

Newham Adult Social Care & Health Annual Report

(formerly known as the Local Account) 2022-23



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Foreword

We are pleased to share our Newham Adult Social Care & Health Annual Report for 2022-23.

The aim of our annual report is to help residents, carers, care providers and commissioners understand about the social care services that Newham Council and its partners provide to adults in Newham. The report sets out how we have been performing in providing these services and the impact these services have made to the lives of the people that we support. It also details our priorities for the coming year. It is based on real people with real experiences and includes things we want to celebrate and things we need to improve on.

Adult Social Care services continues to face many challenges such as increasing pressures and demands deriving from an ageing local population who are living longer, but with increasingly complex needs.

We are also witnessing a growing demand from younger adults, alongside difficulties in recruiting and retaining a robust social care workforce, including Occupational Therapists. Ensuring a sustainable workforce in social care, both presently and in the future, is imperative to meet these challenges.

Nevertheless, we have continued to fulfill the priorities set out last year. Collaborating with residents, carers, and partners, we have made significant progress. This includes forming an Ageing Well Resident Advisory Group, allowing residents to contribute to the implementation of the Ageing Well Strategy's Action Plans. We have commissioned MyWishes, an online platform enabling residents to document and share their future care and end-of-life preferences. We have trained over 200 health and social care staff on Learning Disabilities, Autism, and positive behavioral support. Additionally, we launched Ask Sara, a self-help platform offering specialist advice on products and equipment for older and disabled individuals.

Our vision for Health and Adult Social Care in Newham is to promote independence and wellbeing, maximise improved physical and mental health, and enable choice and control, by ensuring all adults in our borough have access to the right support, at the right time, in the right place, if they need it. In this way, we can ensure that all adults in Newham are able to live healthy and fulfilling lives, with dignity, staying active and connected to their communities.

We would like to thank you for reading this report. If you would like to share any feedback or have questions about this document, please email us at annualreport@newham.gov.uk.

We remain ambitious and passionate about improving the health and wellbeing of all our residents and will use your views to help shape services for the future.



Jason Strelitz
Director of Adults
and Health,
Newham Council



**Councillor
Neil Wilson**
Cabinet Member
for Health and
Adult Social Care

Introduction

What is an Annual Report?

An annual report provides an insight into how our services performed in 2022-2023 and the impact they had on our communities.

It is a way for us to recognise and celebrate the amazing things Adult Social Care and Health in Newham has achieved over the past year, reflect on the challenges we have experienced and is an opportunity for us to look forward to setting out our priorities for 2023- 2024.

There is a lot to be proud of in Newham and this report highlights what is working well within the service as well as a reflection on those areas we can improve.

The work we do requires us to work collaboratively with our partners, these include the NHS, voluntary and community sector organisations, faith groups, community volunteers, providers, residents, and many others, all of which are equally important and without them many of the accolades detailed in this report would not have been achievable.

What is the role of Adult Social Care?

Adult Social Care works to ensure residents can live healthy, fulfilling, and independent lives, connected to their community and with appropriate care and support where needed.

Adult Social Care supports Newham residents aged 18 and over who have care and support needs arising from a disability or an illness. Support is also provided to carers who spend time providing necessary care to another adult. Our services are delivered in accordance with our primary legislation, the [Care Act \(2014\)](#).

Our approach starts with a resident's strengths and abilities, also known as a strengths-based approach, recognising what people can do, and what they enjoy doing, as well as the strengths in their support system and local communities. We seek to provide the right support at the right time, to prevent or delay needs increasing.

We support people by providing information, advice and referring or signposting to services.

Care and support offered via Adult Social Care includes help with essential daily activities like eating and washing, or help participating in work or socialising. We provide support in people's homes wherever possible to aid our residents' independence. To achieve this, we carry out a range of personalised assessments and reviews to determine the level of care and support required. This may include care and support at home, provision or recommendations of aids and adaptations, day opportunities, supported accommodation or residential/nursing care.

Adults and Health

Adults and Health services jointly play a crucial role in helping residents to remain healthy, independent and safe, whether this is through the provision of information and advice, access to universal or prevention services or more intensive support to those with significant needs.

Some of these services are directly delivered by the council and others commissioned from independent providers. The objective is to help people to live as independent a life as is possible and have access to services that support and encourage that independence. Our starting point is strength-based, which means taking into consideration and working alongside residents, their family, friends, and the wider community. Adult Social Care works in partnership with Health and NHS colleagues to help provide joined up care to our residents who have both health and social care needs. This ensures we give people the right information at the right time, minimise duplication and make sure people can access seamless services in the community.

The health teams in Newham are responsible for improving the health and wellbeing of our residents, through a range of preventive approaches and ensuring that our public health services meet the needs of the communities.

Local policy

The [Building a Fairer Newham Corporate Plan](#) sets out how Newham Council will help residents through tough times to live happy, healthy and well lives. This Annual Report supports the delivery of the eight corporate priorities of action set out within the plan



1.
A healthier Newham
and ageing well



5.
Homes for our residents



2.
Newham's inclusive
economy to support
you in these hard times



6.
Supporting our young
people



3.
Your neighbourhood



7.
People powered Newham
and widening participation



4.
Safer Newham



8.
A campaigning Council

Building a Fairer Newham Corporate Plan addresses the challenges within our borough brought into focus by Covid-19. People in Newham have poorer health outcomes than the population overall, have a shorter life expectancy and they live in good health for less time too. This can affect the health outcomes of many of our residents. Newham's Adults and Health service works to address these inequalities to ensure residents can live healthy, fulfilling, and independent lives, connected to their community.

The majority of commitments for adults and health are within Priority 1 - a healthier Newham and ageing well.

We also work together with services within the council to deliver core objectives, including the Domestic Abuse strategy which cuts across under Priority 4 - safer Newham.

https://mgov.newham.gov.uk/documents/s158737/Addendum%209050_CORPORATE_PLAN_BOOKLET_v18.pdf



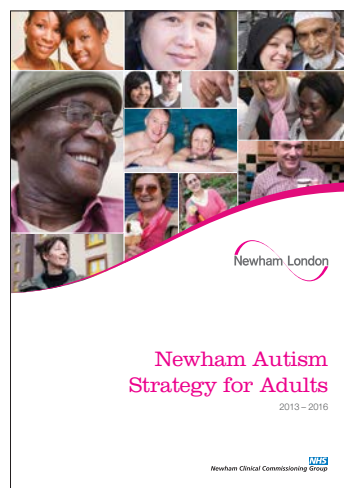
Market Position Statements

Market Position Statements are tools to present the current and future supply and demand for care and support in the borough. The statements explain how the Council will support and take action in the local care market to meet demand and to let providers know about the potential business opportunities that exist. They also help us to fulfil our legal duties outlined in the Care Act 2014 – such as ‘provider failure’ and ‘market shaping’.

Our Core Strategies

Over the past year, we have launched numerous strategies which set out how exactly we are going to support our most vulnerable people during these challenging times.

- The purpose of the **Newham Ageing Well Strategy** is to improve the health and wellbeing of Newham residents aged 50+ and reduce health inequalities. The strategy was coproduced through engaging with people and partners, including the local NHS and community, faith and voluntary sector, to understand what is working well and areas we need to improve.
- **Newham Carers Strategy 2021-24** is for anyone who regularly supports another person on an unpaid basis – whether that be a friend, child with additional needs, relative, loved one, or a combination of these people. It sets out a single, integrated plan for how we will holistically work with and support our Carers across key outcome areas. The strategy has been shaped by feedback from over 500 carers to understand more about how we can improve carers' support services in Newham.
- Our **50 Steps Towards a Healthier Newham**, sets out our health and wellbeing strategy. It was developed in collaboration with partners to tackle the health inequalities that exist within Newham.
- **Newham All Age Autism Strategy** is for anyone living in Newham who has been diagnosed with Autism aged 0-64+ and their family, friends, and carers. It is also for any professionals, students or anyone interested in understanding Autism in Newham. The all-age Newham Autism Strategy is the first joint Adults and Children's Autism strategy and sets out how we will deliver the six priority areas outlined in the National Autism Strategy.
- The aim of the **Learning Disability Action Plan for Adults 2022-25** is to raise the profile of adult residents with a Learning Disability to increase inclusion, community awareness, reduce inequalities; and to better support adults with a Learning Disability to live healthy, safe and fulfilling lives.
- The **Domestic Abuse Strategy 2022-2025** and action plan demonstrates our commitment to the residents of Newham to develop and improve our response to domestic abuse in the borough. The strategy sets out our work towards inspiring confidence and trust in people, enabling residents to feel encouraged and safe to come forward, report domestic abuse and access the support needed.



Our Vision

To improve the health and wellbeing of all adults in the borough and to support them to live as independently as possible within their local communities



Our Principles

Our approach is underpinned by five principles that are woven through every single action that we take to, Newham residents at the heart of everything we do.

Person-centred care and support

We work together with residents to provide care and support that is tailored to their needs residents so they can achieve the things that matter most to them. This means putting the resident at the centre of everything we do, supporting them to choose and control what care and support they receive. We will treat every resident with respect and dignity.

Strengths-based and outcomes-focused

We will work with individuals in a way that recognises that they are experts in their own lives, will have hopes and aspirations and have a range of strengths and assets (including personal strengths and social and community networks and including carers, families and friends). We put the individual and their well-being at the heart of everything we do and we will support residents to achieve person-centred outcomes.

Preventative and supports independence and wellbeing

We will support our residents to improve their health, wellbeing and quality of life through access to a range of information, advice, activities and more targeted support. We will work with partners to improve wider determinants of health. Our commitment to improving health and wellbeing aims to support residents to live independent, fulfilled lives within their communities and neighbourhoods..



