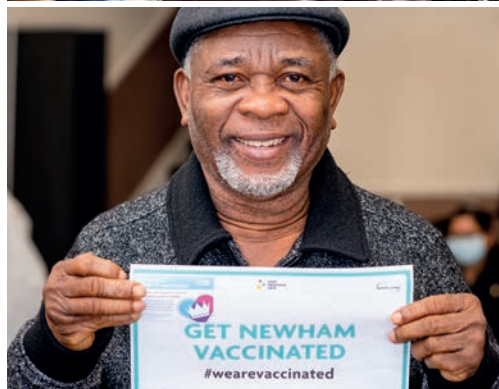


WE ARE CARING.

WE ARE NEWHAM.



ADULT SOCIAL CARE AND HEALTH LOCAL ACCOUNT 2020-21

www.newham.gov.uk/adultsocialcare

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FOREWORD

We are pleased to present the Local Account for Adult Social Care 2020/21. A Local Account gives you an insight into how our services are performing and the impact they have had on our residents. It recognises the brilliant work that has been accomplished together and sets out the plan on what we want to improve and achieve in the year ahead. After an unprecedented year, it has been a good opportunity to take stock of the achievements and ensure our vision and strategy for the future is ambitious enough to continue improving the lives of our residents. We hope you find reading this account insightful and interesting and it gives you the same feeling of deep pride in our borough and optimism about how we will be developing and delivering services in the future.

Throughout the pandemic, adult social care (ASC), voluntary, community, faith groups and the wider community came together and coordinated a response to the challenges of isolation. Sharing information and resources to support individual, families and our borough with outstanding results. As we move forward, we want to echo this response of collaboration in all future service design and delivery.

We are excited about working in this new partnership and believe it is integral in providing innovative, quality services that are value for money which allow our residents to live fulfilling, healthy and independent lives and that families and carers have access to information and services to support them in looking after their loved ones.

We hope you find this Local Account informative and as always we are happy for any feedback.

If you would like to get in touch, please email localaccount@newham.gov.uk



Colin Ansell
Director of Adults
and Health,
Newham Council



**Councillor
Zulfiqar Ali**
Cabinet Member
- Health and
Adult Social Care
(Statutory Lead
member)

INTRODUCTION

What is a Local Account?

A Local Account gives residents an insight into how our services are performing, how we have spent our money, the impact our services have had and our plans for the future. It provides an overview of the progress we have made in Adult Social Care and Health as well as highlighting the areas where we need to improve in.

Adult Social Care

Adult Social Care supports residents aged 18 and over who have care and support needs arising from a disability or an illness. Assistance is also provided to carers who spend time providing necessary care to another adult.

We aim to improve the lives of residents by providing support to help stay independent, healthy and active in the community for as long as possible and to delay the need for longer-term support. Many of our services are delivered in accordance with our primary legislation, the Care Act (2014).

We support residents by providing information, advice and referring to services. When required, we can also help to arrange the provision of support for personal care and other everyday tasks.

We carry out assessments with residents to determine the level of appropriate care required. This may include care and support at home, day services, provision or recommendations of aids and adaptations, supported accommodation or residential/nursing care.

We want to promote wellbeing and support residents to achieve the outcomes that are important to them.

It is important that we recognise residents as experts in their own lives and their wishes, feelings and beliefs are central to any decisions, as well as recognising the things they can do and making sure we tap into their local networks of support.



Health Partnerships

Adult Social Care has a long-established partnership with our Health colleagues. We work together to better support our residents who have health and social care needs. This ensures we give residents the right information, remove duplication and make sure residents can access seamless services in the community.

‘Our Well Newham’ offer links the council, NHS, and voluntary sector partners to ensure that every Newham resident is supported in improving their health and wellbeing.

Rough Sleeping Prevention

We also have a dedicated Rough Sleeping team to engage and support residents who are street homeless into rapid support services which addresses health and social care needs alongside accommodation.

The Rough Sleeping Team work very closely with the voluntary, faith and community sector, who provide support with food, clothing, mental health, drug and alcohol misuse and information to break the cycle of homelessness.

COVID-19

The pandemic highlighted the undeniable and very major concerns about increasing inequalities; but equally, the enviable sense of community that enabled us to accelerate getting support to our residents when ordinary avenues were unavailable.

One of the key challenges we face in Adult Social Care is making sure we are relevant to the changing and growing needs of our residents while keeping our residents safe, well, independent and connected in their community. The pandemic did not change this for Adult Social Care, in fact it made it more poignant than ever.

