Redbridge Adult Social Services

What we did in 2015
and what we are doing next

Local Account December 2015
Welcome to the Redbridge Adult Social Services 2015 local account.

This is the fifth local account we have produced and reflects how we have been supporting the people of Redbridge with their care and support needs.

Our local account is an important part of the Council's commitment to being transparent with residents about what we do and how the money is spent on adult social care services. As with previous local accounts, we will tell you what we achieved this year, where further improvements need to be made and what our plans and priorities are over the next 12 months.

We hope this year's report provides you with the information you need to understand how Adult Social Services is performing in Redbridge. However, if you have any comments on this year's edition or have suggestions about what you would like included next year, please contact the Improvement Programme Team via:

myview@redbridge.gov.uk

Development and Engagement Team, Lynton House, 6th Floor, 255 - 259 High Road, Ilford, IG1 1NY

The Future of Adult Social Services - Delivering a quality health and adult social care service for the residents of Redbridge

Nationally, there is a growing amount of interest in the long term future of both adult social care and health due to the increasing demand and rising citizen expectations across the health and social care economy. Recently, there has been a real focus on how the NHS and Local Authorities (LAs) could work closer together in a more integrated way which puts the person at the center with an increased focus being on prevention and early intervention.

The Care Act 2014 placed an important focus on the integration of care services between health and social care organisations. NHS England, Monitor, Clinical Commissioning Groups and Health & Wellbeing Boards also have statutory duties to promote and encourage the delivery of integrated services both on a nationally and locally. Along with the Care Act the transfer of responsibility for Public Health to Local Government in April 2013 opened up a range of opportunities to embed prevention and health improvement across the work of the Council, including leisure and culture.

Over the past few years, Redbridge and its health and social care partners in Barking & Dagenham and Havering (BHR) have already achieved a lot by working more closely together through the Integrated Care Coalition. This partnership will now only grow following the announcement in December that the local three authorities and two health partners within BHR will be exploring whether developing an Accountable Care Partnership could help deliver better outcomes for residents whilst bridging any funding gaps.

Locally, Redbridge Adult Social Services already has a strong track record of developing services and working in partnership with health in particular NELFT NHS Foundation Trust via a Section 75 agreement.
These partnership agreements have enabled teams to work across the NHS and LA boundaries, bringing together an ability to respond flexibly to both inpatient as well as a community based needs.

Over the past 12 months Redbridge Adult Social Services and NELFT have been jointly working together on a new model of integrated care which will enable both organisation’s to operate in a more efficient way, whilst continuing to deliver high quality person centered services to the residents of Redbridge.

As a result of this piece of work Redbridge will shortly be going through a significant and exciting period as we look to expand on this unique partnership working with the introduction of two new delivery models (HASS & Hub).

**HASS & Hub delivery models**

The Health and Adult Social Services (HASS) model is a reorganisation of the service user/patient facing services provided by Adult Social Services (London Borough of Redbridge) and Redbridge Adult Mental Health Learning Disability Services & Community Health Services (NELFT).

This new model ensures social care is embedded into community-based services with front-line operating services providing integrated care. Services will be based in four localities across the Borough Ilford, Fairlop, Seven Kings and Wanstead & Woodford. Each locality includes multi-disciplinary teams specialising in one of the following areas Community Health, Mental Health, Provision and Social Care.

The model will be managed by NELFT through a Section 75 agreement as they take on all provider, assessment, early intervention and review functions of Redbridge Adult Social Services including the existing mental health and learning disability partnership.

**Hub**

To help support the HASS a new Adult Care, Public Health & Wellbeing Hub (within the Council only) needs to be created.

The Hub brings together all the functions of Adult Social Services and Public Health including Commissioning, Financial Management, Performance, Quality, Strategy, Development and Systems to both commission and account for the delivery of services through the HASS partnership and to ensure good outcomes and experiences are achieved within the allocated budget.

The Hub also acts as client for leisure and culture, and the delegated responsibilities that sit within this remit.

Both new delivery models are from 1 April 2016.

More information will be available on [www.redbridge.gov.uk](http://www.redbridge.gov.uk).
A message from the Director of Adult Social Services, Health & Wellbeing

I hope that you find the Redbridge local account for Adult Social Services both informative and useful. We face a challenging time with the budget pressures but are fully committed to developing and improving the services that we offer to meet the expectations of local people. Our ambition and vision for the future is that we will have a more integrated and coordinated social care and health service. We aim to transform adult social care and health services to support as many people as possible with improved choice, control and dignity. For individuals to remain living at home, to be as independent as possible and to work together to meet individual needs.

For Adult Social Services and Public Health in Redbridge we continue to give people control in deciding how they want their care and support to enable them to live their life their way as well as providing excellent services. We want our service users to be able to say that their care is planned with people who support and work together to understand personal needs including carers and that they are at the centre of decision making to achieve the best outcomes.

The Care Act 2014 represented a major reform of the law relating to care and support for adults and their carers which was implemented on 1st April 2015.

Redbridge Adult Social Services remains committed to:

- maintaining the quality and standards of services and support we provide to local people;
- ensuring that any inequalities in health and care are identified and addressed;
- engaging with service users and carers to ensure that people are supported in the best way to meet their needs, that they have choice and control over their services, and that the services that they need are available. This includes listening to resident’s concerns and putting things right when they go wrong; and,
- working to ensure that residents are and feel safe in their own homes and in the community.

You will see throughout this local account that we are facing many challenges over the next few years including the Council’s Transformation agenda but we are endeavouring to maximise our potential and improve services. We will continue to work with all our partners to ensure that residents receive the best possible quality and standards of services.

