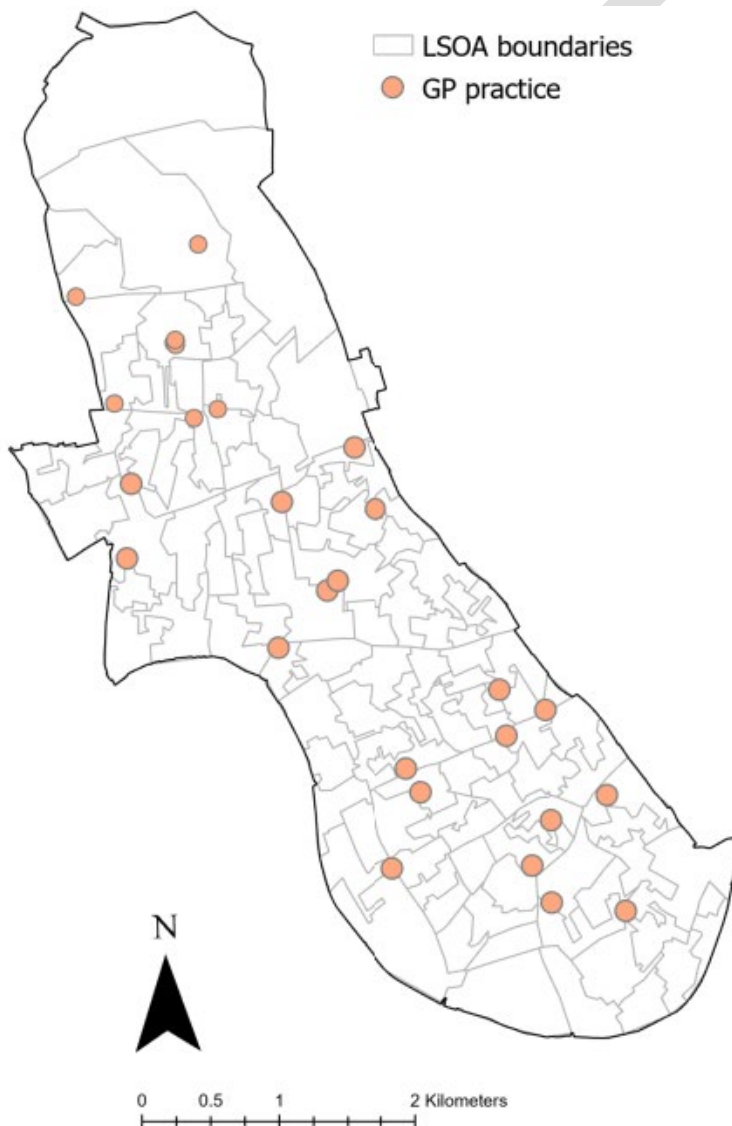
connectivity in the post-pandemic era, particularly for the older age group who have previously been shown to have the highest proportion of non-internet users compared to any other age group.

7.2 Distance to health services

The Indices of Deprivation 2019 includes an indicator of the mean road distance to the closest GP surgery by Lower-layer Super Output Area (LSOA).³¹ LSOAs typically comprise of 400 to 1,200 households and a resident population between 1,000 and 3,000 persons.³²

There are 28 GP practices in Hammersmith & Fulham covering a resident population of 193,202 in 2023. Hammersmith & Fulham has good access to GP practices. Of the 113 LSOAs in the borough in 2019 only 14 (12%) were located 0.5 miles (0.8 km) or more away from the nearest GP surgery. The map below (figure 31) shows the LSOAs overlaid with the locations of the 28 GP practices across the borough.

Figure 31. GP practice locations by LSOA in Hammersmith & Fulham.



³¹ Ministry of Housing, Communities & Local Government. English indices of deprivation 2019.

³² ONS. Census 2021 geographies. Available from:

<https://www.ons.gov.uk/methodology/geography/ukgeographies/censusgeographies/census2021geographies>

8. SAFETY

8.1 Adult Safeguarding

Local authorities have a duty under the Care Act 2014 to ensure the safety and well-being of adults who are at risk of abuse or neglect. This duty is known as adult safeguarding.