Prevent harm and reduce the risk of abuse, neglect and self-neglect

We will work collaboratively to prevent abuse, neglect and self-neglect from occurring and to raise awareness of what abuse and neglect is. Our response to concerns will be timely, coordinated, and effective in managing risks. We will support residents to make choices and remain in control about how they want to live, to optimise residents' safety, wellbeing, and quality of life

High quality, value for money services

We aim to deliver a high-quality offer to our residents, which provides value for money and is outcomes-focused. We will work closely with our partners and providers to ensure that we are continuously evaluating and improving services, to ensure that they are meeting the needs of our residents both now and in the future. We will work with our residents to co-produce, co-design and shape services.

The Adult Social Care Journey



Contact

A wide range of information, advice and guidance can be found at www.newham.gov.uk/adultsocialcare. Alternatively, contact the Access to Social Care Team on 020 8430 2000 (option 2) for an initial conversation to discuss needs



Reablement

The Reablement team supports adults to retain or regain skills they may have lost because of poor health, disability, an impairment, or a spell in hospital.



Assessment

Where appropriate, a practitioner will arrange a conversation, together with a carer or advocate if requested, to further understand personal circumstances and to look at what is going well in life and any areas that require support. This may take place in-person, virtually or over the phone.



Support planning

We will support you to create your own care and support plan if you need it. If appropriate, we will also do what we can to identify activities and resources in the community that may help improve your mental health, wellbeing and overall health.



Financial support

This is a review of all your benefits and support to ensure that you are receiving all that you are entitled to. A financial assessment is also completed to identify any financial contributions required towards the cost of care and support services.



Review

The adult social care team will stay in contact to help ensure that the care and support put in place continues to meet needs. The team can be contacted to provide additional information and advice or if needs change.

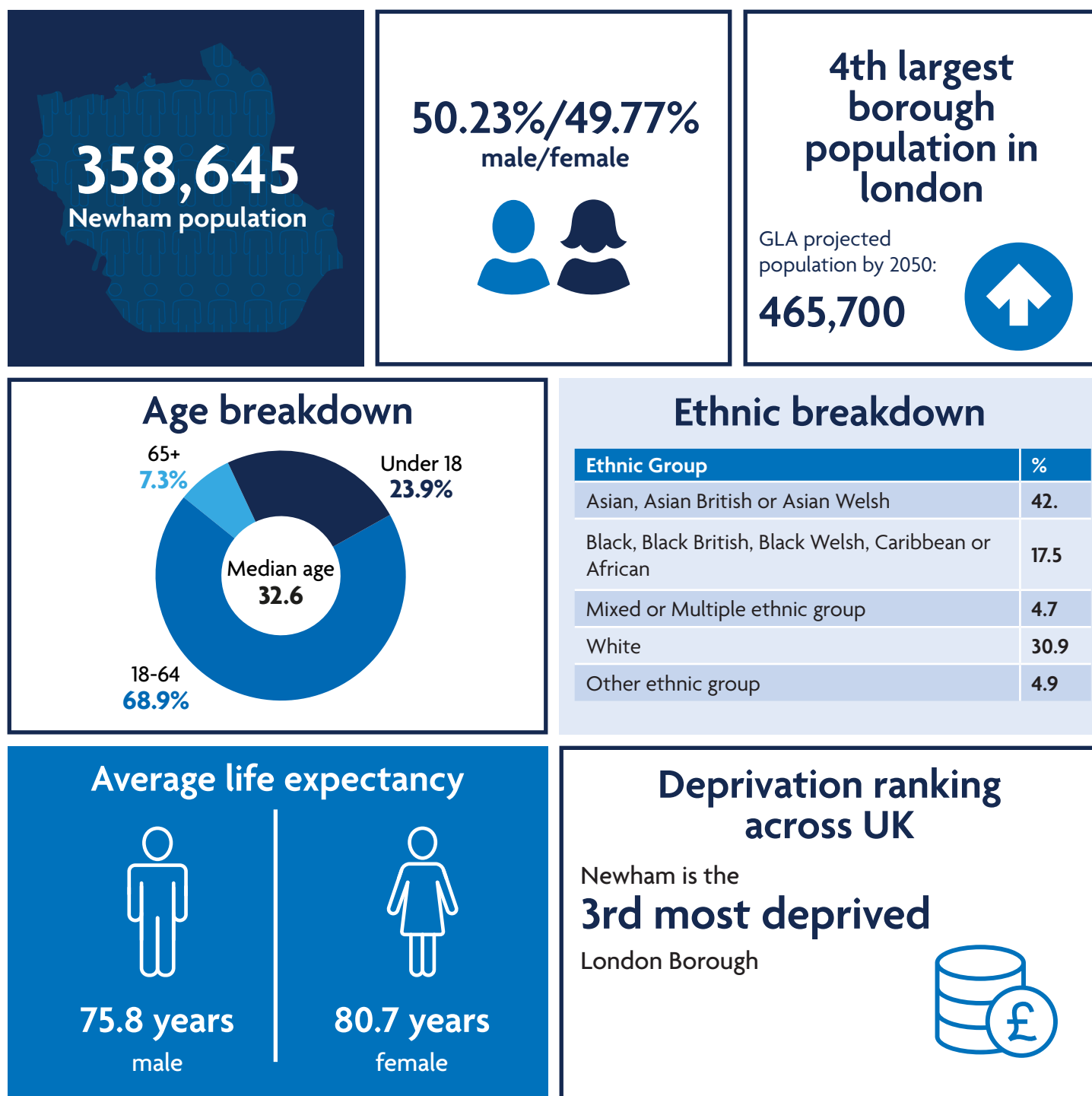
About Newham

The demand for Adult Social Care rises every year as people are living longer with more complex needs and our population continues to grow.

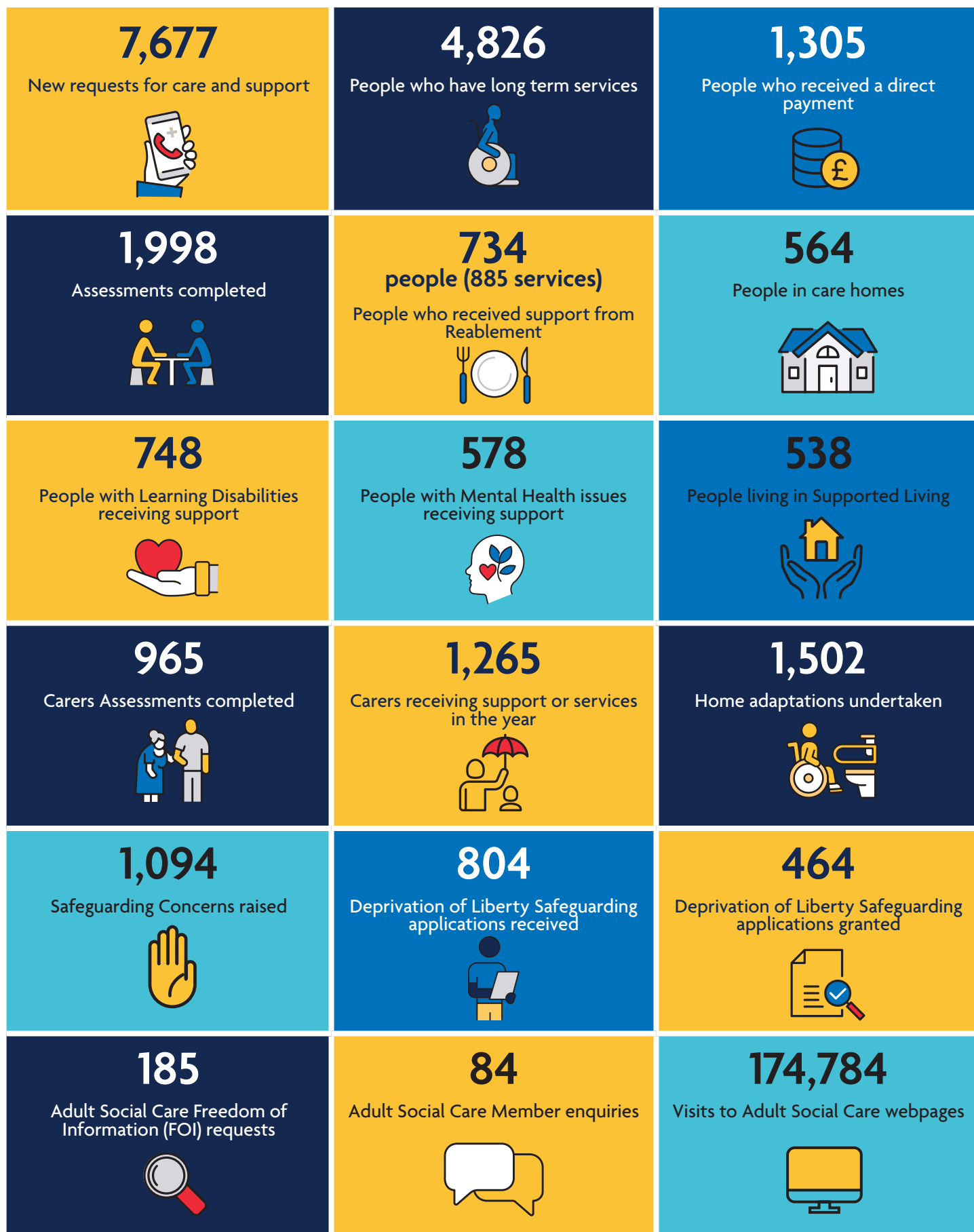
The illustrations provide an indication of the position for Adult Social Care during 2022/23 in respect of:

- Population and Demographics – Who lives in our borough
- Adult Social Care Figures – Who used our services
- Budget – How we spend the Adult Social Care funds