John Powell

Director of Adult Social Services, Health & Wellbeing
Adult Social Services in Redbridge

In 2015 Adult Social Services:

- Assisted 12,955 people who contacted the service by providing relevant information and advice about the care and support available within Redbridge.
- Information and advice internet pages accessed 120,540 times.
- Helped 1,020 people aged 65 and over to recover following a hospital admission and remain living independently in their own home three months afterwards.
- 550 individuals who pay for their own services were supported to access suitable care services including residential and nursing care homes.
- Supported 4,402 people to maintain their independent living arrangements in their own accommodation.
- Undertook 8,214 assessment and reviews.
- Helped 682 vulnerable people who were harmed by others in some way or at risk of being harmed.
- Supported 2,443 people caring for relatives or friends.
- Provided 6,795 people with various care services such as personal home care, residential care, end of life care.
Adult Social Services and its staff continue to work closely with local health partners and support private and voluntary care services to ensure that the help Redbridge residents need to live independently in their own homes and communities is available and can be easily accessed.

Adult Social Services continues to support Redbridge residents in the following ways:

Providing information, advice and support to help people identify and access various services and support within the community from leisure activities to residential care homes, including people who are buying their own care services with their own money;

- in partnership with the voluntary and private care sector, we provide community services to support residents who have care needs that do not meet the criteria for Council funded support;

- providing equipment so that people can continue to undertake everyday tasks within their own homes without the need for help from others;

- providing rehabilitation and re-enablement services to help people get back on their feet after a short term illness or ill health episode e.g. fractures, hospital admission etc;

- supported living schemes and services to help people find and keep their accommodation in times of need;

- providing support and intervention for vulnerable people in danger of harm;

- providing services and support for people looking after relatives and friends with care needs; and

- providing care services for people who have been assessed as having social care needs and therefore meet the criteria for Council funding and support.

To find out more about the support and services Adult Social Services provide please visit our Care and Health web pages on Redbridge i, www.redbridge.gov.uk
In the financial year 2014/15, Adult Social Services spent its £74,122 million budget in the following way:

The chart above shows the total net cost of Adult Social Services. The figures are after the receipt of income in the form government grants and contributions from individual service users who pay towards the cost of their care. Individuals who meet the criteria for Council funding have their finances assessed to decide if they have to pay for some or all of their care costs based on what they can afford.

Areas marked with a "*" will include expenditure on; Nursing & Residential homes, Home Care & Direct Payments, Day Opportunities, Community Meals, Carers services and contracts with voluntary organisations.

Adult Social Services Support Services includes the cost of the Chief Officer and services such as Commissioning & Strategy and Development and Systems and Resources.

Support from other Council Services includes recharges of corporate functions such as Human Resources, Finance & Information and Communication Technology and Property Services.

The amount of money that Redbridge Council had to spend in 2015 was lower than before due to the falling Government grants that the Council receives each year. The London Borough of Redbridge has had to make savings of £80m to date.

From now until 2018, the London Borough of Redbridge must make more savings of £58m. Like all other Council services, Adult Social Services must help the Council make these savings.

Adult Social Services continues to look at what they spend money on and how they can spend this money better or differently (efficiency savings) and still have good quality services. In the past, Adult Social Services has made sure that savings have had the least impact on front line care and support services. This is getting harder to do with more money to be saved and with the demand for services being greater. Redbridge Adult Social Services have been given some extra money to meet some of the
extra demand on services but it still needs to help the Council with its savings. This may mean that in the future the way that we deliver, arrange and staff services may change.

Adult Social Services continues to identify residents with care needs, using the Care Act’ rules for Assessment and Eligibility which are national. The Care Act, introduced in April 2015 created a single, consistent route to establishing an entitlement to public care and support for all adults with needs for care and support. It begins with an assessment of needs and a decision about whether those needs are eligible, including a financial assessment where necessary. This will determine whether people need to pay for their own care and the amount to pay for the care and support. For more information please see our leaflet on our Care and Health web pages at Redbridge i, www.redbridge.gov.uk or contact the Community Care Advice Centre on 020 8708 7333.

Redbridge Adult Social Services have not just supported residents who have the highest needs it also supports residents in other ways and money has been directed to other services in the past e.g. information and advice, carer services, short term services, i.e. reablement, rehabilitation, telecare, equipment, etc. Redbridge Adult Social Services now have to provide these services as part of the Care Act 2014 therefore it is already meeting part of the new ‘Act’.

Financial Assessments and Personal Budgets

The provision of care and support is not a free service. People have always had to pay something towards the cost of their care and support. Whilst some types of care and support are provided free (for instance, information and advice), many types will be subject to a charge. People will only be asked to pay what they can afford. Sometimes the person will pay the full cost and sometimes the cost will be shared between the person and their local authority.

To decide what a person can afford to pay, we will carry out a financial assessment. This will consider the person’s income and any assets they own, like a house or other investments. Following the Financial Assessment it will then be calculated how much a person can afford to pay towards their care and support costs. The rules on how the financial assessment should be carried out are set in the Care Act regulations and guidance so that people’s finances are assessed in a consistent and transparent way. The Care Act gives people the legal right to a ‘personal budget’. This is the amount of money that we as the Council have worked out it will cost to provide care and support for a person with eligible social care needs.

This adds to a person’s right to ask for a ‘direct payment’ to meet some or all of their needs. This is where funding is paid directly to the person, or to someone on their behalf, to purchase support to meet their needs.