Adult Social Care continued to optimise the safety, wellbeing and quality of life of our residents by making sure timely assessments were undertaken. This included the rapid delivery of the Integrated Hospital Discharge Hub which was set up in response to COVID-19 to support residents' safe and secure discharge from hospital. The Hub meant that we were able to offer a coordinated response with our multidisciplinary partners, such as the NHS Trusts, Age UK East London and Enabled Living Healthcare.

This improved the timely discharge of getting people home. We are reviewing the Integrated Discharge Hub to make sure we embed all of the benefits and lessons learnt, beyond COVID-19, into our new ways of working. We also invested in our technology offer to enhance services where face to face contact was not available.

Throughout the pandemic, we continued to support our most vulnerable and isolated residents through a range of targeted interventions.

- Launched **#HelpNewham** which offered COVID-19 support in each neighbourhood
- **20,000+ self-isolating residents** were offered wellbeing checks via our COVID-19 Response Service
- **3,000+ socially isolated residents** were supported through the pandemic via 'Newham Befriending' service
- **3,000 households per week** were supported with food parcels, hot meals and advice in partnership with Newham Food Alliance
- 7 days a week **COVID-19 Helpline** in partnership with Community Links offered to residents offering support and advice.
- **600+ residents and staff** were involved and continue to work on our **Covid Health Champions** programme. Sharing public health messaging across networks in our borough.
- Newham **Stay Home Support Payment** supported families who lost earnings due to having to isolate





We worked closely to support our care providers to manage the risk of COVID-19 infection providing support and guidance where required to ensure a high quality of care and support was maintained.

We provided care homes with devices when restrictions were in place so that residents could stay connected with their loved ones and our staff could continue to carry out assessments.

We worked with our Community Bereavement Service to make sure our residents could also access Early Bereavement Support in addition to traditional bereavement counselling¹; extended the number of counselling sessions from six to twelve for those who required it; introduced specialist bereavement support for residents with Autism and/or Learning Disabilities; and produced a booklet² for those bereaved as a result of COVID-19 or during the pandemic.

Despite the significant financial pressures, we are immensely proud of how we delivered services to our residents throughout the pandemic and we also gained agreement at Cabinet in February 2021 to be a London Living Wage employer. This means that all staff directly employed by the council will receive the minimum hourly wage.

¹ Traditional bereavement counselling usually starts six months post a bereavement.

² www.mithn.org.uk/information-resources/covid-19-information-resources



WHERE PEOPLE DO NEED MORE SUPPORT, THAT SUPPORT WILL PROMOTE WELLNESS AND MAXIMISE INDEPENDENCE.

SHAPING YOUR SERVICES

The Adult Social Care service design is shaped by our council-wide strategies which set out the key priorities and ambitions, including our 'Towards a Better Newham' strategy³, Community Wealth Building strategy⁴ and 50 Steps Health and Wellbeing strategy⁵.

Our Vision

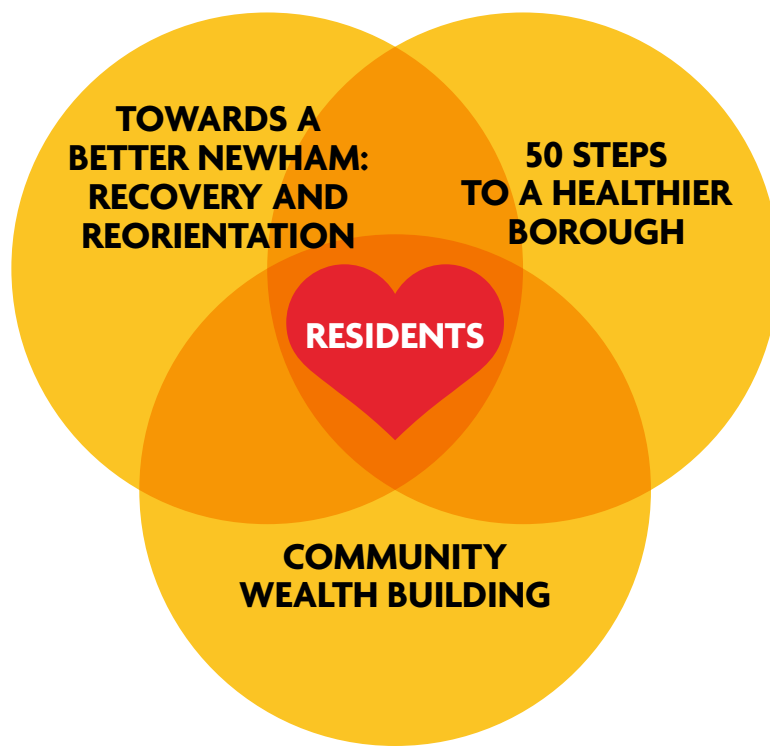
To improve the health and wellbeing of all adults in the borough and to support them to live as independently as possible within their local communities.