Population and Demographics 2022-23

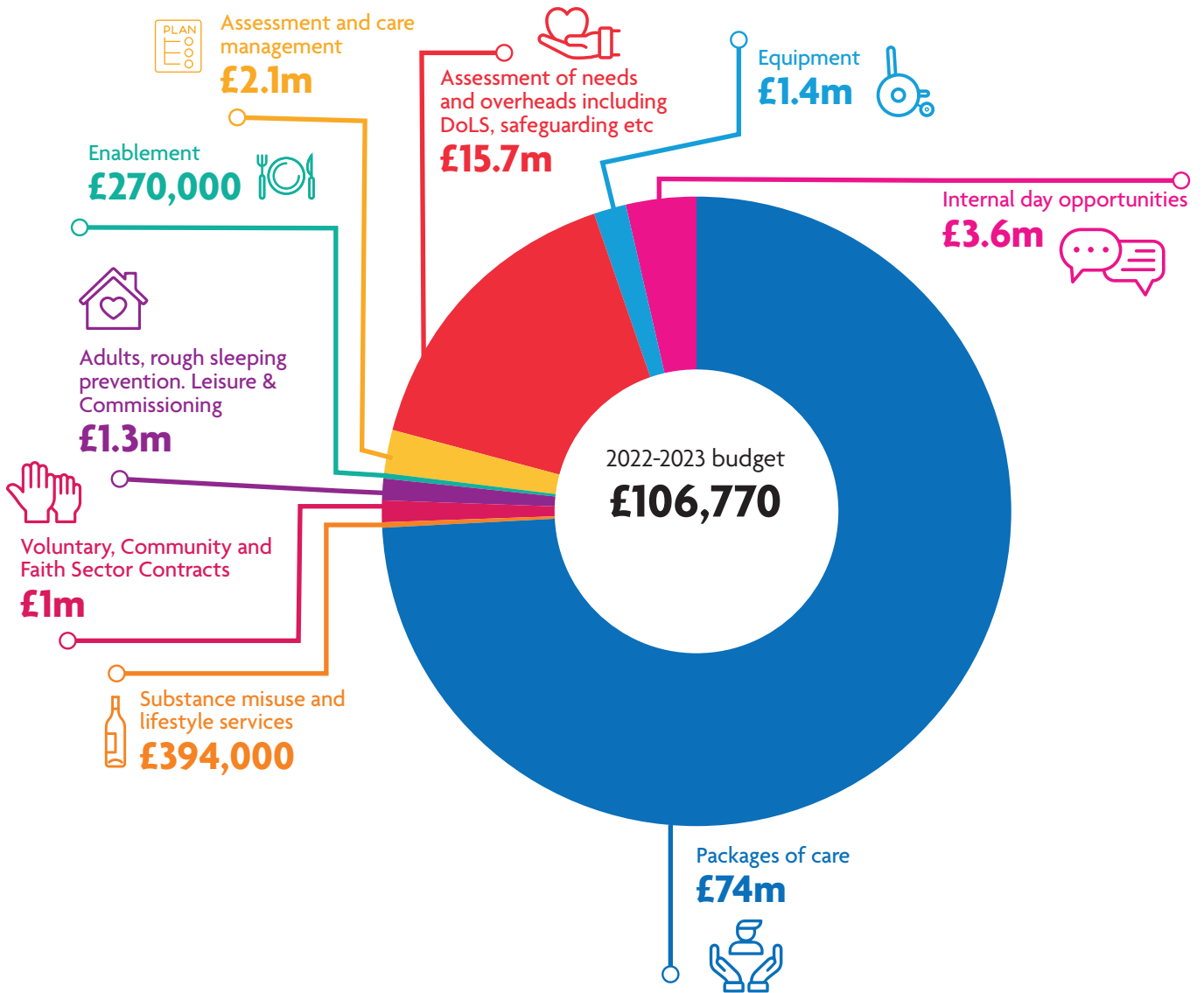


Adult Social Care in Numbers in 2022/2023



How we spent our budget

The chart below shows how we spent our money across 2022-2023 in Adult Social Care and Health to deliver services for our residents. In total £106,455.957 was allocated.



Working with People in the Community

Community Neighbourhood Link Workers

Loneliness in Newham

Loneliness is seen by many as one of the largest health concerns we face. In 2021, one in five adults in Newham reported feeling lonely 'always' or 'often' - that is over 70,200 residents. Being often or always lonely can contribute to poor health and wellbeing and may have a long-lasting and negative impact on physical and mental health.

The Community Neighbourhoods Link Workers are a Newham Adult Social Care team based in the community who are dedicated to supporting adults (18+) who are socially isolated and /or lonely to reconnect with their community and offer opportunities to develop meaningful connections.

Community Neighbourhood Link Workers support residents for up to six weeks on a one-to-one basis to help build confidence in seeking out and/or rediscovering hobbies and interests. Working together, you will both agree on an action plan that supports you to keep active, connected and healthy. This support is a preventative measure with the aim of reversing the negative impact that isolation and loneliness can have, prolonging residents' independence, improving their overall quality of life.



Creating Connections

To mark Loneliness Awareness Week 2023, the Community Neighbourhood Link Workers delivered their annual event 'Creating Connections' at Stratford Town Hall. Over 160 residents from across the borough that the team had supported attended the event. The event celebrated the connections people had made and gave an opportunity to meet new people and make new connections. There were taster sessions, table discussions and an opportunity for adults from across the borough to speak to providers from community, health, and social care services.

The 'Be Connected' programme incorporates opportunities for residents to open up conversations, within spaces they may feel most comfortable.

Newham's Community Neighbourhood Link Workers launched three pilot projects - Chatty Benches, Chatty Cafés and Men in Sheds.

As part of these projects, we have partnered with more than 30 businesses and organisations that have all pledged their support to tackling loneliness in the borough.

In 2022/23 the Community Neighbourhood Link Workers:

- Supported 994 residents;
- Delivered 18 loneliness awareness sessions in the local community;
- Supported over 90 community activities designed to encourage people to connect.



Chatty Cafés

The idea of a Chatty Café is to encourage residents to sit at a designated table in a café in Newham if they are happy to talk to other customers, especially those who may be on their own.

Who can join in? Anyone. It's a great way to meet new people in the community and everyone is invited.

Chatty Benches

Chatty Benches are a simple idea where existing or newly installed benches have a sign on them that shows by sitting on them, a person is happy to chat with whoever comes and sits next to them.

Chatty Benches signs have been installed in various locations across the borough in a bid to combat loneliness and isolation. For those who are feeling lonely, or needing to talk, Chatty Benches are a great way of encouraging people to connect with others.

Men In Sheds

Men In Sheds are community spaces for men to connect, converse and create. The activities are often similar to those of garden sheds, but for groups of men to enjoy together. At Breaking

Grounds Shed, we look upon our Shed as a collective group of people working towards a common goal.

Visit www.newham.gov.uk/BeConnected for more information on how you can get involved.



I met my neighbour by chance today – the first time we had really spoken. We had a wonderful time, met lots of new people and are planning to try the chair based exercise classes at Plaistow library next week.”

Newham Adult Social Care & Health Annual Report

Here are some of the ways the team have supported people to remain independent and connected to their community:

Mario*

Mario is 78 years old, has limited mobility and is hard of hearing. He was referred to the Community Neighbourhood Link Workers (CNLW) by his son who was concerned about his father's health and wellbeing and deterioration following a recent fall at home.

A CNLW visited Mario at home where he confided that since the loss of his wife to whom he had been a full-time Carer he had lost their friends and social networks - despite having lived in the area for over 50 years. Mario recognised that he had become isolated and had growing feelings of loneliness explaining that he "needs to be around people" and was "willing to try new activities".



The CNLW and Mario created an action plan which included bereavement support; benefit maximisation with Our Newham Money to increase his Disability Living Allowance entitlement to reflect the change in his health and circumstances; support applying for a blue badge; a key safe installed - so family members, and the neighbour who helped after his previous fall, have access to his property if needed. When fitted Mario called me to say, "I don't know how to set the ID pin." I sent the instructions to his son, who then went over and supported his dad with this.

Mario was also introduced to Forest Gate Community Garden where he now regularly attends; he has joined the Sunday Lunch Club, that meets twice a month and has recently volunteered to be a table talker at his local Chatty Café to get out and meet people.

Mario now has a routine that keeps him active and connected. "Yet again I thank you for giving me that push. I have made some real friends and have something to look forward to. A big thank you to all the people that make it possible for me to start living again."

We also received feedback from the Community Garden trustee, thanking us for "sending Mario to them. **"We loved meeting Mario and are pleased that he attends regularly."**

Harpreet*

Harpreet is a 46-year-old woman living on her own. She has short-term memory problems but is physically mobile. Her son who works away during the week, visits at weekends to do her shopping and her daughter who lives in America rings occasionally.



A neighbour referred Harpreet to the team, concerned after she confided that she would go for walks to her local shops several times a day just for something to do and apart from her son and a cleaner visiting once a week she had no other visitors and no one to talk to.

Harpreet met with a CNLW, who encouraged her to join 'singing for the brain' and 'frames of mind' at Stratford Library - she tried her first session and liked it and explored other sessions taking place with her CNLW. Now Harpreet regularly attends four sessions a week including the coffee morning and salsa classes.

The CNLW also matched Harpreet to a volunteer befriender called Jessica* through Newham Volunteers. Jessica visits once a week, goes to salsa with Harpreet and they regularly speak on the phone. Harpreet said at the end of the six weeks' intervention that he "I no longer feel so alone and wish I had said something sooner."

*Names have been changed

Support for Carers

Newham's Carers Strategy sets out a single, ambitious vision to improve the way the Council and its partners collectively identify and support unpaid Carers across the borough to:

- Recognise and raise the profile of Carers in the borough; and support residents to identify themselves as a Carer early in their caring journey;
- Involve, listen and respect Carers in planning the care and support which the cared for person receives - enabling safe, effective and personalised care;
- Empower Carers to manage their caring role - in order that they are able to look after their own health and wellbeing and have a life of their own alongside and outside of their caring responsibilities;
- Support Carers to maintain / fulfil their education and employment potential - in order that they are free from financial disadvantage related to their caring role;
- Support young Carers from inappropriate caring and provide the support they need to learn, develop and thrive and enjoy a positive childhood.

In February 2023, the Carers Strategy action plan was reviewed and refreshed and six new sub-groups were created to drive the actions forward within their specific organisations and ensure the focus remains multi-agency. The Carers Lead at NHS England is now a core member of the Newham Carers Strategy delivery board.

