



Families, Health and Social Care Cabinet Member Bulletin Councillor Louisa Woodley March 2018

LATEST NEWS

Dementia friendly Croydon

Croydon is working towards becoming a dementia friendly borough and Croydon Council joined the Croydon Dementia Action Alliance committing to dementia friendly actions.

With more than 850,000 people living with dementia in the UK and nearly 40% of the population knowing a close family member or friend who lives with dementia, it's more common than you might think.

You can support Croydon and people living with Dementia by becoming a Dementia Friend. Anyone of any age can be a Dementia Friend, all you need to do is to learn more about what it's like to live with dementia and then turn that understanding into action. The actions don't have to be big, it could be as simple as being patient if someone ahead of you in the supermarket is struggling or as big as ensuring a new building is dementia friendly.

Dementia Friends Champions are running bite sized dementia awareness sessions. Each session lasts for 45 mins – 1 hour, no laptops or notebooks needed, just go along and learn.

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All-age disability HUB for Croydon

Croydon has long had the ambition to develop an enhanced offer for people of all ages, and all disabilities and has started plans to develop an all-age disability HUB at St James Road, on the site of the old Cherry Orchard day service. The exact offer at St James's Road is still being scoped, but the new site will provide better facilities giving us the ability to provide a wider variety of person-centred services and facilities that are needed within the borough.

We are building on the insight gathered by the ['Walk in Our Shoes'](#) project, talking to people who currently use the service, their families and carers. We held a successful engagement session on March 6, where people came along to give their ideas about the facilities that could be available, discuss the developments with staff, and see the plans for the new site. The architects, [Pedder and Scampton](#), who have a history of working closely with communities and a strong focus on user and stakeholder engagement, were at the event gathering information from the attendees.

As part of this development, the Autism service, currently based in Chatsworth Road, will be relocating to the new premises. Staff and people using the service will be fully supported throughout the move.

We will continue to involve people in the development and keep the community updated on this exciting project.

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Delivering services during the cold and snow



Unfortunately, the poor weather can have a seriously negative impact on the welfare of some of our most vulnerable and elderly residents. CarelinePlus, which helps people live independently in their own homes and provides a 24/7 response service to about approximately 3000 vulnerable residents in Croydon and the Living Independently for Everyone (LIFE)

service, which supports people to have early safe discharge from hospital or prevent hospital admission have both been working tirelessly to continue to support residents. Margaret Bailey, service manager said 'committed frontline staff have made their way to work wherever possible and covered for colleagues when required.'

An example from March 1 is that Careline staff received a call from a 96 year old lady who had no heating or hot water. Careline staff attempted to contact British Gas to come out as she has a 24 hour call out arrangement. They also visited and provided heaters, hot drinks and to make sure she was as safe and comfortable as she could be. The Careline team worked with centralised duty to make alternative arrangements for this lady in case she needed to be moved out temporarily, however she decided to remain at home. Careline continued to check on her over the next few days and the duty team chased British Gas to come out and attend to the problem.

The adults social care centralised duty team implemented a special action plan which included putting in place duty workers with specialised knowledge about resources available in these weather conditions. They completed welfare checks on our most vulnerable service users and also had our care providers and our meals on wheels service checking on people living on their own to ensure they are warm, and that they have sufficient food and drink to tide them over the weekend. Preparations were put in-train for visiting residents with food provisions and heaters, should the poor weather continue and the team were poised to assist residents who could not be reached by their visiting carers where required. These arrangements are all part of implementing our ASC Winter Plan, 2018.

A vulnerable elderly couple were unfortunately left without heating, and the problem could not be fixed immediately. Social services offered to transport them, via a taxi, to stay in alternative accommodation. However, since they wanted to stay at home, local community volunteers rallied around to help the couple who were much happier to remain in their home. The local community voluntary group arranged for heaters, food and all sorts of support for the couple to remain at home. Mrs X was very cheerful when social services phoned to check on them.

Our teams worked closely with partners to ensure homeless people and verified rough sleepers were placed in emergency accommodation / shelter. The churches shelter was open and full and 43 clients had been placed in emergency cold weather B&B. The outreach team took verified rough sleepers to a pan-London shelter. The emergency number for out of hours help was circulated to partners and the emergency duty team (EDT) placed people on an emergency night-by-night basis. The teams asked all partners and colleagues not to end and temporary placements during this adverse weather.

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Short breaks and respite – update

Croydon carried out detailed stakeholder engagement, using a range of methods to gather views from a variety of people, including those with learning disabilities. The feedback showed that there was a desire for more flexible short breaks and respite provision than could be offered at Heatherway. There was a great fondness expressed for the staff, but there was a lack of choice.

Throughout the process, social workers have, and continue to, work closely with families and people with learning disabilities to offer personalised respite in other locations.