Our Strategy

For those who require care and support, we will ensure that they can access the right support at the right time.

Residents will have choice and control over the care and support they receive and will have access to person-centred, high quality and safe services which deliver value for money.

We will work with partners in health and the voluntary, community and faith sectors to provide joined-up services to people close to where they live.



TOWARDS A BETTER NEWHAM

Pillar 4: The council will make sure our residents are healthy, happy, safe and cared for.

Ensure residents are healthy enough to thrive, even in times of recession, and that when care and support services are required, residents receive a seamless, person-centred approach to their care with good quality services ensuring that they are happy and safe.

50 STEPS TO A HEALTHIER BOROUGH

Step 2: Limit impact of COVID-19 on residents, both through direct impact of infection and indirect impact on physical and mental health, and social and economic wellbeing.

Step 14: Support residents to age well and maximise quality of life.

COMMUNITY WEALTH BUILDING

Tackling poverty, health, economic, racial and gender inequalities in Newham.

Ensuring residents have the same opportunities if not more by generating openings through local procurement and addressing inequalities.

³ www.newham.gov.uk/downloads/file/3035/towards-a-better-newham-strategy

⁴ www.newham.gov.uk/downloads/file/536/communitywealthbuilding

⁵ www.newham.gov.uk/downloads/file/4041/50-steps-health-and-wellbeing-strategy-original-final-0221

OUR PRINCIPLES

Our approach is underpinned by five principles that are woven through every single action that we take and put Newham residents at the heart of everything we do.

PERSON-CENTRED CARE AND SUPPORT

We provide care and support that is tailored to our residents so they can achieve the things that matter most to them. This means putting the resident at the centre of everything we do, supporting them to choose and control what care and support they receive. We will treat every resident with respect and dignity.



STRENGTHS-BASED AND OUTCOMES-FOCUSED

We will work with individuals in a way that recognises that they are experts in their own lives, will have hopes and aspirations and have a range of strengths and assets (including personal strengths and social and community networks and including carers, families and friends). We put the individual and their well-being at the heart of everything we do and we will support residents to achieve person-centred outcomes.



PREVENTATIVE AND SUPPORTS INDEPENDENCE AND WELLBEING

We will support our residents to improve their health, wellbeing and quality of life through access to a range of information, advice, activities and more targeted support. We will work with partners to improve wider determinants of health. Our commitment to improving health and wellbeing aims to support residents to live independent, fulfilled lives within their communities and neighbourhoods.



PREVENT HARM AND REDUCE THE RISK OF ABUSE, NEGLECT AND SELF-NEGLECT

We will work collaboratively to prevent abuse, neglect and self-neglect from occurring and to raise awareness of what abuse and neglect is. Our response to concerns will be timely, coordinated and effective in managing risks. We will support residents to make choices and remain in control about how they want to live, to optimise residents' safety, wellbeing and quality of life.



HIGH QUALITY, VALUE FOR MONEY SERVICES

We aim to deliver a high-quality offer to our residents, which provides value for money and is outcomes-focused. We will work closely with our partners and providers to ensure that we are continuously evaluating and improving services, to ensure that they are meeting the needs of our residents both now and in the future. We will work with our residents to co-produce, co-design and shape services.