In 2022/23, the support service was remodelled and retendered - going live on the 1 May 2023. The contract (which was previously delivered by a large national charity) was awarded to a consortium of three local organisations (Age UK East London, Subco Trust and the Renewal Programme) and initial indications show it is more locally embedded and accessible service that empowers carers to navigate the local health and social care system.



The new Service is called Newham Carers Community and can be contacted on info@newhamcarerscommunity.org.uk or telephone on 020 3954 3143.

As part of the service remodelling, and on the back of a successful pilot in 2021/22 that reached 7,000 Newham Carers (many from traditionally under-represented groups), funding has been identified to provide a bespoke online support service that will enable Carers to receive practical and emotional support in their own homes and outside of traditional work hours. The commissioning and development of this service is a priority for the Carers Strategy Delivery Board in 2023/24.

Ongoing funding for the Carers small grants programme, that enables resident led Carers support groups to grow their reach within communities and improve the wellbeing of local Carers, has been secured. The second round of funding will be allocated to 10 resident led groups.

A new Carers Resident Advisory Group (CRAG), to provide Carers with better visibility of the Carers Strategy and to improve involvement in co-producing the actions, has been established. A resident co-chair for both the CRAG and the delivery board have been confirmed. For further information or to join the CRAG email: Commissioning.Assistant@newham.gov.uk

Supporting People to Live Healthier Lives

We support people to manage their health and wellbeing so they can maximise their independence, choice and control, live healthier, happier lives and where possible, reduce future needs for care and support. We do this through a range of initiatives including:

- Well Newham, which links with
- Social prescribing and commissioning for Healthier Lives
- Public health initiatives like leisure activity, migrant health and health equity

Leisure Activity

- In Spring 2023, we relaunched Our Parks programme, offering free fitness sessions for adults across four parks in the borough. All classes are designed for individuals new or returning to exercise and are delivered by fully qualified and registered coaches. For those who prefer to exercise at home, Our Parks also deliver a range of free, fun online indoor activity sessions to help people be active indoors. Sessions include Couch to Fitness, Couch to Bhangra and Couch to Family Fit.

- In partnership with activeNewham we also delivered several weekly and fortnightly walks across the borough led by trained walk leaders and supported by Newham's volunteers. The free walks take in Newham's rich and diverse heritage and history, highlighting the old and new, from old town halls and listed buildings to new infrastructure and progressive developments.
- We commissioned Street Tag for families, children and adults to build more physical activity into their daily lives, by using an app to promote monthly challenges around the borough in which people won points and prizes. Participants walked, cycled, run, scooted or rollerbladed to take part.
- We worked in partnership with FitTech start up, Swing Fitness to be among the first in the country to install three Swing Fitness outdoor micro gyms – connected to a Swing Fitness health and fitness app – at Plashet Park (two gyms) and Central Park (one gym) to offer users affordable, pay-as-you-go access to high-quality strength training equipment, to encourage Newham residents to work out and maintain their health whilst using their parks and open spaces. The Swing App provides users with access to virtual classes, and allows



them to track their activity, monitor their progress, connect with others, and reach their fitness goals.

- To celebrate the 10-year anniversary of the London 2012 Games a small grants programme was delivered to support community events and projects to help residents get active. The grants focused on getting specific target groups active including women and girls, under 5's and families, people with disabilities or long-term health conditions and older people. 67 applications were received of which 9 were approved. A total of £16,793.20 was distributed for a range of projects and events including sports days, cycling initiatives, exercise classes for older people, equestrian sessions for females and archery skills for people with mental health challenges.

Newham Health Equity Programme (NHEP)

The Newham Health Equity Programme (NHEP) was set up after co-production workshops from in March 2022 to its launch in July 2022. The programme is led jointly by Public Health and East London Foundation Trust and is supported by the whole Newham Health and Care Partnership including community and voluntary partners. The programme aims are to bring high quality inclusive services to all in Newham and reduce inequalities in health outcomes across the health and care partnership. It achieves this by creating a community of learning and supporting the development of cultures of change, curiosity and excellence compassion among partners, and curiosity and compassion among frontline teams.

To support this, the NHEP team are developing, co designing and refining tools to support teams and organisations in their exploration of equity challenges for their services.

Migrant Health

Newham has a proud history of welcoming people fleeing conflict and persecution in their home countries and protecting the rights of refugees. Over the last 12 months, we have been formalising across council departments and with voluntary, community, faith and NHS partners a whole system approach to supporting people seeking asylum, refugees, and people with unsettled status in Newham. The approach includes targeted support as well as opportunities for system change and capacity building via the Newham Social Welfare Alliance, to ensure wider sustainability of this approach.

The Welcome Newham One-Stop Shop was launched in June 2022. This targeted programme is developing to include onsite visits to people seeking asylum arriving in contingency hotels, and support for people who have recently received their leave to remain. A health needs assessment will be completed for people seeking asylum and we will continue to work with primary care, North East London Integrated Care Board (ICB) and people with lived experience to promote and support access to health services. In addition, we are working towards Borough of Sanctuary status, joining the network of cities and towns which promote the inclusion and welfare of people who are fleeing violence and persecution.



Community Opportunities

The Community Opportunities service supports individuals to choose and access a wide range of community resources and activities including training, employment, social and leisure activities.

Throughout 2022/23, the team have worked with residents to improve the building-based services, which offer specialist opportunities for older and working age adults including those with learning disabilities, autism, and profound and multiple learning disabilities.

In 2022/23 Community Opportunities supported 122 residents in our older people's day service.

These residents experience both physical and cognitive health difficulties.

- Community Day Opportunities supports approximately 60 residents with general needs who are supported to engage in creative art classes, attend a range of activities which support cognition, enjoy music, films and partake in chair-based exercises.
- 62 attendees have been diagnosed with dementia. The dementia group attend activities around memory based cognitive stimulation therapy, relaxation, massage, reminiscing, music and movement.

88 residents and their families accessed Learning Disability day services.

- This included employment and education opportunities as well as community activities such as photography, art sessions, cooking, walking and music sessions. Furthermore, the day service provided and delivered person-centred care plans for our residents with profound and multiple complex needs to 48 residents.

41 residents used the accessible gym at Chargeable Lane.

- The accessible gym is different to mainstream facilities and offers adjustable equipment suitable for wheelchair users and those with specific needs. The environment is calm, spacious and free from loud music and television screens.

Tuck by Truck have supported 21 residents to increase their vocational skills and work with the Boroughs business community.

- This involved preparing and distributing lunch boxes to various locations throughout East London.

Here are some of the ways the Community Opportunities service has supported people to remain active and connected:

Mrs Cain*

Mrs Cain has a diagnosis of dementia and lives with her son. It was shortly after her diagnosis that Mrs Cain started to get confused and began losing her way home from her walks. On two occasions the police needed to support Mrs Cain home. Mrs Cain's son contacted adult social care. Following an assessment and a review of her needs, a social worker recommended a placement for day centre services. Mrs Cain speaks Cantonese with only a few words of English. When she first came to the day centre staff used body language and hand gestures to communicate. At first, Mrs Cain was unsettled and kept trying to find her way out of the building. The day centre team tried many different activities and she responded to jewellery making, arts, crafts and exercise sessions. Mrs Cain is now settled at the day centre and attends 2 days a week. She happily greets staff on her arrival at the centre.



Aaron*

Aaron is 19 years old with learning disabilities and recently settled in the UK. Due to his Autism diagnosis, Aaron found it challenging to communicate and express his feelings. Following an assessment with the social work team Aaron and his family agreed to be considered for a placement in a supported living scheme. Once a placement was found, Aaron transitioned into his new home. Unfortunately, the placement broke down as Aaron struggled to settle in. Following this a multi-disciplinary team worked together with Aaron and his family. Aaron subsequently decided that he wanted to return home to live with his family with a robust support plan in place. Aaron now attends the day centre where staff have been able to work closely with him to implement positive behaviour strategies along with identifying activities he really likes to do such as trampolining, football, cooking, and bike riding.

Both Aaron and his family are now happy with their arrangements, and that they have been involved in shaping these. Aaron's mum has said that Aaron looks forward to attending the day centre. He has built a good rapport with his support staff and those that he is mixing with at the centre who he considers as friends.



*Names have been changed

Transitioning into Adult Social Care Services

Transitioning into adult social care services supports young people with severe and enduring learning disabilities (who may also have physical disabilities) and their families through the process of moving from Children's and Young People's services into Adult Social Care.

Transitioning from Children and Young People's Services to Adult Social Care can be a time when young people are at increased vulnerability as they experience many developmental milestones and have to manage pressures and expectations of entering adulthood.

The London Borough of Newham had an established pathway for young people transitioning into Adulthood. However, feedback from young people, carers and services indicated a need to review the pathways and examine how we could strengthen the working relationship between Adult Social Care and Children and Young People's Services.

Previously a young person would have been referred to Adult Social Care just before or upon reaching the age of 18. We have changed this and now a young person can be referred from the age of 16. Young people also went into one adult team regardless of their need and then potentially moved into another team later. We received feedback that young people experienced delays in transitioning to Adult Social Care Services because the pathways were not clear. In response to this, we created a forum wherein young people are discussed and the correct pathway is allocated as early as possible before the age of 18. Decisions about the most appropriate service are made on a case-by-case basis for young people as we recognise that people may not fit neatly into a specific team - but we want to ensure that their needs are met in the best way.

The move to Adult Social Care Services requires an assessment under the Care Act (2014) of the young person's needs. If the assessment shows the young person qualifies for support under the Care Act (2014), a social worker will work with the young person and the people around them to decide on the level of support needed, how the support can be provided, and when responsibility for providing the care will change from Children and Young People's Services to Adult Social Care.

JO*

JO* is 19 years old and has a diagnosis of Autism and Severe Learning Disabilities. JO also has extreme behavioural challenges.