A Personal Budget is an allocation of money that is available to a person following their assessment in order to meet the assessed social needs.

A person may wish to continue to use services that they currently use or want to use and ask the Council to arrange them for their behalf, known as direct services, or take the money and arrange their own services, known as direct payments, or have a mixture of both.

Financial Contributions

Social care, unlike healthcare, is not free for everyone. You are responsible for the full cost of your care, however if you are unable to pay the full cost of your care and support you will need to provide evidence and complete a Financial Circumstances Form. How much the council will pay towards your Individual Budget will depend upon your personal financial situation.

For more information on how Adult Social Services supports Redbridge’s most vulnerable residents please visit datashare on Redbridge i. www.redbridge.gov.uk
Accountable Care - First steps taken for NHS and London Councils to jointly run services

In December 2015, the NHS and local authority partners in North East London welcomed an announcement which would see them run health and social care for three quarters of a million people in the area.

It follows Chancellor George Osborne asking health organisations and local councils covering Barking & Dagenham, Havering and Redbridge which include the three NHS Clinical Commissioning (CCGs), three London Boroughs and two NHS Trusts (Barking, Havering and Redbridge Hospitals University NHS Trust and NELFT NHS Foundation Trust) to draw up a business case by the summer of 2016 as to how primary care, community services, mental health services, hospital and social care services could be jointly run from 2020.

Over the past few years health and social care partners across Barking, Havering and Redbridge (BHR) have achieved a lot by working more closely together through the Integrated Care Coalition. BHR has already being recognised nationally as an area with strong clinical and political leadership.

This agreement will enable Redbridge to explore whether developing an Accountable Care Partnership will ensure we are able to provide better health and social care services for our residents and that any decisions reflects what is best and needed for the Borough.

More information will be available on the news page of www.redbridge.gov.uk during 2016. To read more about the announcement from Chancellor George Osborne visit www.gov.uk. For more information about the Integrated Care Collation visit www.bhrpartnership.org.uk.

Health & Wellbeing Board

The Redbridge Health and Wellbeing Board continues to bring together a range of local partners involved in a wide range of health and social care related activities. This year it has overseen the development of a number of key strategies. These include:

- Alcohol Harm Reduction
- Sexual Health
- Prevention and Early Invention
- Primary Care
- Carers (including young carers)
- End of Life
- Dementia Plan
- Refresh of the Autism Plan

Another key focus for the Board and its partners has also been on the integration of health and social care between the local authority and local NHS CCG with the implementation of the Better Care Fund. This will continue into 2016-17 as part of range of transformation programmes designed to improve services for residents and bring efficiencies.

The October 2015 Spending Review set into motion the expectation that every part of the country must have a plan for integration between health and social care by 2017, which must be implemented by
2020. Moving on from the existing Better Care Fund and meeting the government’s key criteria for devolution we are currently exploring the potential to develop an Accountable Care Organisation in partnership with the boroughs of Havering, Barking and Dagenham, the relevant Clinical Commissioning Groups, our local acute trust provider (BHRUT) that looks after both Queens and King Georges Hospitals and North East London Foundation Trust (NELFT).

For more information on the Redbridge Health and Wellbeing Board please visit Redbridge i: www.redbridge.gov.uk

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**Care Act**

**Introduction of the Care Act 2014 in Redbridge**

The last year has been particularly busy behind the scenes in ensuring that we were ready for the Care Act as well as reviewing our processes and procedures to update them in line with our duties.

Adults and carers have the same rights to an assessment on the appearance of needs. Carers also have the right to an assessment even if the person they care for does not have eligible needs. Both of our Assessment forms were re-designed in line with the new national criteria along with our Care & Support Plans.

We have improved access to information and advocacy to all especially through the launch of MyLife as an information website in Redbridge. More information can be found on on MyLife or by visiting mylife.redbridge.gov.uk

**Deferred Payments**

A deferred payment agreement is an arrangement with the Council that enables some people to use the value of their homes to pay for their care costs. People delay paying back to the council the cost of the care home bills until they choose to sell their home or until after their death. There is a legal agreement drawn up in line with the Care Act legislation and to date Redbridge have five agreed Deferred Payments in place.
End of Life

Redbridge Adult Social Services is committed to improving the support we provide for people facing life limiting illness and also for their carers and our work is guided by The End of Life Charter issued by the Association of Directors of Adult Social Services and the ‘Ambitions for Palliative and End of Life Care’, a National Framework for Local Action produced by the National Palliative and End of Life Care Partnership.

During the year, we have worked towards this in the following ways:

- The End of life practice manager and colleagues from the Specialist Palliative Care community and hospital teams delivered different types of training and education sessions tailored to specific staff groups; social workers, occupational therapists, community nurses, Extra Care Sheltered Housing staff & hospital staff to provide training from a health and social care perspective.

- To increase awareness about end of life and issues to do with death and dying; in Dying Matters Awareness week in May and Older Person’s week in September an information stall went to various locations in the borough to reach out to Redbridge residents. The practice manager with a colleague from Down to Earth, an organisation that helps with funeral poverty, also gave talks in Central Library and to Alzheimer’s’ carer support groups. The important message we hoped to get across was that making plans and putting our affairs in order in order gives people control and choice about how they are treated and cared for when ill health comes and to give information about practical preparations that can be made.

- A film giving insight into the issues faced by people towards the end of life was made in Redbridge by the Association of Directors of Adult Social Services London End of Life Network. It featured a Redbridge resident with a life limiting illness speaking frankly about the challenges and battles he had met and highlighted how professionals and systems can work better together to improve support for people in the last year of life. The film made a strong impact when it was premiered at a network event in September aimed at professionals who commission the services we need to provide good end of life care.