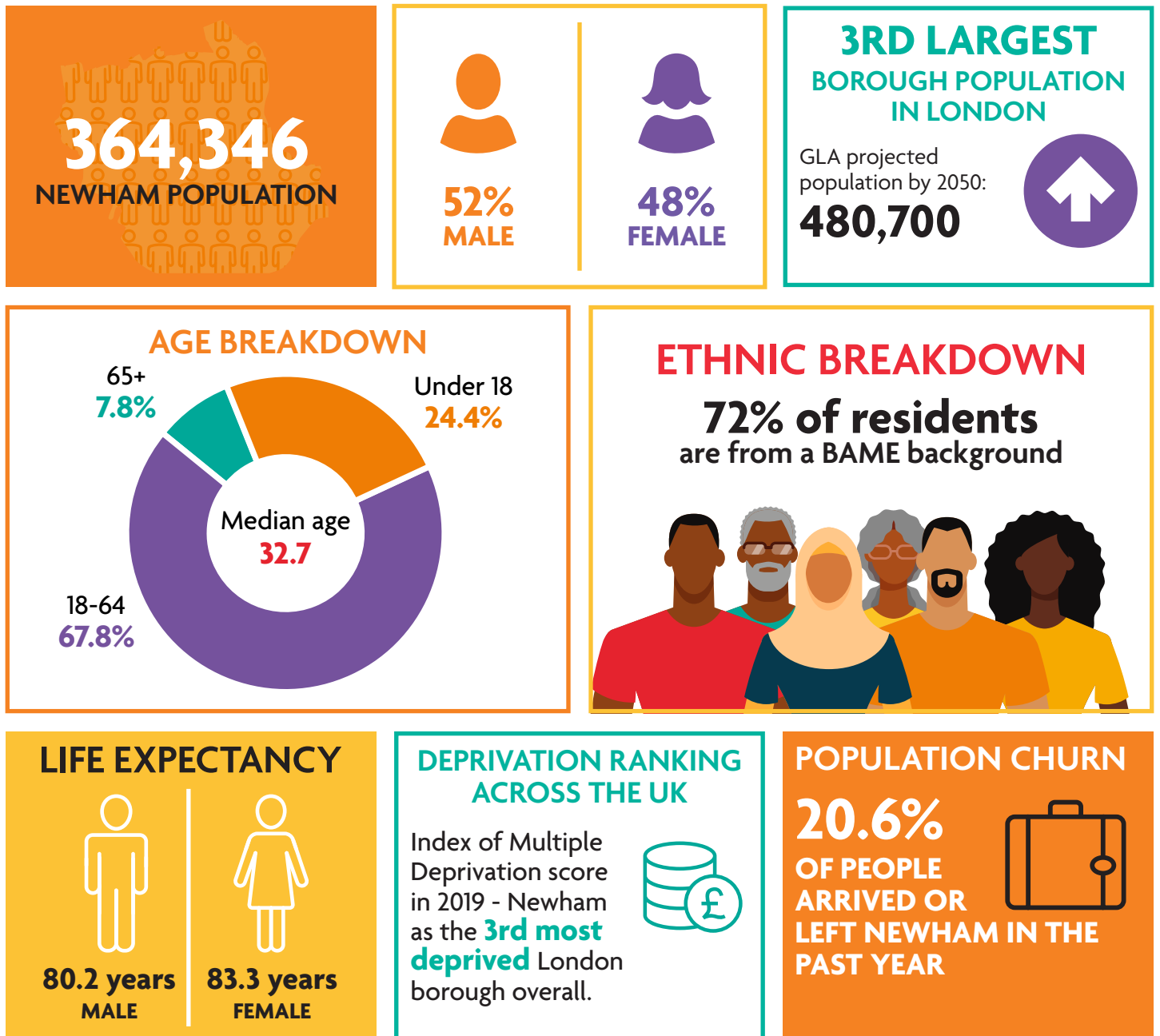


ABOUT NEWHAM

The demand for Adult Social Care rises every year as people are living longer with more complex needs and our population continues to grow. The illustrations on the next few pages give you an indication of the position for Adult Social Care during 2020/21 in respect of:

- **Population and Demographics** – Who lives in our borough
- **Adult Social Care Figures** – Who accesses our services
- **Budget** – How we spend the Adult Social Care funds