When a local authority has reason to believe that an adult with care and support needs is at risk of abuse or neglect a Section 42 Safeguarding enquiry is initiated. This is a legal process under the Care Act 2014. The purpose of the Section 42 enquiry is to determine whether the adult is at risk, to identify any steps that can be taken to mitigate the risk and to determine what action should be taken to prevent any further harm.

The total number of Safeguarding concerns in Hammersmith & Fulham in 2021/22 was 2,235. The number of concerns rose by 110% from the previous year from 1,065 to 2,235. Hammersmith & Fulham had a 39% rate of conversion of enquiries/concerns to investigations. This is similar to the London rate of 37% and is lower than the 45% rate for the borough in 2020/21.³³

The most common type of risk for concluded Section 42 enquiries was 'Neglect and Acts of Omission' (52%). This was 10% higher compared to the London local authority average of 42%. 61% of concluded Section 42 enquiries had a risk identified and an action taken. This compares to 79% in London.³³

8.2 Deprivation of liberty safeguards (DoLS)

Deprivation of Liberty Safeguards (DoLS) is a legal framework that provides protection for individuals who are deprived of their liberty for their own safety or the safety of others. It applies to people who lack capacity to make decisions about their care and treatment, and who are being cared for in hospitals, care homes, or other similar settings.

DoLS ensures that individuals who lack capacity are not subjected to arbitrary or unnecessary restrictions on their liberty. It provides a framework for balancing the individual's rights and best interests with the need to protect them from harm.

In 2021/22 there were 370 applications received. 73% (270/370) of the applications were completed, of which 82% (220/270) were granted and 19% (50/270) were not granted. The most common reason for a deprivation of liberty authorisation not being granted was due to a change in circumstances (80%; 40/50).³⁴

8.4 Older victims of violence

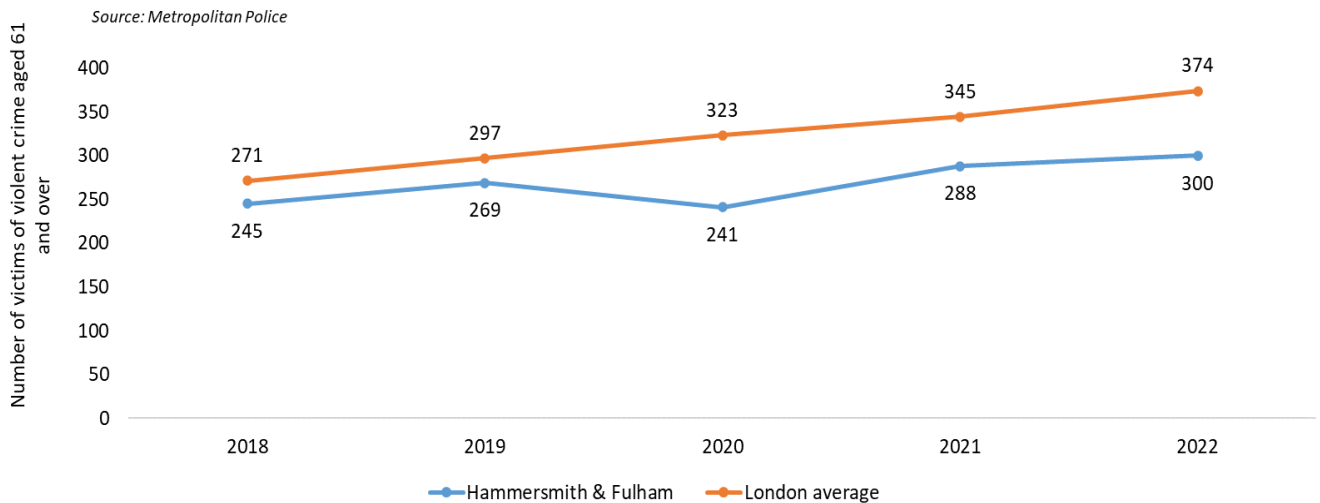
The number of violent crimes against people has risen in the last five years in all ages, from 5,237 recorded crimes in 2018 to 5,331 in 2022. In older people aged 61 years and over there has been a **22% increase in violent crimes, from 245 victims of violent crimes in 2018 to 300 in 2022.** This is similar to the London average trend (figure 30).