- In October a new bereavement support group ‘Mourning coffee’ was launched in Redbridge. It aims to bridge a gap in bereavement support for Redbridge residents and is a joint venture between Adult Social Services, the Redbridge Macmillan Community Specialist Palliative Care team and the Specialist Palliative Care team within BHRUT. This is an informal ‘drop-in’ group for people, for those facing the first difficult weeks and months following bereavement and even later; and who would benefit from meeting others facing similar issues.

- In December, we held the second annual multi-professional workshop regarding end of life care. This event was about exploring how we can further integration to help shape end of life care in Redbridge. It brought different professions and organisations in the borough together with the aim of promoting partnership working between social care, health, voluntary organisations and care providers in Redbridge. Feedback from participants was positive and showed that our message that end of life care is everyone’s business had been well received.
Redbridge Compact Awards

Redbridge has been hailed once again as an outstanding example of partnership working at a national awards ceremony.

This year Redbridge won two Compact awards. Compact awards recognise good relationships between local and national government and the voluntary and community sector and aims to improve services and quality of life for local people.

Autism Ambassadors and Redbridge Autism Awareness Roadshow Project by Sycamore Trust won the ‘Innovation’ award for demonstrating creative solutions to difficult situations. The project empowers young people with autism to raise awareness and improve access to buildings and services in Redbridge for autistic people.

The second award in the ‘Advancing Equalities’ category went to Healthwatch Redbridge’s joint working with 12 other Healthwatch organisations, with funding from the Health Education North Central and East London (HENCEL). The project developed and supported the involvement of profoundly deaf people who use British Sign Language (BSL) to engage and reach deaf people and involve them in a series of training sessions to become volunteer representatives to give these service users a voice in the community. This project was given an award for demonstrating an outstanding commitment to equality by promoting services, activities and events which help to tackle and challenge discrimination.

In all, five submissions were shortlisted from Redbridge the other three being:

- Fit for Fun Project by Redbridge CVS in the ‘Innovation’ category
- TB Awareness Project by Redbridge CVS in the ‘Engagement’ category
- Dementia Awareness Project by Redbridge Faith Forum in the ‘Equalities’ category

E-Account for Direct Payments

Redbridge Adult Social Services agreed to undergo a National Audit Office (NAO) study about personalised commissioning in adult social care at the beginning of October 2015.

The study assessed the different ways of offering personal budgets such as direct payments and council-managed budgets, with a focus on progress the local authority is making in implementing them.

The NAO team visited Redbridge for two days and met with staff, care providers and service users to see how there are affected by personalised commissioning. The findings from this study will be published in early spring 2016.

Redbridge MyLife

We have redesigned and enhanced the Redbridge MyLife website as part of our work for supporting the Care Act.

MyLife is an online website for anyone aged 18 or over looking for information, advice and support services in Redbridge to help them make the right choices in their life.

The new website provides easy access to information and advice from keeping healthy, leisure activities and employment to care and support. It holds information from the Council, government and local, voluntary and national organisations.

For more information, visit MyLife website.
Priorities & Performance

To ensure that adult social care continues to improve the Department of Health measures its work through the Adult Social Care Outcomes Framework (ASCOF). This framework has four top level outcomes/aims that need to be achieved, and for 2014/15 had 20 measures that show how each Council is meeting these outcomes.

We have used the four top level outcomes and the ASCOF measures to demonstrate how Redbridge is performing. We have also provided information on how this compares to previous year’s performance (where available) so people can see what progress the service is making against these outcomes.

**Enhancing quality of life for people with care and support needs**

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Redbridge 2013/14</th>
<th>Redbridge 2014/15</th>
<th>London 2014/15</th>
<th>How did we do?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social care related quality of life. (out of 24)</td>
<td>20.1</td>
<td>20.1</td>
<td>18.5</td>
<td>√</td>
</tr>
<tr>
<td>Proportion of people who use services who have control over their daily life.</td>
<td>87.3</td>
<td>88.4</td>
<td>71.6</td>
<td>√</td>
</tr>
<tr>
<td>Proportion of people using social care who receive self-directed support.</td>
<td>64.6</td>
<td>60.0</td>
<td>81.1</td>
<td>✗</td>
</tr>
<tr>
<td>Proportion of people using social care who receive direct payments.</td>
<td>25.9</td>
<td>39.3</td>
<td>26.0</td>
<td>√</td>
</tr>
<tr>
<td>Proportion of adults with a learning disability in paid employment.</td>
<td>15.2</td>
<td>13.1</td>
<td>7.7</td>
<td>✗</td>
</tr>
<tr>
<td>Proportion of adults in contact with secondary mental health services in paid employment.</td>
<td>4.4</td>
<td>4.5</td>
<td>5.5</td>
<td>✗</td>
</tr>
<tr>
<td>Proportion of adults with a learning disability who live in their own home or with family.</td>
<td>77.4</td>
<td>78.3</td>
<td>69.1</td>
<td>√</td>
</tr>
<tr>
<td>Proportion of adults in contact with secondary mental health services living independently with or without support.</td>
<td>84.9</td>
<td>81.9</td>
<td>77.8</td>
<td>✗</td>
</tr>
</tbody>
</table>
## Ensuring that people have a positive experience of care and support