Population and Demographics⁶



⁶ www.newham.info/newham-facts-and-figures

Adult social care performance

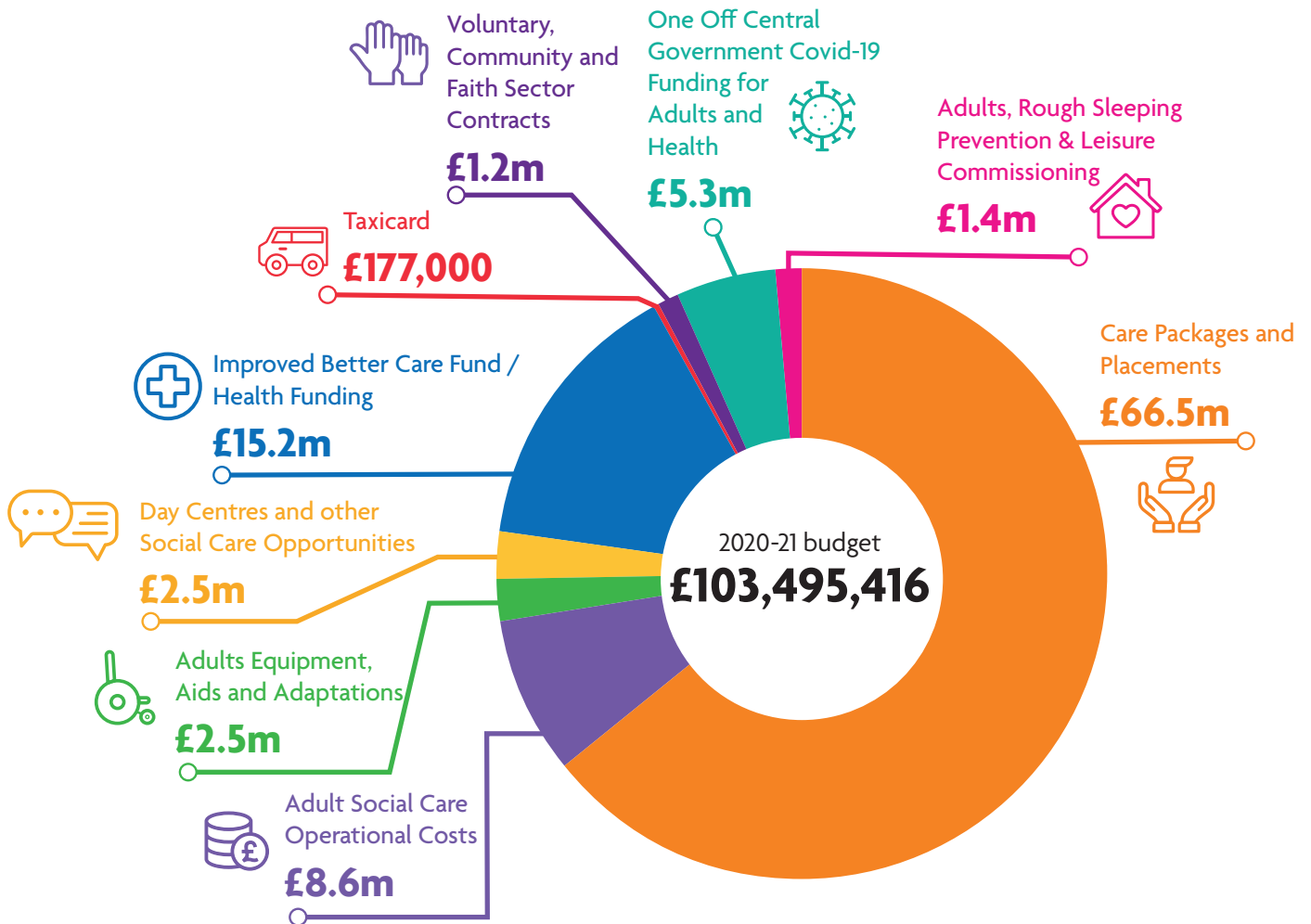
Adult social care figures (between the periods 1st April 2020 – 31st March 2021):



Budget

The chart below shows how the money was allocated for each area to deliver services for our residents.

Although **£103,495,416 was allocated** the actual spend for 2020- 21 was £103,577,042 – an overspend of £81,626. This was due to an increase in demand for Care Packages and investment into the voluntary, community and faith sectors as they provided vital support to assist with the burden of the pandemic.



PROUDEST MOMENTS FOR 2020-21

Adult Social Care

- Our Integrated Discharge Hub supported hundreds of residents while they transitioned from hospitals back safely into their homes.
- Our care homes and domiciliary care providers were able to keep residents safe by providing a PPE chain when there was a national shortage.
- Re-commissioned our Reablement service to increase capacity to provide a rapid, value for money service which focuses on supporting residents to regain independence and skills after a setback, therefore reducing the ongoing need for longer-term services.
- Re-commissioned our Independent Living Support Service with a focus on neighbourhood-based care and support.
- Our Independent Living for Young People with Special Educational Needs and Disabilities project worked intensively with young adults aged 17-25 who have a learning disability. The focus of the project was to support the group to live 'ordinary' lives and be full members of the community. They were offered specialist assessments so they could create their own personalised 'Achieving Independence Plan', which was co-produced with them, their families and carers.
- Using feedback from residents, we co-produced a new Carers Strategy⁷ to recognise and raise the profile of Carers (of all ages) in the borough; and to provide support to residents to identify themselves as a Carer, early in their caring journey.
- Partnership working has been strong during the pandemic. The Independent Chair of our Safeguarding Adults Board meet weekly with our Corporate Director for Adults and Health, and our Safeguarding Adults Board continued to meet virtually every 6 weeks (this is more frequent) to coordinate our multi-agency response to abuse and neglect in order to optimise the safety of our residents.
- We worked collaboratively to support our care providers during the pandemic to enable continuous delivery of high-quality care and support for residents.
- During the pandemic, we continued to carry out all of our statutory obligations and did not enact any of the Care Act easements.