After attending several day centres, JO and her family felt they were not meeting her needs. To support her care, her parents attended a positive behaviour support training course and decided to utilise a Direct Payment to employ staff to support JO. This worked so well that her parents set up their own social enterprise and now offer sessions to other residents, building their own sustainable community and providing a friend's network for JO.



*Name has been changed

Transition planning is person centred with young people and their families being supported to make decisions about their future care. A care and support plan is developed by the Social Worker taking into consideration the young person's strengths, goals and wishes.

The aim of the Transitioning into Adult Social Care Services team is to provide a seamless service for young people that meets the eligibility criteria that achieve better outcomes, better experiences and better use of resources.

Mental Health Neighbourhood Teams

Adult Social Care in Newham has two dedicated long-term health care teams who work with residents where their care and support needs relate to their mental health difficulties. The team offer care management and recovery-based support to enable residents to take positive steps to maintain good mental health and well-being. By building on a person's strengths, utilising their support system and working in partnership with their families and carers, along with health colleagues and the voluntary sector, the team support people to achieve their goals and wishes.

One of the ways to achieve this is by stepping people down from supported living placements into independent accommodations, utilising a priority nomination scheme in conjunction with the housing department. Quite often when a person suffers from enduring and serious mental health issues, they can lose sight of recovery. The neighbourhood teams strive to make a difference in people's lives, identifying those people who have been living for some time in supported accommodation and working together towards independence, giving more control and dignity over their lives.

In 2022/23 the team worked together with 7 residents who went from living in 9-5pm and 24 hour supported accommodation into independent living. The impact meant that people who had previously had their lives led by their mental illness could make strides towards their recovery with the right support in place, which is truly invaluable.

John*



John is 42 and enjoys listening to music. He loves interacting with people with similar interests. He has a psychotic illness diagnosis and has struggled with substance misuse. John has lived in five different 24 hour supported accommodation services since 2006. After attending activities in the community that had a positive impact on his mental health and wellbeing, John had seen a positive shift in his mental state and recovery. Following a review of his needs, John felt that with the right support in place he could live more independently.

Together with the forensic mental health team and a social worker from the Newham mental health neighbourhood a plan was developed for John to move to independent living. A support worker met with John on a weekly basis to ascertain his readiness and supported him to complete the paperwork to move into a new home. John moved in February 2023 and is thriving.

In addition to moving home, John was supported to fill out forms for council tax, register with a GP and to locate where his nearest pharmacy and optician were.

John shares his love for music with other people when he plays at a local community centre. He hopes to record his own music one day. His relationship with his family has improved and he enjoys visiting his mother regularly and cooking with her. Although he is taking things slow, he remains optimistic about the future, and we have no doubt he will continue in his recovery.

*Name has been changed



Learning Disabilities Team

Newham have a specialist service for people with Learning Disabilities.

The service is split into two teams::

- 18-24 Learning Disabilities Team
- 25+ Learning Disabilities Team.

The 18-24 Learning Disabilities Team supports young adults and their families/Carers. The service takes a strengths-based person centred approach that puts the young person at the centre of all planning.

The team's aim is to support and enable young people to promote good health and well-being, have access to education and employment opportunities, build on skills and learn new skills.

The team work closely with Children and Young People's Services, Health and Education services to develop support plans/Education Health Care Plans (EHCP).

The 25 + Learning Disabilities Team provides longer term support for adults with Learning Disabilities and their families/carers. This support builds on existing skills to promote lifelong learning in terms of independence, being part of the local community, having opportunities for employment, good housing, good health and wellbeing. The team provides longer term support for adults with Learning Disabilities and their families/carers, to continue to build on existing skills to promote lifelong learning in terms of independence, being part of the local community, having opportunities for employment, good housing, good health and wellbeing.

Both services provide support in terms of Safeguarding and identify areas of neglect or risk. We work closely with residents, their families, and providers to create an environment in Newham that is safe for everyone to enjoy.

Supporting People to Live Independently

The Discharge and Assessment Team

The Discharge and Assessment Team (hospital social work service) provide an advice, assessment and support function to enable patients age 18 years or above to return home safely after a period of stay in hospital. The hub is based at Newham University Hospital and consists of a multi-agency team involving NHS partners, Age UK and our community equipment provider working alongside Adult Social Care. The team work together with patients and medical staff to ensure patients can return home safely, as well as recognising the role of carers in providing support to people.

We are working closely with our partners at the East London NHS Foundation Trust to reduce unnecessary delays in discharges from hospital, meaning patients are able to return home to their families quicker and continue their recovery in a familiar environment. Over the last 12 months 63% of adult social care led discharges left hospital the same day or next day, which is above our internal target of 60%.

Reablement

The Reablement service works with adults for a period of up to 6 weeks. The aim of Reablement is to reduce or delay an individual's reliance on longer term care and support and maximise their independence to do everyday activities. The Reablement service goals and interventions are personalised and designed with each individual, based on what they tell us it is important to them to achieve.

When people are supported in the right place at the right time, it reduces high-cost care such as hospital admissions, care packages and care home placements and helps people to stay living within their local communities, which is what most people want.

- Last year between April 2022 and March 2023 a total of 517 individuals successfully completed Reablement programmes. A further 473 received information, advice and guidance and equipment.
- We have plans in 2023/24 to pilot a part time

Physiotherapist in the Reablement Team to further improve outcomes. We are also upskilling members of the team to issue simple items of equipment without the need to wait for an Occupational Therapist assessment.

Occupational Therapy and Home Adaptations for Independent Living (HAIL)

An Occupational Therapist (OT) will work with an individual and their networks to identify their strengths and what matters to that person in everyday life. This might include tasks such as dressing oneself, accessing the bathroom, or going to the supermarket. The OT supports to find practical solutions through the recommendation of different ways of doing the activity, or equipment, or making recommendations for adaptations around the home.

Some examples of equipment that has been recommended by OTs include:

- Shower boards or shower chairs
- Grab rails by doorways and steps
- Riser chairs.

An OT may recommend adapting the environment to make it more suitable to be independent. Some changes that our OTs have recommended include:

- Putting in ramps to allow access in a wheelchair
- Installing grab rails by the stairs or beside the bed.

In 2022/2023 the Home Adaptations For Independent Living teams performance was one of the best across London for speed of delivery and value for money of complex home adaptations.

Going forwards, our private sector housing assistance policy will be revised and published in 2024 and our guide to equipment and adaptations service will be reviewed and will make clear the adaptations offer to Armed Forces Veterans.

Mrs AJ

Mrs AJ is 78 year old and has established dementia. Following surgery for a hip fracture, the post-operative advice was for Mrs AJ to remain non-weight for six weeks. Her dementia meant she was unable to remember the advice and had fallen soon after discharge, requiring readmission into hospital. Staff at her care home were concerned she was frequently standing and walking in her bedroom, so they requested from Adult Social Care one to one care, 24 hours per day for 6 weeks, to provide close supervision for her safety, to prevent weight bearing and further falls.



An OT visited Mrs AJ with her family at her care home. Her family described Mrs AJ as a very sociable person, however noted she was on her own in her bedroom a lot of the time. The OT observed that Mrs AJ was isolated which would prompt her to stand from her bed or chair and attempt to walk across to the door, naturally wanting to join conversations when hearing these outside her bedroom.

The OT explained how telecare solutions such as bed and chair sensors can be installed to allow staff to monitor Mrs AJ's safety. The OT also advised that Mrs AJ should spend more time in the communal lounge during the day where care home staff are available and able to provide interaction throughout the day. The OT recommendations reassured Mrs AJ's family and care home staff that she was able to socialise with staff and residents, removing her isolation and risk of walking and falling.

Mr P

Mr P is a 65 years old and lives at home. Mr P had several medical concerns including weakness in both legs and his right side, high blood pressure and complications from chronic kidney disease. One carer supported him twice a day to support with personal care. After admission to hospital he was discharged home with the support of two carers visiting four times daily. No equipment was provided on his discharge, and he remained cared for in bed.

An OT visited Mr P jointly with therapy colleagues from health (physio and OT). The OT demonstrated that Mr P was able to use the controls of the hoist himself independently, and with the right equipment and techniques explained he was able to be supported safely once more by one carer. Both Mr P and his son were pleased as his son wanted to be able to use the hoist himself, giving his father greater choice and control. A person-focused, strengths-based approach was taken, listening specifically to what Mr P and his family wanted to do.



The OT visited Mr P and his son again the following day to provide the opportunity to demonstrate fitting and removing the slings. Mr P's son successfully practiced with the slings and was able to hoist his dad safely on his own, from the chair and bed and back again, using the techniques and equipment the OT had demonstrated.

Mr P's son was delighted that he was able to use the hoist himself which offered his father greater freedom to do what he wanted and when he wanted being less reliant on the carers.



Quality Assurance of Providers

We reviewed our Commissioning and Quality Assurance functions to achieve a more joined up approach to optimising the quality of the care and support delivered by our local care providers. This approach brings together a range of information to provide an evidence-based picture of provider performance.

As we strive for excellence, our contracts with providers increasingly expect all of our commissioned services to be rated as 'Good' or 'Outstanding' and we will work in partnership with any provider who are not meeting this threshold to improve quality.

Moreover, every contract has a specification which has defined outcomes that explain what is to be achieved from the service; clear outputs that are able to measure if the service is meeting the outcomes; and key performance

indicators that demonstrate if the provider is progressing toward meeting the outcomes.

We developed a new provider quality handbook setting out our approach to working in partnership with care providers to drive up quality and support residents to achieve their desired outcomes. Providers will be involved in co-producing the final version of the document in the autumn of 2023.

Care Provider Voice have been commissioned to support local providers to obtain and retain the skills, knowledge and resources they require to improve service quality. Their offer (which is free to providers) features a comprehensive online training platform, dedicated job brokerage function and specialist peer support.

Our Workforce Development Team also work with Care Provider Voice and our Commissioning teams to support providers with recruitment and retention of their workforce.