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Redbridge 2013/14</th>
<th>Redbridge 2014/15</th>
<th>London 2014/15</th>
<th>How did we do?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall satisfaction of people who use services with their care and support</td>
<td>77.0</td>
<td>79.9</td>
<td>59.5</td>
<td>✓</td>
</tr>
<tr>
<td>The proportion of people who use services and carers who find it easy to find information and support.</td>
<td>82.7</td>
<td>82.4</td>
<td>69.9</td>
<td>✓</td>
</tr>
</tbody>
</table>

## Delaying and reducing the need for care and support

<table>
<thead>
<tr>
<th>Outcome</th>
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<th>London 2014/15</th>
<th>How did we do?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent admissions of younger adults (aged 18 to 64) to residential and nursing care homes, per 100,000 population. (Lower is better)</td>
<td>No Comparison as change in National Definition</td>
<td>7.6</td>
<td>No Comparison as change in National Definition</td>
<td>✓</td>
</tr>
<tr>
<td>Permanent admissions of older people (aged 65 and over) to residential and nursing care homes, per 100,000 population. (Lower is better)</td>
<td>No Comparison as change in National Definition</td>
<td>568.31</td>
<td>No Comparison as change in National Definition</td>
<td>✓</td>
</tr>
<tr>
<td>Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services.</td>
<td>81.0</td>
<td>82.7</td>
<td>85.3</td>
<td>✓</td>
</tr>
<tr>
<td>Delayed transfers of care from hospital, per 100,000 population. (Lower is better)</td>
<td>6.3</td>
<td>4.8</td>
<td>6.9</td>
<td>✓</td>
</tr>
<tr>
<td>Delayed transfers of care from hospital which are attributable to adult social care per 100,000 population. (Lower is better)</td>
<td>1.5</td>
<td>1.0</td>
<td>2.4</td>
<td>✓</td>
</tr>
</tbody>
</table>
Safeguarding adults whose circumstances make them vulnerable and protecting from avoidable harm

<table>
<thead>
<tr>
<th>Outcome</th>
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<th>Redbridge 2014/15</th>
<th>London 2014/15</th>
<th>How did we do?</th>
</tr>
</thead>
<tbody>
<tr>
<td>The proportion of people who use services who feel safe.</td>
<td>71.4</td>
<td>72.2</td>
<td>64.0</td>
<td></td>
</tr>
<tr>
<td>The proportion of people who use services who say that those services have made them feel safe and secure.</td>
<td>83.3</td>
<td>84.6</td>
<td>81.2</td>
<td></td>
</tr>
</tbody>
</table>

Priorities

Redbridge Adult Social Services continues to address the overarching things that everyone agreed we need to do as you can see from the ‘New and Improving’ services section.

We continue to:

- develop and improve prevention and early intervention services in partnership with the NHS;
- Work with various organisations to improve access to preventative services and provide services to the local community, as part of our Prevention & Early Intervention Strategy;
- work with other service providers to ensure that the services that people choose to support them are available within Redbridge and can help people reach their goals with good quality care and support;
- work with other partners, e.g. Police, NHS, etc. to raise awareness of the abuse of vulnerable adults and to help individuals who become victims or who are at risk of abuse;
- control our budget to ensure that the Council can meet its savings target by continuing to look at how we can do things differently whilst maintaining the highest standards possible (efficiency savings & value for money);
- Look at what we need to do and what we no longer need to do and ensure that we have the right staff with the right skills to do things well;
- use health and social care data to plan the right services for the future; and,
- embed new integrated services.
Useful Contacts

MyLife
An adult information website for people living in Redbridge who are looking for information, advice and support about care and support services.

MyLife.redbridge.gov.uk

If you would like to provide us with your views about our local account please email us at myview@redbridge.gov.uk or write to the Development and Engagement Team, Lynton House, 6th Floor, 255 - 259 High Road, Ilford, Essex, IG1 1NY.

To see how we have engaged with people recently please see appendix B. If you are interested in helping Adult Social Services develop its priorities and policies please email myview@redbridge.gov.uk or contact us at the address above.
Appendix A

Examples of how Adult Social Services have Improved Care and Support within Redbridge during 2015

Ensuring the Quality of Life for People with Care and Support Needs in Redbridge

- Held an annual budget consultation with the voluntary and community sector
- Continued to promote the discussion on end of life issues in the community, through publicity, leaflet distribution and workshops with local people
- Held a consultation event on the draft regulations and guidance for part 2 of the Care Act 2014
- Held a consultation event on behalf of the Department of Health on how to strengthen the rights of people with learning disabilities, autism and mental health issues to enable them to live independently
- Consulted to expand the existing section 75 agreement between health and social care to include the new integrated health and adult social care model
- Successfully relocated the First Contact Team and the NELFT Redbridge Integrated Care Directorate management team to Lynton House
- Disbanded the Intermediate Care and Community Stroke Services (ICCSS) and set up a new Community Health and Social Care Service (CHSCS) which provides a more person centred integrated service
- In partnership with the Redbridge Adults with Autism Working Group (RAWG), we refreshed the Redbridge Adults with Autism Plan 2016-19 to take forward the priorities outlined in the national ‘Think Autism ‘Strategy at a local level
- Participated in a National Audit Office (NAO) study about personalised commissioning in adult social care
- Two Redbridge organisations, Autism Ambassadors and Redbridge Autism Awareness Roadshow Project by Sycamore Trust won the Compact ‘Innovation’ Award 2015
- Healthwatch Redbridge won the Compact ‘Advancing Equalities’ Award 2015 for its joint working with other Healthwatch organisations and funding from the Health Education North Central and East London (HENCEL)
- Held an annual multi-professional workshop regarding end of life care, bringing together professionals and organisations in Redbridge to explore how we can further integrate to help shape end of life care
- In partnership with the Specialist Palliative Care community and hospital teams, we delivered different types of training and education sessions tailored to specific staff groups
- Held information stalls at various locations in the borough to make Redbridge residents aware that making plans and putting their affairs in order gives them control and choice about how they are treated and cared for when ill health comes
• Gave a talk called ‘Let’s talk about death & dying’ at Central Library and to Alzheimer’s’ carer support groups with Down to Earth, an organisation that helps with funeral poverty

