

Health & Wellbeing Board 25 March 2016
Public Questions - Appendix

Response to 2 questions asked at Health and Wellbeing Board on 11 February 2015
by Ann Creighton

Question

Croydon Hearing provides valuable assistance to those with hearing loss. In particular it provides services such as hearing aid maintenance and advice for the elderly and disabled who are confined to their homes. Hearing loss can lead to depression and isolation which may mean more interventions (usually more expensive) at a later date. It is essential that hearing aids are promptly repaired/maintained. Until recently Croydon Hearing operated a five day a week service. Budget cuts last year have meant that it has now had to reduce its service to four days a week. Will the CCG restore funding so that Croydon Hearing can continue its invaluable work on five days a week?

Response

Croydon Hearing, a voluntary sector organisation providing audiology related activities, has been a valuable partner of health and social commissioners in Croydon for many years. For the LA they provide under a contract with Advice Services Croydon (ASC) Consortium (consisting of Age UK Croydon, Croydon Disability, Croydon Vision and CHRC), advice & information and assessments for equipment to help support people to live in their own home; doorbells, room loop systems, fire alert systems etc.

For the CCG they provide hearing screenings, home visits, re-tubing, battery replacement, check hearing aids and ears for impacted wax, counselling and referral to Croydon University Hospital via GPs for ENT or Audiology Services

The table summarises the commissioner funding position to Croydon Hearing for the last two years and proposed funding for 2015/16:

Commissioner - Funding source	2013-14	2014-15	2015-16
CCG	£44,464	£44,464	£44,464
Supporting independence funding (LB Croydon)	£68,875	N/A	N/A
Preventative services funding (LB Croydon)	N/A	£61,500	£61,500
Total	£113,339	£105,964	£105,964

CCG position for 2015-16

The Croydon Hearing Contract is to be extended at the current value for a further 12 months for the period 1 April 2015 – 31 March 2016.

LB Croydon position for 2015-16

Funding will continue and be monitored via the preventative service advice and information contract via to Age UK Croydon. This contract is scheduled to end 31 March 2017.

Summary

With funding now confirmed from the CCG, the move to shared premises with Advice Services Croydon and other opportunities on the horizon, we are committed to ensuring this organisation can continue to provide a service which complements and assists the CHS audiology service.

For any further information or detail, please contact
Jan Bannister

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Senior commissioner, physical disability, sensory impairment, direct payments
Jan.bannister@croydon.gov.uk
18 February 2015

Question

People experiencing mental ill health are often extremely isolated and lonely. Anxieties can build over a period of time sometimes leading to crises and expensive hospital admissions. Two issues: (a) there is little provision in terms of drop in and other activities over the weekends and holidays (I found three in Croydon, two on a Saturday and one on Sunday, there maybe more). (b) there appears to be little in the way of respite care. The Crisis Line is in place but more is needed in terms of respite care. People with mental ill health often know when their health is on a downward period. A place where they could go informally to stay overnight, perhaps for two or three nights, just to feel safe and get advice etc could be invaluable. How could the strategy incorporate more weekend/holiday drop ins and appropriate respite care?

Response:

The Mental Health Strategy 2014-19 details the CCG and the LA's joint commitment to deliver timely advice and signposting to reduce the risk of escalating problems and to improve availability and access to mental health services.

The CCG's investment to develop our community services (Adult Mental Health Model) will expand service provision with Assessment & Liaison services working with primary care to facilitate easy in / easy out pathways for Mental Health Service users and there is a clear expectation that this will result in better access to services and integration between primary, secondary and community care.

This coincides with a significant increase in funding by the CCG for the provision of ' Improving Access to Psychological Services ' (IAPT) to which service users can self refer and which enables service users to access support and help in a more timely manner than has been the case in previous years.

The Hub at MIND is a good example of a Community based service available at the weekends which has had a significant impact for service users accessing it and it is held in high regard by service users and their families which consider it to be a very effective service in averting service users being triggered into acute admissions by enabling them to have ' somewhere to go and something to do ' which has been reflective of the wider work Croydon MIND has done in this area .

The potential need for changes to drop in services and/or changes to our present provision of drop in services is occurring within a wider review of voluntary services which is currently taking place .

There is a clear commitment for an increase in the use of personalised health budgets and that will enable a broader range of personal choice in relation to services, which could include respite.

The role of bed based respite [for Mental Health needs] is not one which is presently seen as optimally meeting people's needs and preferred service choices. This is because the stakeholder feedback that took place at the time of the development of the Mental Health Strategy 2014/15 indicated that service users and their carers wanted to feel safe and confident in their ability to 'live well ' within their own personal environments. Therefore the focus is on increasing community based services such as the Home Treatment team, so that people do not have to move away from their own home environment.

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