



Families, Health and Social Care

Cabinet Member Bulletin

Councillor Janet Campbell

October 2020

Welcome to my October Bulletin,

The last months have been extremely challenging for us all as we adapt to living with the COVID-19 pandemic.

My thoughts are with all the families who have lost their loved ones.

As we know, with winter approaching these challenges are not going away.

We have all become used to protecting each other against COVID, and following the guidance:

- Wash your hands (keep washing your hands regularly)
- Cover your face (wear a face covering in enclosed spaces, if you can)
- Make space (stay at least 2 metres apart - or 1 metre with a face covering or other precautions)

To protect ourselves and others even more, I encourage everyone to have the flu vaccination – you can read more in my bulletin.

Saturday 10 October is World Mental Health Day. Looking after our mental health has always been important, but it is even more important for us living the 'new normal' I am extremely proud that we are now training community first aiders to support our communities.

Community Mental Health First Aiders

In June Croydon launched its community Mental Health First Aid (MHFA) training programme to enable 1000 local residents and people working in Croydon to become Mental Health First Aiders.



Working with the Croydon COVID19 Mutual Aid group, this initiative was developed in recognition of the impact COVID 19 was having on the emotional wellbeing of the people living and working in the Borough.

To date over 300 people have applied to the programme and over 200 hundred have been allocated places on courses. By the end of September over 100 people will have received the training.

AMBITIOUS FOR CROYDON

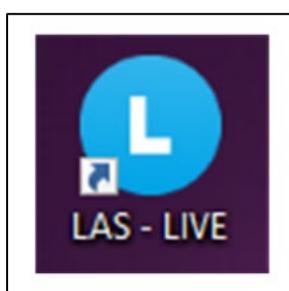
The virtual version of this training course was launched in June and Croydon was one of the first places to use it in the first week.

We are incredibly pleased to be able to support the emotional health and wellbeing of Croydon residents in these difficult times and are very grateful to all our partners for their support of the programme.

We will be advertising the second course for people interested to become Mental Health First Aid instructors soon, I will keep you updated.

Our first group of Croydon instructors will be completing their training in October and will join the Croydon MHFA instructor network supported by the Croydon Recovery model. This training has been funded by TFL as part of the Croydon Recovery model.

New case and financial management systems for Adult Social Care



One of our commitments to our workforce is to ensure that they have the right tools to do their jobs.

As part of meeting this commitment on Friday 18 September Adult Social Care went live with a new case management system Liquidlogic Adults' Social Care System (LAS), and new financial management system ContrOCC.

This is the most significant digital upgrade within Adult Social Care in the last 5 years replacing the outdated previous systems. LAS and ContrOCC are used in many other Councils and provide intuitive, flexible and comprehensive functionality.

They enable the management of contacts, referrals, assessment, reablement, plans, care commissioning, personal budgets, self-funders, safeguarding, DOLS, provider management, financial management and financial assessment; all within a logical and easy to navigate workflow.

Over the past 18 months, staff from teams across many teams in Health, Wellbeing and Adults have been involved in the development of the system, working alongside a dedicated project team of partners and CDS.

This successful collaboration brought together staff with different skill sets, who, by working closely together, have delivered new case management systems that will benefit our staff, partners and residents.

The LAS system reflects fully the locality working model, giving staff greater flexibility while meeting their statutory duties.

It fully supports the Community Led Support approach, building on our resident's strengths and providing the right level of support, at the right time, and in the right place

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Active Lives – supporting adults with learning disabilities and Autism

Our Active Lives teams are continuing with the popular ‘virtual hubs’ with a comprehensive menu of activities for people to choose from. The wide range of activities include exercise, quizzes, discussion groups and Books Beyond Words and help to combat isolation by supporting adults with autism and learning disabilities to connect with their friends online.



More recently the Active lives Services have worked with colleagues in Health & Safety and Public Health to enable them to physically reopen, utilising the ‘bubble’ method of working.

Sessions happen in risk assessed Hubs where control measures can be met along with virtual sessions where people can join from their own home and in small groups in local communities - so people don't need to travel far.

The Garden Centre Volunteers have also returned in a measured way and are enjoying being part of supporting this project again.

The Active Lives team will continue monitoring the situation and adapt the offer dependent on Government and Public Health advice.

The Active lives Service was recently mentioned in the *‘Adult Social Care COVID-19 Taskforce - Self Directed Support (SDS) Advisory Group Report - Aug 2020’* and it noted *‘Good practice example - Choice: Croydon Active Lives service have connected people and have supported them to use the Microsoft Teams app to keep in touch. They have gone on to use that platform for a range of activities such as art, drama (with Brit School), Tai Chi, quizzes, exercise classes, etc.’*

The Active lives Staff were very proud of the mention.

Act now to fend off the flu



Croydon's health chiefs are urging residents to get the flu vaccination.

Flu is an extremely serious virus, it is highly contagious and those who catch it can develop health complications which can be fatal. Each year the flu kills around 11,000 people and hospitalises thousands more, but there is an effective vaccine.

This year it's more important than ever for people at risk to get their free flu vaccine. If you're over 65, are pregnant, have a long-term health condition, or you're in a shielding household, speak to your GP or pharmacist to get the free flu vaccine.

Children aged 2-3 can get a free nasal spray at their GP. School aged children up to year 7 will be offered the vaccine at school – if you have an eligible child, please make sure they get it to help stop the spread of flu. The flu spreads from person to person – even amongst those not showing symptoms. The vaccine is the best protection for you and those around you.



- The flu vaccination is safe and effective and must be given annually.
- It cannot give you the flu.
- It does not protect you from COVID-19 or seasonal coughs and colds, but it does give protection against the strains of flu virus that will be circulating this year.

Should you still get flu after the vaccination, it is likely to be milder and not last as long. You can get advice from your GP or pharmacist and on the NHS website <https://www.nhs.uk/conditions/vaccinations/flu-influenza-vaccine/>

Preparing for Winter

On the 22 September Guy Van Dichele, Executive Director Health Wellbeing and Adults & Matthew Kershaw, Chief Executive and Place Based Leader for Health attended the Health & Social Care Sub-Committee to update on COVID 19 planning, and services delivered across the borough by health and care services.

Their report also provides insights from the lessons learned, and how these are being used to inform planning for winter and / or a second wave of COVID 19. You can read the full report [here](#)

The NHS is still here for you

In my last bulletin we included a piece about the importance of speaking to your GP if you have a health concern.

There have been a lot of changes put in place to keep you safe when you need services from the NHS.

Whether you are visiting your GP, accessing support for your mental health or going into a Croydon hospital for treatment or a procedure, staff want to make you feel safe & as comfortable as possible.

This is why our NHS colleagues have put in place precautions to help put your mind at ease.

You can watch [this video](#) where Dr Agnelo Fernandes, Dr Nnenna Osuji and mental health nurse Judith Vance our colleagues from mental health, Croydon University Hospital and the GP collaborative tell us the measures that are place



I hope you find this bulletin interesting, if you would like to contact me about anything, please do so on:

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