• Took part in a film that was made by the Association of Directors of Adult Social Services London End of Life Network to highlight the issues for people with life limiting illnesses that are facing the end of life

**Delaying and Reducing the Need for Care and Support for the People in Redbridge**

• Published new information leaflets for service charges 2015, community meals 2015, safeguarding adults and the Care Act

• Celebrated Nutrition and Hydration Week to raise awareness of the importance of good nutrition in health, social care and the community

• Week long celebrations held for UK Older People’s Day. Highlight included a health and wellbeing fair and activities and craft fair

• Redesigned and developed Redbridge MyLife website providing easy access to information, advice and support services for all residents

• The Redbridge Prevention and Early Intervention Strategy refreshed for 2015-18 to reflect major changes taking place across health and social care

• Public Health undertook a review of Redbridge community pharmacies sexual health provision to assess the impact in improving access to sexual health services

• Public Health expanded access to HIV testing in six GP Practices to reduce undiagnosed and late HIV infections

• The Community Meals team became dementia friends to understand and support service users to remain living independently in their own homes

• Supported National Meals on Wheels Week by raising awareness of the community meals service we provide

• In partnership with Goodmayes Residents Association, we opened a Friday lunch club for over 60’s to improve nutrition and social interaction as well as a morning exercise class

• Updated the Joint Redbridge Strategy for Carer’s 2016 - 2019 through consultation and involvement with Redbridge carer’s and people who access, plan, commission and provide services

• New patio area built with money raised by service users at Manford Lodge day opportunities for gardening club projects and outdoor events

• Simon Green Training Centre, a social enterprise at Link Place Personal Development Centre ran workshops for service users with learning disabilities to learn printing skills

• Day opportunities at Mulberry Lodge underwent an improvement project on the internal and external environment, including solar panels for efficiency saving. It developed the spa room, sensory and white room for service users and external organisations
Ensuring that People in Redbridge have a Positive Experience of Care and Support

• Celebrated Learning Disability Week with a number of events such as 'Festival in the Park', an art exhibition at the Tate Modern and a sports day

• Celebrated Dignity Action Day with an opportunity for residents and staff to make a pledge and meet at least one of the Dignity Challenges and/or sign up as a Dignity Champion

• Held a musical extravaganza Dementia Party in the Park at Valentines Mansion for people with dementia and their carer

• Celebrated dying matters week with information stalls around the borough and a vintage bus in Ilford Town Centre

• Produced a video with service users on their experiences on receiving community meals and luncheon clubs

• Mulberry Lodge day service held a cockney cultural event with an exhibition of cockney history and culture

• Approximately 90 people from the community, Link Place, George Davis Lodge and Pinewood Residential attended an afternoon of dance and tea to mark the 70th anniversary of Victory in Europe day

• Created a dementia friendly activities programme on Redbridge MyLife to enable people with dementia and their carers to have an active social life in Redbridge

• Visited by Bedfordshire Borough Council to look at best practices with using Redbridge’s ReFRS model

• A new bereavement support service set up called ‘Mourning Coffee’ to provide support during a recent bereavement

• Held Care Act briefings with members of the Redbridge Advice Network, Redbridge Centre for Independent and Inclusive Living and Woodbine day opportunities

• Launched a new ‘Me Learning’ programme for staff on the Care Act

• Mayesbrook primary school performed their Christmas Nativity play to Oaklea Lodge day opportunities

• Manager of Oaklea Lodge was invited by Mayesbrook primary school to sit on the community advisory panel for Goodmayes locality

• Link Place Personal Development Centre introduced two new sessions on yoga and mindfulness for service users

• Developed workshops at Link Place Development centre for picture framing and art therapy, which is open for other day opportunity units to attend

• A Christmas Winter Wonderland event was held at Link Place Personal Development Centre for service users and the local community
• Service users at Link Place Personal Development Centre held a McMillan fundraising event, which raised £700

• Oaklea Lodge day opportunities were invited to give a talk to the local primary school children on life in the 1940's/50's

• Day opportunities at Oaklea Lodge have developed a shared lunch drop-in service for residents of Anchor House extra care housing

• Manford Lodge day opportunities is working with Vision and Hainault Community Centre on walking football sessions

• Mulberry Lodge day opportunities promoted a healthy eating menu programme and smoothie making sessions for service users

• New physiotherapist service started for service users at Mulberry Lodge day opportunities

• Simon Green Training Centre is working with a local school to allow them to experience the printing workshop for their sports equipment

• Wifi Internet has been installed at Link Place Personal Development Centre and Mulberry Lodge day opportunities

Safeguarding Adults in Redbridge whose circumstances make them vulnerable and protect them from avoidable harm

• Held an adult at risk of abuse awareness day to help residents find out about services that are available to keep themselves and the people their care for safe

• Safeguarding Adults now a set agenda item at all forums including Provider Forums

• Regularly running dementia friends training sessions within the council for staff, in libraries for residents and for GP's and staff associated with the surgeries.

