



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

LATEST NEWS

As this is my first bulletin of 2018 I would like to wish you all a very happy and healthy 2018.

I am starting by thanking all the council, health and voluntary sector staff that have been working to develop and deliver the new One Croydon services that have been introduced in the borough.



These new services are providing a more personalised and joined-up approach to health and care services for older people in Croydon and are already improving people's lives. I would particularly like to acknowledge their hard work during the recent very challenging weeks. Staff in the new services have worked closely with hospital staff and local GP practices to ensure that Croydon residents did not experience the same high levels of hospital delays and cancellations that we have seen in other areas.

These new services are the start of a radically new way that Croydon health and social care services are working in partnership to improve the outcome for people.

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

Living Independently for Everyone – LIFE

During 2017 we integrated our services through the One Croydon Alliance and introduced new models of care through our integrated out of hospital business case. These new services (for example, the 'Living Independently for Everyone' – LIFE, and the Discharge to Assess models) are already having a positive impact on our delayed transfers of care and hospital and/or care home admission avoidance.

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These services are providing a stronger and more coordinated approach to winter pressures across the whole health and social care system in Croydon.

Already, the model has made a significant and positive impact during the Christmas period. The Croydon Alliance model has allowed a better and more robust response to the pressures and has seen the Croydon health and care system perform better than our neighbouring systems. We have had very good initial results, particularly on the length of acute hospital stay and hospital admission avoidance. Also, we are seeing a far greater percentage of people not requiring long term domiciliary care and our permanent care home admission rates have dropped. There is also anecdotal evidence (feedback from staff and service users) that LIFE and Integrated Care Network services have produced good outcomes for wellbeing for many residents, there is an example below.

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.

Case study, Mrs DW (100 years and 4 months old)

Mrs W contacted the 111 service on 31 December 2017 in the evening after her private carer, who provides a morning and afternoon visit assisting with transfers in and out of bed and emptying her commode, informed her she was unwell and unable to provide her usual support.

Mrs W's told the 111 service she was worried as she was unable to get in and out of bed without support and her commode had not been emptied, and she was feeling unwell and anxious

The 111 service contact the Council's Emergency Duty Team and SV (an advanced social worker) arranged support for Mrs W via the Surecare agency that is the allocated agency to provide emergency care on out of hours as part of the Croydon Alliance LIFE model. Surecare arranged support for Mrs W immediately.

Surecare's intervention as part of the LIFE team, was able to ensure her care needs were met and prevented a hospital admission. In the past, without the new life model, many older people at risk may have had to go to hospital, something the LIFE model helps to prevent.

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

Are you ready to make a change in 2018?



After those festive treats, we know that making New Year's resolutions, and sticking to them, can be daunting - but help is on hand!

The JustBe Croydon website at www.justbecroydon.org has been created to provide residents with information, advice and support to make it easier to give up unhealthy habits and start 2018 with positive intentions.

By taking a short health MOT at www.justbecroydon.org/health-checker/health-mot/ you can assess your own health and you will receive a personalised report with advice to help you make improvements to your lifestyle in the New Year.

Do also look out for the billboard posters around Croydon with a 'New Year, New You' message that aim to get you thinking about any changes you would like to make in the year ahead.

More information: Rachel.Flowers@Croydon.Gov.UK

Takeover Challenge

On Friday 24 November 68 young people took over some of the top jobs in the Borough as part of Croydon's first Takeover Challenge. Adult social care and all age disability played its part and hosted 3 young people aged 14 and 15 who are students at Meridian High School, Archbishop Tenison's and Cotelands.



They started their day by meeting with Pratima Solanki, director of adult social care and all age disability. An engaging conversation was had, with the young people grilling Pratima about the service and making some really interesting suggestions. They then moved onto meet head of safeguarding, Nick Sherlock to learn about how Croydon manages safeguarding – an incredibly important topic that everyone should know about. The busy day continued by learning about the range of person centered day services available and meeting the Autism service gardening group, who maintain the 8th Floor café gardens in Bernard Weatherill House.

After lunch the group visited the autism service at Chatsworth Road and chatted to the staff, clients and service manager Paul Wallingford. The final meeting before all participants got together for the Town Hall celebration reception, was a question and answer session about mental health services – another challenging area.

The overall feedback was very positive - 100 per cent would recommend other young people participate in the Takeover Challenge. Pratima and all the staff who were involved found the experience incredibly rewarding, particularly being able to learn about peoples first hand experiences with some of the services Croydon provides, and are looking forward to next year!