⁷ www.newham.gov.uk/health-adult-social-care/carer-2/4

Public Health

- Delivered multiple living healthy campaigns, including Live Well Newham⁸, which is a weight management programme aimed at helping residents achieve long term behaviour changes with personalised support. This service will help people to reduce their risk of being an unhealthy weight, which is a factor for serious adverse outcomes from COVID-19 infection. The 12-week programme for local residents which offers cultural and gender-specific weight management support and advice.
- Delivered ‘Get Newham Moving’ which was an online activity programme delivered with activeNewham over 20 weeks in lockdown. The programme offered free, fun, low impact sessions to keep residents moving at home.
- Launched five new Community Integrated Mental Health Services (CIMHS) to transform mental health service provision across Newham. The new model of integrated care now covers all residents and brings together NHS mental health professionals, primary care, VCFS partners and people with lived experience as peer support workers.
- Launched a new specialist stop smoking service, ‘Quit Well Newham’⁹, in 2021 and a smoke-free action plan for Newham has been developed.
- Launched Connect Newham to offer telephone-based befriending support to older residents of the borough, particularly those experiencing isolation related to Covid. With additional funding from the Office for Health Improvement and Disparities (OHID), we have also been able to offer capacity building for local community groups to offer culturally informed befriending services to their communities.
- Increased capacity in our locally based Refuge service, including additional bed spaces, increased counselling capacity during and after a stay in the Refuge and an additional children and family worker.
- Increased the workforce in ‘Newham Rise’ our substance misuse service to specifically support residents with substance misuse. The service also quickly moved to offering psychological support via digital media and developing a safe and secure delivery service for daily medication.



⁸ <https://xylahealthandwellbeing.com/our-services/weight-management/live-well-newham/>
⁹ www.newham.gov.uk/health-adult-social-care/help-quit-smoking

Prevention of abuse, neglect and self-neglect

- We worked closely with other organisations to manage the risks and where necessary carried out visits throughout the pandemic. Residents were contacted as part of wide-scale welfare checks and this proactive approach led to the early identification and prevention of potential safeguarding issues, such as neglect, before they potentially became a concern.
- The volume of referrals fluctuated during the pandemic as a result of changes in restrictions. There were also changes in the location and types of concerns being reported - an increase in referrals in an individual's own home and a reduction in referrals in Care Homes. As restrictions were removed, we closely monitored and responded to an increase in referrals related to domestic abuse, online abuse, financial abuse, bogus callers, scams and self-neglect.
- Developed our 'End Modern Day Slavery' strategy 2021-23. The strategy builds upon Modern Day Slavery initiatives already underway including those led by Newham Adult Social Care.
- Refreshed our Newham's High Risk Panel to ensure wider safeguarding partners are involved. This ensures that opportunities to keep residents safe are maximised and specialist knowledge from our partners such as substance misuse can be embedded in our practice.

During the pandemic, our local Domestic Abuse services continued to offer much needed support to those affected by Domestic Abuse.

- Developed a communications programme via social and printed media ensuring residents had access to information about access to our Domestic Abuse services. This included information translated into the languages predominant in our community.
- In April 2020, we provided one-off additional funding to increase capacity in the community-based service.
- Further developed the co-located model of provision of community-based service to include staff in Children's Centres and Newham University Hospital.
- Provided information, advice and support on social care and public health questions via Zoom from our food banks across the borough.
- Our community based Domestic Abuse service continued to offer an outreach service to sex workers, restarting provision at the end of April 2020.
- Implemented the UK Says 'No More Safer Spaces' campaign within Newham, with Boots, Superdrug and Morrison's pharmacies offering a safe space for people experiencing domestic abuse to seek information and help.



Co-production in Newham

Due to the lockdown restrictions and ongoing concerns around the pandemic, we have had to change how we work with our residents to ensure that we all remain safe and in good health and that we complied with Government guidance around social distancing. We shifted our co-production work from in-person events to virtual sessions which was a challenging move, considering many of our residents do not have access to the appropriate technology needed to actively participate.

As part of our support package to our Co-Production members, we provided laptops and smartphones (on a loan basis) plus training and ongoing support to those who would have been otherwise digitally excluded to enable them to participate in co-production.

For the first 5 months of 2020, the Co-Production team were heavily involved in supporting the #HelpNewham programme, particularly in making initial telephone calls to identified vulnerable residents to help establish their different needs. This was in addition to the support they were already providing to Co-Production representatives and members.

In Newham, we have 13 active co-production forum groups that support a wide of service design and developments. Over the next year, we will be seeking to provide more opportunities for our residents to work with us to co-produce and shape services. To find out more or to get involved please email us:

co-productionteam@newham.gov.uk



RESIDENT STORIES

Here are some of ways that we have worked with residents to support them.