Adopting A Holistic Picture of Quality: The Key Components

- **Resident voice** - we believe that residents are usually best placed to determine the quality of service that they are receiving, and we developed a new Resident Voice framework that will be used to continually gather feedback. This information will be fed into our overarching quality monitoring processes / ratings and fed back to providers on a regular basis to enable them to respond and improve.
- **Provider voice** - we understand the way we do business with our providers can impact on their ability to deliver safe, high-quality care. We want to be a great organisation to work with, creating the conditions for excellence and innovation. As such we have developed a 'Provider Voice' survey for all commissioned Providers once a year to gather feedback on what we as a Council are like to work with. We will formally share the findings of our annual survey and any action plans we have developed based on these with our Providers.
- **Multi agency** - we work in close partnership with local organisations to share information to prevent concerns from arising and we all work together to coordinate a timely and effective response when concerns do arise. We have robust systems in place when there are high risk concerns, and these are in accordance with the London Association of Directors of Adult Social Services (ADASS) Multi Agency Safeguarding Adult Policy and Procedures. We also have a monthly multi agency Provider Risk Assessment and Management Board to support this approach.
- **Safeguarding referrals and outcomes** - we regularly review and thematically analyse the number and type of Safeguarding Adult Concerns raised, and the outcomes of these, to understand overall provider quality and to take any action needed in partnership with the provider to manage risks and support with any required developments.
- **Quality in Care: concerns, complaints and compliments** – this information provides valuable feedback about the quality of care and support delivered and the level of resident satisfaction. This information is used to prioritise areas of focus to improve the quality of care and support delivered.

Quality Assurance of Providers Who Deliver Care and Support

The Quality Assurance team work in partnership with care providers, agencies and other Adult Social Care teams including the Commissioning, Safeguarding Governance and Operational Adult Social Care Teams to ensure providers are delivering high-quality care and support to our residents. Their role includes carrying out, engaging to residents, families, staff and completing monitoring reports so we can understand areas where the delivery of care and support is good and areas where improvements are needed.

The team provide support and guidance; and where care and support is below the standard requirements, providers are supported to improve and sustain improvements, taking any required action to manage risks and optimise the safety, wellbeing and quality of life of residents.

If you have any feedback that you would like to share with a member of the quality assurance team, please email AdultsQualityAssurance@newham.gov.uk

Safeguarding Adults

We all have a right to live free from abuse and neglect. Safeguarding Adults means protecting individuals 18 years of age and over who are at risk of or are experiencing harm from others or are self-neglecting. Harm can include any behaviour from others that upsets or hurts someone. Examples of self-neglect include someone not eating, drinking, taking medication and this results in a decline in their physical, emotional or mental wellbeing. Our safeguarding duties apply to adults who:

- Have needs for care and support (whether or not the local authority is meeting any of those needs)
- Are experiencing, or at risk of, abuse or neglect
- As a result of those care and support needs are unable to protect themselves from either the risk of, or the experience of abuse or neglect. We work in partnership with individuals making sure they lead on decisions being made and where required, are supported to make decisions to prevent or stop the harm.

We work in partnership with individuals making sure they lead on decisions being made and where required are supported to make decisions to prevent or stop the harm.

Newham has a Safeguarding Adults Board (SAB) and this multi-agency board is responsible for ensuring local safeguarding arrangements and its partners are acting to help and protect adults across the borough.

Safeguarding Adult Reviews

During 2022-2023, two Safeguarding Adult Reviews were undertaken involving the themes of mental health, self-neglect, disability and ethnicity. Newham Safeguarding Adults Board (SAB) through the work of its sub-committees seeks to learn lessons from reviews to support improved practice across our multi-agency partner organisations. Several reviews and Safeguarding Adult enquiries evidenced that self-neglect was a common theme.

In 2022, the SAB led on a multi-agency self-neglect audit that included 26 people representing a range of agencies including front-line officers. The audit brought to light a number of strengths in practice along with areas for development. Assurance to the SAB which will be developed through the work on the SAB's strategic priority on self-neglect.

Self-Neglect

In 2022/23 we worked to continue to strengthen our multi-agency practice relating to self-neglect and this included the development of a multi-agency toolkit on self-neglect. The overall aim of this project is to enabling professionals to be confident to intervene early enough while balancing this with respecting people's rights. A scoping and oversight group was established to develop an action plan setting out objectives and deliverables for the multi-agency partnership.

Mental Capacity

The Newham safeguarding Adults Board (SAB) are developing a culture where our diverse populations' human rights are upheld, and professionals are supported to do this complex work supported by a system that acknowledges and responds to the complexities and uncertainties of Mental Capacity work.

Transformative work by the SAB continues in this area and in 2023/24 a scoping and oversight group will be established to develop the SAB Mental Capacity action plan that will include multi-agency training, mapping and embedding the skills and knowledge required.

If you want to raise a concern because you are worried about an adult at risk of abuse or neglect, please call the 24-hour Safeguarding helpline on 0203 373 0440. In an emergency, please contact 999.



Safeguarding Concerns

In 2022/23, 1,092 safeguarding concerns were received. This was a 3.9% decrease from 1,137 received in 2021/22. There was a 4% increase in the number of individuals (984) involved in safeguarding concerns compared to the year before (944), while this indicates an increase in the number of different individuals it also shows a reduction in the number of repeat referrals for individuals.

An adult safeguarding concern relates to someone who:

- Has needs for care and support (whether or not the authority is meeting any of those needs),
- Is experiencing, or is at risk of, abuse or neglect, and
- As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

(The Care Act 2014 Section 42 (1))

Desired outcomes

Throughout 2022-23, the Safeguarding Adults team continued to work with individuals to support their wishes, views, feelings and beliefs; 92% of adults at risk (or their representative) who were involved in a safeguarding enquiry were asked what outcome(s) they wanted to achieve. In 96% of enquires the adult's outcomes were fully or partially achieved.

69% of safeguarding enquiries resulted in the risks being removed or reduced. Where risks remained, Adult Social Care senior managers reported everything possible had been done to remove or reduce the risk and to satisfy the adult.

People in Positions of Trust – PiPoT

In 2022 we saw the introduction of Newham's process for managing allegations against People in Positions of Trust (PiPoT). Some allegations may suggest that an adult or adults with care and support needs could be at risk due to the actions of someone in a position of trust. These allegations fall outside the scope of Section 42 in the Care Act (2014). Although they may not specifically indicate abuse or neglect towards adults with care and support needs, they still raise concerns about the suitability of the person to work with them.

Examples of such concerns include, but are not limited to, allegations that a person in a position of trust has:

- Engaged in behaviour that has or may have harmed an adult or child.
- Potentially committed a criminal offense related to an adult or child.
- Behaved towards an adult or child in a manner that suggests they may pose a risk of harm to adults with care and support needs.

This process applies to all employers, voluntary organisations, and student bodies in Newham who engage with adults with care and support needs, regardless of the type of care and support required.

There were 25 referrals received in 2022-23 with the Safeguarding Governance Team working with partners across the borough to respond to potential risk.

Domestic Homicide Review

In the event of a domestic homicide occurring in Newham, the Police promptly notify the Chair of the Community Safety Partnership. It is then the responsibility of the Community Safety Partnership to determine whether a Domestic Homicide Review (DHR) should be conducted. If a DHR is deemed necessary, an independent chair and a report writer will be appointed.

The panel for the DHR includes various representatives, such as those from Newham Police, Adult Social Care, Children and Young People's Services, the Chair of the Domestic and Sexual Violence (DSV) Forum, DSV specialist services, East London Foundation Trust, and Barts Health and Newham Clinical Commissioning Group.

Domestic abuse account for 25.3% of concerns raised in 2022-23. The Safeguarding Governance Team continues to work alongside colleagues and partners to prevent further domestic abuse and identify lessons and has contributed to 9 domestic homicide review panels throughout 2022/23.

Making Safeguarding Personal

We are working towards strengthening our approach to Making Safeguarding Personal (MSP). Residents' experiences are being gathered through qualitative feedback including co-production with residents and stakeholders.

Awareness sessions

We continue to deliver Safeguarding awareness raising sessions with providers to develop practice and give an overview of the Council's processes to support providers and practitioners to improve their understanding. The sessions have been well attended and can help providers to identify their role in safeguarding adults and reduce underreporting. We have continued to strengthen our offer to the Voluntary and community sector groups by providing Safeguarding awareness and processes and have delivered a number of sessions with local groups.

Organisational abuse concerns

Organisational abuse concerns involve large scale enquiries related to providers or organisations- we have strengthened and embedded our local organisational abuse concern process in accordance with the ADASS London Multi Agency Adults Safeguarding Policy and Procedure. This has helped in identifying and engaging with providers and organisations under the Organisational Concerns framework in a timely manner, ensuring to optimise the safety and wellbeing of residents. It has also helped to encourage a streamlined approach and partnership working with Adults Safeguarding Management teams.

Deprivation of Liberty Safeguards (DoLS)

The Deprivation of Liberty Safeguards (DoLS) procedure is designed to protect people's rights if the care or treatment received in a hospital or care home means an individual may become deprived of their liberty, and lack mental capacity to consent to those arrangements. Under the Mental Capacity Act 2005, mental capacity means being able to understand, weigh up, retain and communicate information in relation to a specific decision at the time it needs to be made. Individuals must be assessed as lacking mental capacity before a decision can be made on their behalf.

- In 2022- 2023, Newham received 805 applications of which 780 were completed as of 31st of March 2023. There is notable increase in applications received from the same period in 2021-2022 of 4.5%
- London Borough of Newham has granted 460 DoLS Standard authorisations which is 65.63% and 320 not Granted which is 34.37%.

Nationally: The proportion of standard applications completed within the statutory timeframe of 21 days was 19% in 2022-23; this has fallen from 20% in the previous year. The average length of time for all completed applications was 156 days nationally, compared to 153 days in the previous year. In London Borough of Newham a total of 460 applications were granted in 2022-23 with the statutory timeframe of 21 days was 92,39%.



What areas of practice did we focus on?