• Six training days for basic awareness of Mental Capacity Act & Deprivation of Liberty Safeguards arranged for September 2014 to September 2015

• Updated our safeguarding leaflet to reflect the legislation changes with the Care Act

• Safeguarding Adults’ & Deprivation of Liberty Safeguards Team will be expanding to meet the increased demands on the service

• Continued briefing sessions of Safeguarding Adults and Deprivation of Liberty Safeguards in care homes and supported living schemes

• Worked with Lifeline to promote the Lifeline service to Community Meals service users

• The Redbridge Bogus Caller Partnership 2016 calendar was distributed to all service users who receive community meals and day opportunities
## Adult Social Services Engagement Record 2014/2015

<table>
<thead>
<tr>
<th>Activity</th>
<th>Approach</th>
<th>Objective</th>
<th>Outcome</th>
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<tbody>
<tr>
<td><strong>January 2015</strong></td>
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<tr>
<td>Voluntary &amp; community sector budget setting consultation 2013 (Annual)</td>
<td>Public meeting chaired by the Cabinet portfolio holder for Adult Social Services and attended by a range of voluntary and community sector agencies.</td>
<td>To consult on budget proposals for the coming financial year.</td>
<td>Local services have an opportunity to comment on budget proposals before final budgets are agreed.</td>
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<td><strong>February 2015</strong></td>
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<tr>
<td>Consultation on the Redbridge 2014/17 Dementia Plan</td>
<td>Public consultation on the new ‘Don’t you forget about me’ Dementia Plan</td>
<td>Online consultation to collate views on the new plan and how to make Redbridge a dementia friendly community.</td>
<td>Local population had the opportunity to comment on the plan and feedback into the final version.</td>
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<tr>
<td>Consultation on the development of a Section 75 agreement</td>
<td>A joint consultation between the London Boroughs of Barking &amp; Dagenham, Havering, Redbridge and Waltham Forest and the North East London Foundation Trust was undertaken with user groups, staff, trade unions, NHS bodies and local authorities on the development of a Section 75 agreement.</td>
<td>The local authorities and NHS body were seeking to establish a section 75 agreement to provide an Adult’s out of hours Emergency Duty Team (EDT) across the four boroughs, managed by NELFT. The service will be for people with a social care need over the age of 18.</td>
<td>Implementation of the revised Section 75 agreement.</td>
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<td><strong>April 2015</strong></td>
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<tr>
<td>Winterbourne workshop</td>
<td>An update workshop was held by the Learning Disability Partnership</td>
<td>The workshop was to update carers, service users and professionals</td>
<td>Carers, service users and professionals were able to hear the progress</td>
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<tr>
<td>Board in partnership with Redbridge Commissioning, Redbridge Clinical Commissioning Group and the North East London Foundation Trust</td>
<td>on how Redbridge is progressing with its joint action plan as part of the Winterbourne Concordat.</td>
<td>Redbridge has been made and about good practice.</td>
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<tr>
<td>Adults at risk of abuse awareness day</td>
<td>Community information awareness raising event</td>
<td>Opportunity for people to find out how to keep themselves and those they care for safe as well as find out what services are available to help look after vulnerable adults within the community.</td>
<td>Visitors where able to talk and pick up information about local services from the Council, voluntary and community groups.</td>
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<tr>
<td>May 2015</td>
<td>Focus group with service users and carers who have experience of the service to feed into the review</td>
<td>To hear the views of service users and carers who’ve had experience of using the intermediate care &amp; community stroke service and to particularly find out what they valued about the service and what they think could be improved or done differently.</td>
<td>Feedback from the review will be used to improve the service</td>
</tr>
<tr>
<td>Intermediate care &amp; community stroke service review focus group</td>
<td>Information event to help promote end of life during dying matters week</td>
<td>The main aim of this event is to promote and make local residents of the importance of end of life and planning ahead.</td>
<td>Residents were able to pick up relevant information, ask questions and understand why this is an important topic for Redbridge.</td>
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<tr>
<td>Dying Matters Week (National)</td>
<td>A conference with carers of people with learning disabilities</td>
<td>To look at the needs of carers of people with learning disabilities living at home and</td>
<td>Carers were able to find out more and understand what housing and support</td>
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<td>June 2015</td>
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<tr>
<td>Swiss delegate visit (Senior leadership in social administration)</td>
<td>Redbridge hosted a visit from senior Swiss delegates who were on a study/research trip. The group visited Redbridge on one day and attended a workshop where senior officials from Adult Social Services, Housing and Public Health presented to them about their respective service areas.</td>
<td>To share and disseminate our ways of working with professionals from Switzerland in the same field, in addition to learn from their practices, experiences and understand key challenges they may be facing.</td>
<td>The Swiss delegates thoroughly enjoyed their visit to Redbridge and where impressed with the work being undertaken. They were able to take their learning’s back to their places of work.</td>
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<tr>
<td>Department of Health connecting programme in Redbridge</td>
<td>The Department of Health (DH) introduced a programme of work aimed at improving its connections with the experiences of patients and services users in all parts of health and social care services. Redbridge was selected as one of the places to visit and welcomed Senior Civil Servants.</td>
<td>The aim of the programme was to provide DH leaders, key influencers and senior policy makers with the opportunity to work alongside people in partner organisations and gain first-hand experiences of all parts of health and care services and help them to make better polices in the future.</td>
<td>The visit was well received by all parties and was a useful stepping stone for front line staff to showcase the work that they do and to help the Senior Civil Servants learn more about how services are run.</td>
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<tr>
<td>Learning Disability week (National Event)</td>
<td>A number of events were organised to celebrate Learning Disability week, these included a festival in the park, sports day and an art exhibition at the Tate Modern Gallery.</td>
<td>Raise awareness of the support and services available to people with a learning disability. Showcase and celebrate the achievements of people with learning disabilities helping develop greater community cohesion.</td>
<td>People with a learning disability have a greater awareness of the support available to them. Greater understanding of what people with a learning disability bring to the local community.</td>
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<td><strong>July 2015</strong></td>
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<tr>
<td>Dementia and creative arts workshop</td>
<td>A workshop for Council staff, partners and voluntary &amp; community sector organisations</td>
<td>To look at what local activities are already available to people with dementia within the Borough. Workshop looked at what is available, what stops people from participating, what are the gaps in provision and any obstacles</td>
<td>To develop an action plan/programme of activities to be shared borough wide and used by all organisations.</td>
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<tr>
<td><strong>August 2015</strong></td>
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<tr>
<td>Care Act consultation on draft regulations and guidance (part 1)</td>
<td>Consultation with cabinet members, Council staff, providers, voluntary and community sector staff</td>
<td>The biggest change in over 60 years to adult social care law and the way the social care system in England will work in the future happened on 14 May 2014, when the Care Bill gained Royal Assent and became an Act of Parliament. Feedback from the consultation was included in the Borough wide response to the Department of Health.</td>
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<tr>
<td><strong>September 2015</strong></td>
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<tr>
<td>Approved Provider List briefing session</td>
<td>Briefing sessions with Carers and/or Service Users on an Approved Provider List for Adult and Support Home Care</td>
<td>Early on in the year the Redbridge undertook a procurement exercise to establish an Approved Provider Lists (APLs) for home care services. The Carers and Services Users had a better understanding of the approved providers and that they had more choice and control over</td>
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<tr>
<td>Services in Redbridge.</td>
<td>briefing sessions were to advise carers and service users about the list and of any changes to existing contracted providers.</td>
<td>who provides Home Care services and are not limited to a select few.</td>
<td></td>
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</tbody>
</table>