STEPHEN



Stephen is a 54-year-old man, who refused to engage with the Rough Sleeping Outreach Team (RSOT). Stephen was not new to rough sleeping, he had been in and out of accommodation over a number of years. Our experienced RSOT know the trauma it can inflict each time when someone has no option but to return to the streets to sleep. Gaining trust to build relationships to get people the support they need becomes increasingly more difficult. Stephen was declining offers of support and shelter even in the freezing cold.

Due to concerns about his mental health, the RSOT referred Stephen to the Rough Sleeper Mental Health Team (RAMHP), with who the RSOT work in close partnership. Stephen was diagnosed with severe and enduring mental illness, RAMHP facilitated a Mental Health Act assessment and Stephen was given the support he needed. Stephen is now being supported to start his new life off of the streets with his family and professional support around him to make sure he can break the cycle of street homelessness for good.

BENJAMIN



Benjamin is a Nigerian National who was seeking asylum and was Rough Sleeping in Newham. The Rough sleeping Outreach Team supported Benjamin to apply for leave to remain, which was granted.

Benjamin is now able to apply for the right to work in the UK and get benefits to support him.

Benjamin had also been supported to find rented accommodation and has been an active volunteer at NEWday which provides support to others who are homeless or at risk of homelessness.

ABI



Abi is a 42 year old mum who started to care her mother after she suffered a stroke. Abi was worried about her mum needing to go into residential care as she would have to juggle work, family life and her new caring responsibilities. Abi contacted Adult Social Care for support. Abi was referred into the carer's network where she is supported by other carers who share stories and techniques that help with emotional support. Abi was also given some equipment and aids which means that Abi is easily able to support her mum with transfers into and out of the car so they can still go out as a family like they always have done. Abi was also given information about financial support available and with her mum having a care package in place she is able to still live in her own home safely.

PIOTR



Piotr is 19 year old young adult with learning disabilities. Piotr did not enjoy engaging in education. Piotr was supported in securing voluntary work in the community centre. Now Piotr is enjoying learning maths in a different environment and loving being part of the community.

DILIP



Dilip is a 86 year old man who had a fall at home. Dilip fractured his hip and was nervous to return home alone. After 6 weeks of reablement, Dilip has returned to living completely independently and has regained his confidence.

OUR PROMISE AND OUR ASK

Working in partnership is at the heart of our principles and we believe that it is only by working in a truly collaboratively way that we will be able to together improve outcomes in our borough and for our residents.



Our promise to our residents is:

- If you come to us for help, we will give you a personalised service and work with you to identify and use your strengths to help you to live the life you want to live.
- If you come to us in crisis, we will work with you to restore your independence and avoid making any permanent decisions until your needs have stabilised.
- Where people are at risk of or are experiencing abuse, neglect or self-neglect, we will support you to make choices and remain in control of how you want to live.
- Our staff will genuinely put you at the heart of everything they do.
- We will make sure our staff are well equipped to give you the most support at every intervention. To read more about how we support our staff to support you, please see the next page.

What we need from you:

- If you receive services, tell us how they are helping you to live your life or if they are not, let us know how our services could be improved.
- If you approach us for support, we ask that you work with us to identify your personal assets and resources as a starting point to meeting your needs.
- Look out for others who might be vulnerable and tell us if you think someone is at risk of abuse, neglect or self-neglect. Information on how to raise safeguarding concerns can be found in this document.
- Tell us about anything you are doing or want to do to help others so we can help you to connect with others or unblock obstacles. You can get in touch with us at localaccount@newham.gov.uk



SUPPORTING OUR STAFF

We know that having a committed and skilled workforce is fundamental to ensuring our residents receiving the best service. To achieve this, we commit to the following objectives:

- To invest in our staff to ensure they have the skills, knowledge and confidence to operate in new ways of working, through regular meetings, offering wellbeing support when needed and mentorship opportunities.
- To ensure there are clear career pathways for our staff to develop and progress, and to enable our staff to work in a strengths based way so they are empowered to use their expertise to find creative solutions.

- We want to continue to attract the brightest and the best Officers, Social Workers and Occupational Therapists in Newham as well ensuring we retain the staff we already have working with us to ensure we are providing the highest level of care to our residents.

If you are passionate about delivering high-quality care and want to make a difference in the lives of our most vulnerable residents, please visit www.newham.gov.uk/careersinadultsocialcare for our latest job opportunities.

SAFEGUARDING

We all have a right to live a life free from abuse and neglect. Safeguarding adults means protecting adults at risk from abuse or neglect by taking steps to prevent or stop it from happening.