Heatherway closed for short breaks and respite care on the 31 January 2018. All the permanent staff who were employed at Heatherway have been redeployed within Croydon council.

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DELIVERING OUR AMBITIONS

Developing our Carers strategy

Carers' Strategy 2017-2021



In Croydon approximately 10% of our population are carers, a valuable part of our health and social care system. Croydon council and NHS Croydon clinical commissioning group (CCG) are committed to supporting carers.

The carers strategy was coproduced with the Carers Partnership Group, involving young and adult carers, professionals and other key stakeholders. In total, 239 carers and professionals were engaged through 22 workshops. This was made up of 111 carers and professionals attending 13 workshops to coproduce the themes, ideas on service provision and commissioning. They helped to identify gaps in the current system that have informed the development of the strategy. There was also an online

survey open for six weeks. This was followed by further workshops to listen and ensure views were correctly captured.

From this key themes were developed and prioritised into three categories with a timeline for delivery. The next steps are to ensure these actions are delivered, it will be the task of the Carers Partnership Group to scrutinise the actions and where necessary support the delivery of the strategy. These outcomes will be evaluated annually by us to ensure delivery.

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Are you Sugar Smart?



It's been just a few weeks since Croydon launched its SUGAR SMART campaign, and in that time we have seen over 50 residents as well as eight schools, one nursery chain, and two businesses/organisations sign up to the movement! SUGAR SMART is part of our

commitment to support Croydon residents to improve their health and wellbeing by making healthier food and drink choices. Working in partnership with the Jamie Oliver Foundation and Sustain, the SUGAR SMART campaign aims to raise awareness of levels of sugar in the diet and its health implications, and to reduce sugar consumption across all age groups and communities across the borough. The campaign was launched at the Surrey Street Sunday market New Year, New You event on 14th January, and since then several more SUGAR SMART events have been held in various locations including schools, colleges and GP practices, with more in the pipeline.

If you would like to learn more about the campaign and how you, your family or your educational, health or business setting can get involved, be sure to visit our website at www.croydon.gov.uk/sugarsmart or contact sugarsmart@croydon.gov.uk

YourCare

YourCare is an exciting, new venture wholly owned by Croydon Council which has been set up to improve the quality of life and independence of adults, children and young people by offering a trusted equipment retail service to customers across the UK.



We have a friendly and helpful team who are Trusted Assessors. This means they are able to provide advice and make suggestions on what equipment may be best to support a person's needs, helping them to make a fully informed decision to be independent at home or in a similar setting.

YourCare will begin trading in April 2018 with the launch of a [brand new website](#) offering over 1000 products, available in store and online.

The shop is at 28 Boulogne Road, CR0 2QT, open Monday to Friday, 9am – 5pm. To get in touch call 020 8664 8860, option 3.

More information: wecare@yourcare.org.uk

Community Equipment Service - Croydon Council Team of the year

Based at 28 Boulogne Road, the Croydon equipment service (CES) provides aids and adaptations to help people remain safely in their homes, whether they have a physical, hearing or sight disability or have a long term health need.

The CES team have a real 'can do' attitude and always strive to offer the very best service to their clients while maintaining their marketplace leaders in innovation. In the last year the service delivered 69,000 specialist pieces of equipment to 25,000 clients. CES carry out all deliveries, adaptations decontamination, cleaning and recycling of ICES equipment for Croydon, Sutton and Merton councils. CES also works in partnership with 5 other boroughs carrying out their procurement function, these include the County of Essex, Sandwell in the West Midlands and Tower Hamlets, Newham and Bexley councils.

AMBITIOUS FOR CROYDON

CES regularly receive compliments for their outstanding work, for example:

Your service is much appreciated throughout the year by Sutton staff and our residents.

Your timely response and support especially at bank holidays, over the Christmas, New Year and already potential severe weather conditions, has enabled care and nursing equipment to be loaned so that disabled people can continue to be supported in their own homes. Thank you to you all

I wanted to email so as to let you know how amazing your staff team are. I had an enquiry and urgent request for some equipment for a patient of mine who was wanting to go home- for his end of life care.

X was superb.

She helped me to sort out a same day delivery- nothing was too much trouble for her- she was patient, effective and efficient and helped to arrange same day delivery. When I was able to go back to the ward and to the patient, the ward and the Doctor were delighted, the patient and their family started to cry...

So, I just wanted to say a huge 'Thankyou' for making a difference to someone's life today

With very grateful thanks

More information: glenn.bartlett@croydon-equipment-solutions.com or call 020 8664 8860

WORKING WITH PARTNERS

"Partnership working improving the lives of older people"

As part of the local health and care partnership One Croydon, adult social care services have been working with health services and the voluntary sector to introduce new ways of integrated working.