**October 2015**

| Older People’s Week (National Event) | A variety of different events were held across the week which included a health and wellbeing fair, craft fair, health awareness fair, physical activity taster sessions, learning opportunities and more. | The main aim of these events is to recognise and celebrate the achievements of older people and the contributions they make to society and the economy. | Physically and mentally fit people rely less on health and social care services and live more independently. Also provided a great opportunity for people to understand what is available to them in their community. |

The main aim of these events is to recognise and celebrate the achievements of older people and the contributions they make to society and the economy. The programme of events promoted good physical and mental health for older people living in Redbridge and showcased that age is no barrier to staying active and involved in community life. |

**November 2015**

<p>| Occupational Therapy Week (National Event) | An information/ awareness raising drop-in session | To raise awareness of; the valuable contribution that Occupational Therapy makes to adult social care, the benefits it has on residents and how equipment can help with a person’s independence and day to day living. The event also showed how social care and health work together and how the new Care Act 2014 will | The event was well attended with many positive comments. It gave those who attended with an opportunity to learn about the crucial role Occupational Therapy service plays in adult social care. |</p>
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<tr>
<td>Day of the Dead (National Event)</td>
<td>An information/awareness raising drop-in session</td>
<td>Day of the Dead is an opportunity for communities to gather together and remember friends and family members who have died. In the spirit of the day, the event focused on community approaches to end of life issues.</td>
<td>Residents were able to pick up relevant information, ask questions and understand why this is an important topic for Redbridge.</td>
</tr>
<tr>
<td>Pan - London End of Life Alliance Event</td>
<td>Redbridge was invited to be part of this annual event to share good practice happening across London.</td>
<td>Opportunity to share learning, information and good practice of work currently being undertaken in Redbridge in relation to end of life care</td>
<td>As a representative of the alliance, Redbridge was able to showcase its work to a wide audience.</td>
</tr>
<tr>
<td>Other Engagement with Residents</td>
<td>MyLife, Adult Information Directory</td>
<td>Online information directory for adults looking for information, advice or care and support services in Redbridge.</td>
<td>Information &amp; advice service provides access to improve resident’s knowledge of the services and support available, leading to greater empowerment.</td>
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<td></td>
<td>Leaflet Programme</td>
<td>Continue to publish new information leaflets about Adult Social Services available within Redbridge.</td>
<td>Service users and carers without access to internet services can access information relating to the services and support provided by Adult Social Services in Redbridge.</td>
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<tr>
<td>Adult Social Services adverts</td>
<td>Advertisement in multiple publications including directories, guides etc.</td>
<td>To ensure residents are aware of the services adult social services provides.</td>
<td>Residents, service users and carers are more informed of what is available to them and the services available.</td>
</tr>
<tr>
<td>Redbridge Care Directory 2014 - 15</td>
<td>A printed directory of all residential and nursing homes for older people, individuals with a learning disability and individuals with mental health difficulties in Redbridge.</td>
<td>To ensure service users and residents are aware of what care homes are available in Redbridge with information on how to contact and access these homes.</td>
<td>Service users and residents are better able to choose the service that best fits their/their relative’s needs and be at the forefront of their care.</td>
</tr>
<tr>
<td>Redbridge i</td>
<td>The Adult Social Services pages on the Councils website, Redbridge i have been constantly updated throughout the year to reflect changes in services, news stories and important information for service users.</td>
<td>To enable service users and residents to gain access to the most up to date information 24 hours a day.</td>
<td>Service users and residents are better informed on what is going on in Redbridge.</td>
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</table>