More information: Pratima.Solanki@Croydon.Gov.Uk

Helping customers in emergency accommodation

The numbers in nightly charged accommodation continue to fall from a high of 907 in August 2016 to the end of year figure of 675. Of this figure only 86 are in shared accommodation and of the majority of these are single households. The number of families in shared nightly accommodation over 6 weeks still remains historically low and as remained between 0-3 for the last 3 months.

This success has been due to the continuing excellent performance of a number of teams:

- Preventing 60% of all cases that see the prevention and advice service
- Reducing the backlog within homeless casework
- Making better use of alternative accommodation such as Concord, Sycamore and Windsor
- Increased assistance to help households in bed breakfast to find their accommodation in the private sector
- Increase in supply of longer term accommodation

Because of the reduction in the use of nightly charged accommodation we have been able to hand back a number of block booked nightly charged accommodation that was either further away from Croydon, or, where we had received high levels of complaints around standards.

More information: Paul Aston: paul.aston@croydon.gov.uk

A health check on our safeguarding practice

During January, we will be having an independent audit of our safeguarding practice in adult social care. Nick Sherlock, head of safeguarding a quality assurance, has planned this so we can understand what we are doing well and highlight any areas that may need development.

The audit is in two phases,

A fact finding exercise having discussions and engagement with key safeguarding practitioners and managers. This will be followed by the auditing of randomly selected cases focusing on:

- Concerns which do not go onto Section 42 Enquiries
- Safeguarding Enquiries
- Implementation of protection plans post Case Conference

Once the audit is complete, the senior management team will receive an overview report and the outcomes shared with the Safeguarding Board.

More information: Nick.Sherlock@Croydon.gov.uk

DELIVERING OUR AMBITIONS

Substance misuse team making a difference

It's always good to see the excellent work completed by the substance misuse team at Croydon. Shalene, who has recently completed her Level 3 Diploma in health and social care, received a beautiful bunch of flowers and a card from a client thanking her



'Dear Shelene,

I want to thank you so much for all the help you have given me,

it has changed my life so much for the better...'

Paul Richards, Principal social worker & head of mental health social care, explained that this was a great example of the worthwhile work that the team do and particularly good practice from Shalene.

For more information: paul.richards@slam.nhs.uk

Victims of Modern Slavery - Local Authority Pathway Programme

The safeguarding adults team have worked closely with colleagues across the council to submit a bid to the Department for Communities and Local Government to fund a project to help and support victims of modern slavery.



According to the *Underground Lives* report, published by Hestia in November 2017, Croydon had 61 cases of modern day slavery since 2016. This was significantly more than any other borough with the vast majority (51) of victims being female victims of sexual exploitation.

Croydon has long recognised the issue locally and formed a committee against trafficking which now sits jointly under the Children's and Adults Safeguarding Boards. This sub-committee looks to drive a slavery prevention agenda forward in Croydon and to educate local businesses and groups.

If successful this bid would fund the project which aims to help survivors develop independence and create appropriate links in the Croydon community. Examples of this are work, accommodation, health, social activities, mental health, legal, financial and education (including language skills) resulting in long term meaningful and lasting changes to their lives.

More information: Nick.Sherlock@Croydon.gov.uk

WORKING WITH PARTNERS

We are Sugar Smart Croydon



In my last newsletter, I told you about our plan to make Croydon a SUGAR SMART borough in 2018. We are working in partnership with the Jamie Oliver Foundation and the charity Sustain on this exciting new campaign to increase awareness of sugar in our food and drinks, its health implications and to reduce the amount of sugar adults and children consume.

The campaign was launched at the **New Year, New You Surrey Street Sunday Market on 14th January**, an event for individuals and families to learn more about

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sugar's effect on health. Information was available to help people take a few easy steps to reduce the amount of sugar in their diet.

In Croydon, around 1 in 4 children or more have decayed, missing, or filled teeth by the time they're five years old. What's more, 1 in 5 children starting primary school are overweight or obese. This rises to well over 1 in 3 by the time they start secondary school. These problems can persist into adult life and can cause serious diseases such as type 2 diabetes, heart disease and some cancers. It's time to kick our sugar habit!

The SUGAR SMART campaign encourages Croydon residents, businesses, and other organisations to sign up and make small pledges to reduce the amount of sugar in the food or drinks you consume, offer and promote.

For more information email sugarsmart@croydon.gov.uk, visit www.croydon.gov.uk/sugarsmart. We look forward to welcoming you on board!