The new LIFE Team,

(Living Independently For Everyone) has been working hard to support people to have safe early discharges from hospital and prevent admissions to hospital. The combined working of social care staff, therapists and nurses alongside a domiciliary care provider and the voluntary sector has helped over 400 people since the service started at the end of September. The new LIFE service began with a planned gentle roll out on two wards at Croydon University Hospital but by November the team had to speed up the project to respond to the growing demand that all NHS services have experienced this winter. The LIFE team rose to this challenge magnificently and pulled out all the stops to support hospital colleagues in safely discharging patients.

AMBITIOUS FOR CROYDON

The service not only has significantly reduced the length of stay in hospital for this group of patients, but 60% receiving the service did not need ongoing support by the end of the 6 week programme.

Social workers have also been part of integrated working in the "Huddles", the new multiagency team working based around GP practices. Here they have joined GPs, community nurses, pharmacists and the new Personal Independence Coordinators (PICs) from Age UK Croydon to proactively plan the care of people with complex needs. This [video of Robert's story](#) shows how joined up working helped one Thornton Health resident.

These initiatives are only the beginning of transforming health and care services in Croydon. The next step includes working with the voluntary and community groups to create six Local Voluntary Partnerships to support local people to play a greater role in managing their health and care and remain independent.

The model received much praise from the 'National Home to Hospital Team' who visited us in November, and they are promoting us as a good practice example for others to learn from.

Our vision 'Working together to help you live the life you want'

More information: Rachel.soni@croydon.gov.uk or Kathy.wocial@croydon.gov.uk

Improved performance on delayed transfers of care

There has been a significantly improved performance on delayed transfers of care (DToCs) – all attributable to the implementation of the integrated LIFE model and the Discharge to Assess service since it commenced in September 2017:-

- During April to August 2017, the average number of delayed transfers of care were 29. From September 2017, this number started to drop from 23 in September to 11 in December 2017.
- The above pattern was also reflected in the number which were attributable to Adult Social Care, from April to August 2017 the average number of social care attributable delayed transfers was 11. From September it dropped to 8 and is now at 3 for December 2017.
- The number of delayed days between April and August 2017 was high at an average of 893 delayed days each month, which sat Croydon at one of the worse compared to our statistical neighbours. In September we saw a considerable drop

of days delayed and this has continued to reduce month by month, resulting in an overall reduction of 519 delayed days between August 2017 and December 2017. Croydon now sits at 8th best compared to our statistical neighbours (up from 13th).

A reduction in DTOCs and delayed days means that our residents have the best outcomes and recovery out of hospital.

More information: Pratima.Solanki@Croydon.gov.uk

Success supporting people who hoard

Croydon and MIND worked closely together to run a successful scheme to support people who hoard. The scheme, which was funded by Croydon Council and developed and run by the charity Mind in Croydon, involved people attending group meetings over a 12-week period, as well as one-to-one sessions at home with their declutter buddies.



Hoarding can result in social isolation and safeguarding issues, so being able to help someone can make a great difference to their lives. Working with their hoarding buddy, the person is supported to take practical measures such as bagging-up items, filing or taking unwanted items to the charity shops. This, along with the counselling support can help people understand why they hoard and hopefully to be able to let go. This project was covered by the BBC, you can [read more](#) or [watch a short clip](#) from the news at ten.

More information: Sean.Olivier@croydon.gov.uk

Success of Food Stop



The Food Stop shop was launched by the Mayor of Croydon and JB Gill (former JLS band member) in October 2017 at a family fun day attended by nearly 400 local residents.

It is a partnership with the Community Connect Alliance, London's first combined welfare and food club - 'The Food Stop'. Based at the Family Centre in Fieldway, residents get around £15-£20 worth of fresh fruit and

vegetables, meat, dairy and other foods for £3.50 per week. The scheme is innovative because it offers a wider range of products than is usually available at a food bank and membership conditions provide families with a holistic support package via Community Connect. This includes access to a community job club, homelessness prevention and personal budgeting support. Food Stop membership provides a clear pathway to employment, improved housing options and financial stability.

The idea was turned into reality thanks to a grant from the Evening Standard Dispossessed Fund's Food for London programme and financial support from council repairs contractor Mulalley, Public Health and the Gateway service.



It has surpassed its target of 100 members within just weeks of its launch and has already helped struggling households save a combined £6,154. This success is as a result of partnership working between the Community Connect Alliance, including the Council, the Family Centre and FareShare (a national charity that redistributes surplus food to frontline charities/community groups that support vulnerable people).

As part of the project, we also launched a FareShare Local Collection Point (LCP), a central point for local groups to collect surplus food from. Food is delivered to the LCP weekly by FareShare London volunteers and collected by the organisations signed up to LCP. By receiving food from FareShare London, these organisations are better able to provide nutritious meals to Croydon residents alongside their respective, ongoing support services.

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