Our Quality Assurance of Practice Framework is how we monitor the quality of our practice. It supports us to identify areas of good practice and areas for development for social care staff. The framework provides our staff with an opportunity for reflection and feedback on their practice.

This year's audits focused on the quality of case recording practice; how well practitioners work with people who self-neglect, and how well we assess and support carers.

We use our findings to develop policies and procedures along with learning and development activities to support staff to improve their practice as well as celebrate examples of excellent practice.

Supporting our staff

Our vision to deliver the outcomes that residents want cannot be achieved without our passionate, skilled and caring workforce. We invest in and support our workforce to ensure they have the required skills, knowledge and experience to perform their roles to the best of their abilities.

Over the past year, we have successfully supported

- 13 Newly Qualified Social Workers to complete their Assisted and Supported Year in Employment.
- Staff with a range of Apprenticeship programmes including 3 staff members who will embark on their journey to become qualified Social Workers and 2 staff members have successfully completed their Social Work Apprentice integrated degree programme to become Newly Qualified Social Workers.
- 6 Level-3 Apprenticeships across Adult and Health as part of Newham Apprenticeship Scheme.
- 5 qualified Social Workers to participate in Practice Education that involves teaching, supervising and assessing Social Worker students on their placements.
- Partner universities with 14 student Social Worker placements in Adult Social Care to give students a positive learning experience.

We continue to provide a dynamic culture of learning and development. Staff were provided with opportunities to continuously develop their skills and knowledge through feedback from case file reviews, supervision, appraisals, peer supervision, access to best practice guidance/research, training courses and reflective practice forums to share their learning, knowledge and experience with peers.

We carried out a Training Needs Analysis to determine the areas of professional development we needed to focus on. This included a new mandatory matrix for staff covering corporate mandatory training related to Health and Safety, GDPR and Adult Social Care practice i.e. Safeguarding Adults, Mental Capacity, the Care Act (2014) and Working with Carers, amongst others.

The introduction and implementation of a new comprehensive case work supervision framework has been designed to support professional development and well-being of Social Care practitioners, as well as improve strengths-based practice outcomes.

To bring together all our workforce development activity, we have begun to scope out a Social Care Academy for Adult Social Care practitioners and this will compliment and where appropriate be collaborative with Children and Young People's Services.

The Workforce Development team is working closely with Commissioning colleagues and Care Providers' Voice (CPV) to support providers with their development, recruitment and retention. CPV are an organisation that work across North East London and are supporting providers to help the Social Care workforce to better develop staff and to work in collaboration with local authorities.

We are part of the North East London Teaching Partnership which brings together five London Boroughs alongside two major higher education institutions.

We all work together to ensure to support the professional development of Social Workers through innovation and education. Our practitioners are involved in delivering academic sessions at higher education institutions to share their experiences with academics and students.

Workforce Development

Our Quality Assurance of Practice Framework means we are continually improving and developing policies, procedures and Adult Social Care practice, underpinned by best practice, policy and legislation, learning from case reviews, resident feedback and compliments/complaints. The Quality Assurance team also supports the recruitment and professional development of social care staff in our local provider market.

Compliments and Complaints

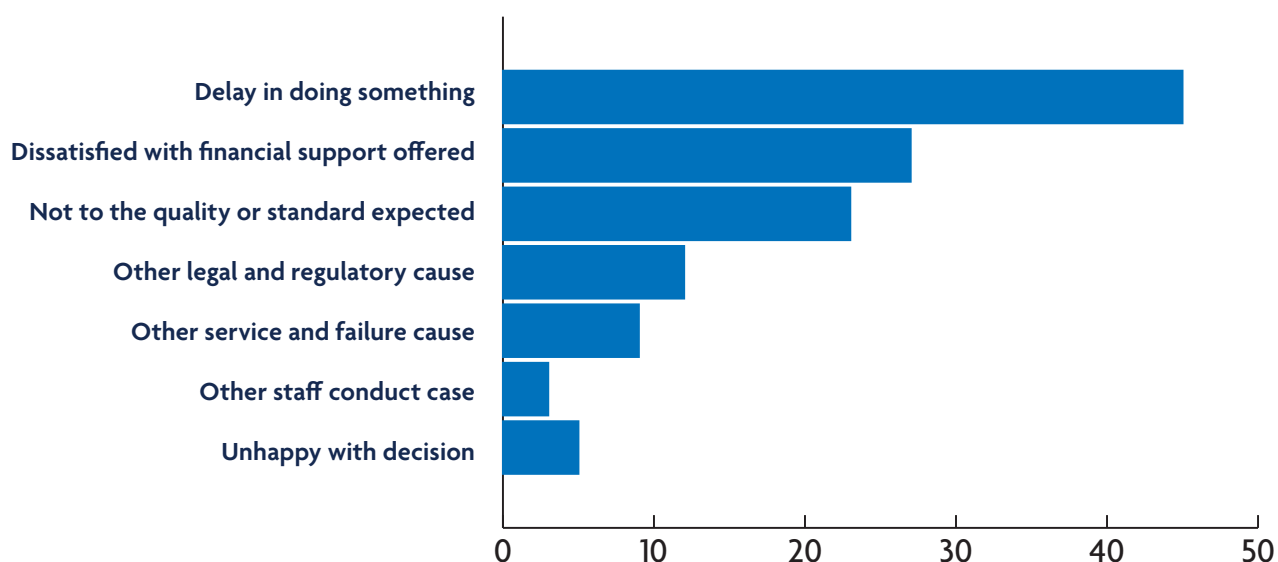
In 2022-2023, we received 55 compliments from members of the public. The Access to Adult Social Care team received the greatest number of compliments throughout the year (26).

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Number of complaints received	41	25	52	64	117	226
Number of compliments received	32	34	46	46	52	67

In 2022-2023, we received 226 complaints, 30 of which were submitted through the statutory complaints process. 2 of the cases were escalated as Ombudsman cases, which are complaints that get investigated further by an independent body.

The reason why the number of complaints is particularly high this year is because we have started to report both statutory and non-statutory complaints, so the figures may appear slightly skewed as they include statistics we did not previously account for.

The top reasons for complaints 2022-23:



Learning from complaints

We have developed a system to ensure that the complaints we receive are monitored; responded to in a timely fashion and collated to review learning outcomes across the service.

By identifying themes and trends, we are able to better understand what is most important to our residents and we use this information to look what improvements are required in our practice, pathways, processes and service delivery.

One way we have listened to resident feedback is by incorporating their input in the development of core strategies, such as our Ageing Well Strategy. By working with residents directly, we can address potential concerns before they arise, and this is a way for us to ensure our services are meeting the needs of the population we serve.

How Did We Do in Delivering On Our Priorities For 2022-2023?

Priority	Together we delivered
<p>Develop a co-produced Ageing Well Strategy which aims to collectively address the challenges faced by people aged 50+ and improve their health and wellbeing.</p>	<ul style="list-style-type: none"> • We have set up an Ageing Well Resident Advisory Group. The group meets quarterly – either face-to-face or online; and is an opportunity for residents to feed into the delivery of the Ageing Well Strategy’s Action Plans. If you would like to join the Group, please visit newham.gov.uk/health-adult-social-care/ageing-well-newham/4 or ring 020 3373 0730 • We have developed a WhatsApp group to share information that may be of benefit or interest to residents aged 50+ - as well as a link to the quarterly Ageing Well Newsletter. • We have commissioned MyWishes - a free to use platform that enables residents to document their wishes, download and share them with their loved ones and anyone involved in their care and support. You can create an Advance Statement and Will - documenting what you would like to happen to your physical and digital estate; develop a bucket list and leave ‘goodbye messages’ assigned to specific dates and times in the future. Create an account today via: MyWishes; • In partnership with the NHS North East London Integrated Care Board, - we have developed and implemented a training programme for Health and Social Care staff and independent Providers available at: newhamtraininghub.org/programmes/end-of-life-care • We have improved our adult social care client database. Our case management system, AzeusCare, has been amended to prompt and record relevant information about advanced planning. Practitioners are prompted to discuss advanced planning at every assessment and review, moving these conversations which can be difficult, to normal • We worked together with providers to promote advanced planning directly to residents during the Ageing Well Festival, Alzheimer’s Day, Carers Festival, Dying Matters Week events, the Faith Forum and during Learning Disability Week events • We worked together with Compassion in Dying to target different Newham communities including those of Black Caribbean, Chinese, South Asian and Somalian heritage to promote Advanced Planning. Approximately 700 residents have been reached.
<p>Deliver a Learning Disability Action Plan to increase community awareness and inclusion and reduce inequalities; and better support adults with a Learning Disability to live healthy, safe and fulfilling lives</p>	<ul style="list-style-type: none"> • Since publishing the Learning Disability Action Plan in 2022 we have: • Trained over 200 Health and Social Care staff about Learning Disability and Autism, and Positive Behavioral Support • We have made improvements to our Co-Production work, advocacy and self-advocacy offer, including: <ul style="list-style-type: none"> - Worked with Connections to support Co-production - Set up a delivery board as well as the Learning Disability and Autism Joint Planning Group - Created a separate Carers Resident Advisory Group.