³³ Hammersmith & Fulham ASC BI Service. Safeguarding Adults Benchmarking Report. 2021-22

³⁴ Hammersmith & Fulham ASC BI Service. DoLS Benchmarking Report. 2021-22

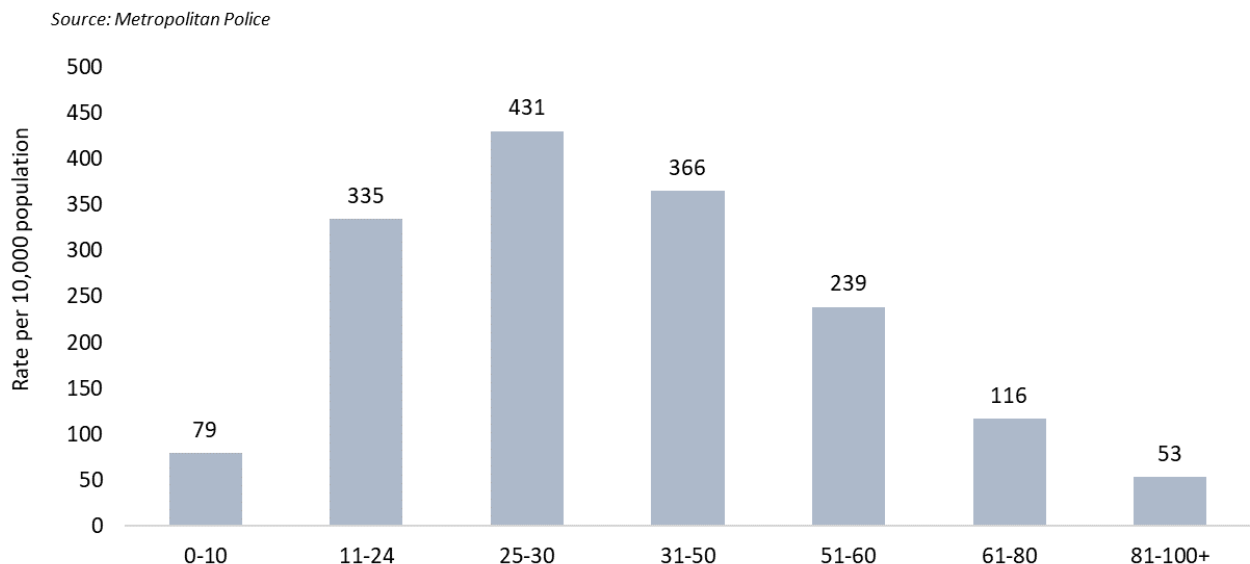
A violent crime against a person includes a range of offences ranging from less severe acts like harassment and common assault, to more grave offenses like murder, inflicting actual bodily harm, and causing grievous bodily harm.³⁵ The Hammersmith & Fulham figure of 300 in 2022 was lower than the London average figure of 374 (figure 32).³⁶

Figure 32. Number of victims of violent crimes aged 61 years and over.



The age-specific rate of violent crimes against a person was highest amongst those aged 25-30 years (431 per 10,000 population), and lowest amongst those aged 81-100+ years (53 per 10,000) (figure 33).

Figure 33. Rate age-specific of violent crime in 2022 in Hammersmith & Fulham by age category.



³⁵ Metropolitan Police. Crime Type Definitions. <https://www.met.police.uk/sd/stats-and-data/met/crime-type-definitions/>

³⁶ Metropolitan Police. Data request via email.