Priority	Together we delivered
	<ul style="list-style-type: none"> • We have employed two Community Nurses (Peripatetic Nurses) who are working with GP surgeries to: <ul style="list-style-type: none"> - Increase annual health checks (AHC) and health action plans, 85% of people have an AHC. - Increase cancer screenings for people with learning disabilities. • We have collaborated together with In-House Day Opportunities to offer more community and employment opportunities • We have responded to resident and carer feedback about improving learning and development opportunities. Our Newham Learning and Skills has started new courses, including Basic English and Communication, and Basic Cookery • We held our first World Down Syndrome Day Event • Increased the number of activities taking place during Learning Disability Week • We used feedback to develop the Independence to an Ordinary Life Pilot. This project involved an Occupational Therapist working with people for up to 12 weeks on goals that the person identified. He outcomes included: <ul style="list-style-type: none"> - 31 people were seen - People were able to learn skills to shower independently, travel training, shop for themselves, make simple meals or snacks and reduce support from others. • If you would like to join the Group, please email co-production@newham.gov.uk or ring 020 3373 8325
<p>Deliver a co-produced All-Age Autism Strategy in 2024 to support people from childhood to adulthood in living fulfilled and independent lives.</p>	<ul style="list-style-type: none"> • In July 2021, the Government published a new National Strategy for Autistic Children, Young People and Adults - replacing the Think Autism Strategy for Adults. • The aims of the national strategy align with those of Newham’s autistic residents and their families; as well as the Council’s and its partners. • As such, the Newham Autism Strategy will detail how these national aims will be met locally; and how additional, Newham-specific issues identified by Newham’s autistic residents, their families and the stakeholders who support them, will be addressed. • We have set up an Autism Resident Advisory Group (ARAG). Members meet to: <ul style="list-style-type: none"> - Share ideas and give views on the issues affecting autistic people - Advise the Autism team and take part in shaping future actions - Share information about services, activities and events - Take part in consultation exercises - Participate in the co-design of services and products - Support the design and delivery of Autism Strategy and Action Plan • To join this group you will need to have an autism diagnosis and be aged 18+. Register online via Newham Autism Strategy - Resident Advisory Group Signup or ring 020 3373 8325

Priority	Together we delivered
<p>Deliver a Sexual and Reproductive Health Strategy</p>	<ul style="list-style-type: none"> • Newham Council is working together with partners on a joint North East London Sexual and Reproductive Health Strategy together with young people’s services, clinicians, maternity services, and health partners. Together we will develop a regional action plan. • We have developed a survey for residents to identify their priorities and insights about the current provision. • We commissioned Positive East to deliver targeted support to residents recently tested and diagnosed with HIV through emergency departments. • We have used feedback from residents to improve All East (commissioned service) to update their website, improve navigation and content. • We have expanded the E1 Clinic for another year. This is a psychosexual support service aimed at people who require high risk sexual behaviour support.
<p>Review the Reablement service to increase independence and build the confidence of our residents</p>	<ul style="list-style-type: none"> • There have been several improvements within the Reablement team including an increase in staff capacity which has led to an increase in referrals. • The team are also trialling receiving referrals directly from the Newham University hospital team • The service uses a strengths based approach to support people to do things for themselves and continues to produce remarkable results from residents who have been through the pathway so far.
<p>Review the Day Opportunities offer to ensure that people can be connected to their communities and have the tools they need to build their confidence so that they can live more independent lives.</p>	<ul style="list-style-type: none"> • We have redesigned our approach to in-house day services with specific offers for older people, people with dementia and specific services for people with learning disabilities. • This has been informed using feedback from residents, carers and staff. We will be building on this to ensure that our offer is what residents and carers need and supports them to be as independent as possible.
<p>Recommission services to ensure they are meeting the diverse needs of people whilst getting value for money.</p>	<ul style="list-style-type: none"> • For all the services we commission in Newham, we ensure that they deliver high quality care and support, meet the needs of our residents and deliver value for money. Here are some of the ways we have improved our services for residents: <ul style="list-style-type: none"> - Recommissioned the Community Bereavement Service to include additional Early Trauma Support and specialist counselling for people with Autism and/ or a Learning Disability. - Recommissioned the Dementia Support Service, which as well as a Dementia Advisor, Memory Cafes and Music for the Mind – also includes a ‘digital buddy’. These are opportunities for residents with dementia to receive guidance, help them maintain wellbeing and ensure they feel supported in the community. - Recommissioned the Home and Settle service, which supports people to settle into their homes and normal routine following discharge from the hospital. - Recommissioned the Sensory Service, and by reducing the age atin which residents can access support from 18 to 16.

Priority	Together we delivered
<p>We want to be more digitally inclusive, including improving the accessibility of online services and supporting more residents to access services online.</p>	<ul style="list-style-type: none"> • The Council is supporting residents to have gain skills and access to benefit from digital technologies. • Newham libraries provide FREE public Wi-Fi and PC's for library members. They also provide weekly digital skills sessions: <ul style="list-style-type: none"> - Drop-ins to support residents how to use their smart device and help with digital queries - 1:1 bookable slots for help with specific digital queries - Group sessions using the Learn My Way platform to develop basic digital skills. • For more information contact your local library or email Digital.Libraries@newham.gov.uk • AbilityNet is a national organisation who provide free DBS (Disclosure and Barring Service) checked 'tech volunteers' to support older people with Information Communication Technology ('ICT'), from setting up new equipment, to fixing technical issues, to showing how to stay connected to family and friends and use online services. <p>For more information, visit www.abilitynet.org.uk or call 0800 048 7642.</p> • We worked in partnership with Barclays Bank to run two projects: <ul style="list-style-type: none"> - Digital Champions Programme designed for 'tech savvy' volunteers, employees and trusted members of the community, who want to support the people around them to develop essential digital skills. If residents enjoy helping others and want to support people in the community get to grips with their technology, then the Digital Champion programme is available - Digital Wings Programme supporting people to boost their digital skills and confidence, for free. Find out how to stay safe online, use social media and more. <p>For more information visit www.digital.wings.uk.barclays</p> • Frames of Mind is a Newham based organisation that offers digital inclusion training programmes and creative heritage projects, championing the potential of smart technology to combat isolation and build enriched, connected resilient communities. For more information visit www.framesofmind.uk or call 020 8519 0143.

Key Priorities for 2023/2024

Our key Adult Social Care and Health delivery priorities and focus for 2023-24 are as follows:

- Embed our strengths-based approach to working with our residents across all Adult Social Care and Health services
- Tackle the root causes of inequality affecting our residents health and care challenges
- Deliver our renewed and recommissioned leisure and activity offer
- Support our residents with challenges as a result of the Cost-of-Living crisis
- Review our approach to coproduction to ensure that the voices of our residents are heard in the development and delivery of services.

Ageing Well in Newham

- We will develop a Digital Inclusion support resource that will be presented to the Ageing Well Resident Advisory Group.
- We will create an Ageing Well WhatsApp group to communicate key messages to Newham residents and their carers aged 50+.
- We will work together with residents to develop an active travel booklet.

End of Life Care

We will develop an end of life care service resource together with residents with lived experiences.

We will develop a bereavement support resource in collaboration with residents with lived experiences.

We will continue to with targeted work around Advanced Planning with the Newham LGBTQ+ seniors group, residents with Learning Disabilities known to Adult Social Care, residents with Dementia known to the Dementia Support Service and / or the ELFT Memory Clinic.

Well Newham

Having launched Well Newham in June 2023, the programme will continue developing on multiple fronts specifically the Well Newham Hubs, the Newham Council website and the directory of service, becoming more established and continuously improving.

We will also work with primary and secondary care to increase the impact of personalised care through improved awareness and access within health and care settings and co-develop opportunities for community groups to take on a health promoting role in the borough. In addition, a council-wide approach and training will be developed and implemented.

Sexual Health:

We will launch the North East London Sexual and Reproductive Health 5-year strategy in March 2024. We will also review the gaps, limitations and pathways to Chemsex support services via a stakeholder workshop.

Learning Disabilities

Following resident feedback, a Peer Support Worker will work together with autistic residents.

In-house day opportunities are improving the Enablement offer. This will include the Independence to an Ordinary Life, Chatty Cafés and Men in Sheds projects.

We will develop more intensive support and crisis support services in the community for people with additional mental health conditions or behaviours of concern.

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Promotion of better mental health:

We will sign-up for the national 'Prevention Concordat for Better Mental Health for All' to support mental health prevention and promotion across the local authority and health treatment system. This will support our plan to meet mental health needs, develop collaboration around prevention and promotion and focus action on our people with the greatest need.

We will design and implement the new operating model for Mental Health Services that is ageless and provides a seamless service to better support our residents with mental health conditions.

Mental Health and Wellbeing

We will continue to strengthen mental health and wellbeing support for a wide range of population groups, with a particular focus on areas of high need. This includes delivery of Newham's suicide prevention strategy and action plan launched in March 2023. This also includes managing the final year of the small grants mental health programme for the voluntary, community and faith sector and integrating mental health support in settings responding to economic and social vulnerabilities, for example as part of food bank and migrant health support.

We will increase understanding of trauma formed practice alongside strength-based approaches to promote empowering and supportive care environments.

We will pilot an integrated 'front door' for children, young people and families to improve the way children and families can be signposted to, and access, mental health services and support.

Domestic Abuse

As part of year two of the Domestic Abuse strategy action plan, we have identified 3 core priorities. Embedding two domestic abuse perpetrators programme which aims to address the behaviour of perpetrators, hold those who have been abusive to account for their behaviour and support them to change and develop non-abusive relationships whilst continuing to safeguard individuals in the community. As part of best practice, we are working with Save Lives, an independent domestic abuse organisation to conduct a borough wide audit of our domestic abuse responses to residents. This will include case file audits across all services, interviews with survivors

(children and adults), perpetrators and professionals. We will develop our engagement with faith, community and LGBTQI+ groups including the Newham Faith forum, the Trans Inclusive Mosque and East London Out project. Commissioned services will offer DA training to service users, support agencies with responding to disclosures of abuse and provide monthly outreach surgeries to these organisations

Co-production

We will continue to develop our approach to coproduction across adults and health and ensure that the voices of our residents are heard, and that residents are involved in shaping new services and providing feedback on existing services.

We will co-produce a charter for residents working to co-produce with adults and health.

Direct Payments

We will develop further information and resources in accessible formats for residents choosing a Direct Payment to arrange their care and support.

We will develop a Direct Payments newsletter with information, advice and guidance for residents.

We will develop a training offer for Personal Assistants in Newham.

We will develop a 6 week 'hand holding' service for new Direct Payment users.

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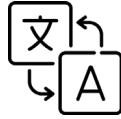
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To share your views on what you've read or if you would like to work with us to improve support for residents, you can get in touch with us here:

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For more information about the services available in Newham, please follow this link:

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