- **We received 1,502 safeguarding referrals in 2020-21, relating to 1,205 individual people. 27% of the 1,502 safeguarding referrals progressed to a statutory Safeguarding Adult Enquiry.**

Newham has a Safeguarding Adults Board (SAB) which assures itself that local safeguarding arrangements and its partners are acting to help and protect adults across the borough. The SAB has three core duties: publish a strategic plan, publish an annual report and conduct any Safeguarding Adults Reviews (SARS) which looks at what could have been done differently to prevent harm or death from taking place.

The SAB focused on two joint priorities with the Children's Safeguarding Partnership, these were

- All age exploitation - to coordinate and drive forward multi-agency programmes and interventions in Newham that combat exploitation in all its forms e.g. financial abuse, modern slavery, sexual exploitation, criminal exploitation, and radicalisation.
- Transitional Safeguarding - to empower vulnerable young people to move from childhood to adulthood safely and positively, supported by their families.

Good progress was made and we continue to work towards achieving these strategic objectives. Full details of the work achieved can be reviewed in our Annual Report for 2020-21¹⁰.

We continued to review and reflect on our practice and in 2020-2021 the Safeguarding Adults Board published 1 Safeguarding Adult Review and began to progress an additional 2 Safeguarding Adult Reviews.

If you want to raise a concern because you are worried about an adult at risk of abuse or neglect, please call the 24-hour Safeguarding helpline on 0203 373 0440. In an emergency, please contact 999.

QUALITY ASSURANCE

Adult Social Care has a quality assurance process that involves self-audit and peer audit of activity under the Care Act 2014, e.g. social care assessments, adult safeguarding work under the Mental Capacity Act 2005 and the supervision of Social Workers and staff. We also use forums to reflect on and improve practice.

The quality assurance process aims to identify areas of good practice and areas for development.

Quality assurance of providers who deliver care and support

We have a team of staff who work closely with care providers and other agencies to ensure providers are delivering a high quality of care and support. We carry out visits, complete a monitoring report and speak to residents and staff.

We also provide support and guidance; and where the standard of care and support is below the required standard, we support providers to improve and sustain improvements, taking any required action to manage risks.

If you have any feedback that you would like to share with a member of the quality assurance team, please email localaccount@newham.gov.uk

¹⁰ <https://www.newham.gov.uk/downloads/file/4017/newham-safeguarding-adults-board-annual-report-2020-2021>

LOOKING AHEAD

KEY PRIORITIES FOR 2021-2022

- We are launching a new adult social care transformation programme, which focuses on building on the lessons learnt from covid and modernising ways of working and delivering on our health and wellbeing strategy.
- Supporting individuals, families, carers, and the community, to focus on people's strengths, skills and their existing network of support, rather than solely focusing on the areas of their life they require support with and thereafter arranging for someone to provide that care and/or support. This new model of care aids to shift resources towards a preventive approach that helps and promotes independence and supports communities to become strong, resourceful, and resilient.
- Deliver on our key public health priorities as listed in our 50 Steps Health and Wellbeing Strategy¹¹
- Maximise the uptake of COVID-19 vaccinations to ensure our residents have the best level of protection.
- Ensure providers are supported to comply with infection, prevention control measures to do their jobs safely and keep our residents safe and well.
- Continue to support providers to deliver a high quality of care and support, and where required supporting providers to achieve and sustain improvements.
- Prepare for the implementation of Liberty Protection Safeguards – this will replace the current Deprivation of Liberty Safeguards framework (under the Mental Capacity Act 2005). These frameworks must be in place when it is necessary to deprive a resident of their liberty, when the resident lacks the capacity to consent to their care and treatment in order to keep them safe from harm.
- Launch our co-produced Ageing Well Strategy which aims to collectively address the challenges faced by residents aged 50+, and improve their health and wellbeing.
- Deliver a Learning Disability Action Plan to increase community awareness and inclusion and reduce inequalities; and to better support adults with a Learning Disability to live healthy, safe and fulfilling lives.
- Deliver our co-produced All-Age Autism Strategy to support residents from childhood to adulthood in living fulfilled and independent lives.



- We want to be more digitally inclusive, including improving the accessibility of our online services and supporting more of our residents to access services online.
- Supporting our staff wellbeing and continuing to offer development opportunities to ensure we recruit the best staff for our residents and retain our existing talented workforce.
- We are currently redesigning our Supported Living (Learning Disability, Mental Health and Homelessness) service, with a focus on improving outcomes for residents.

¹¹ www.newham.gov.uk/downloads/file/4041/50-steps-health-and-wellbeing-strategy-original-final-0221

AREAS FOR IMPROVEMENT IN 2021-22

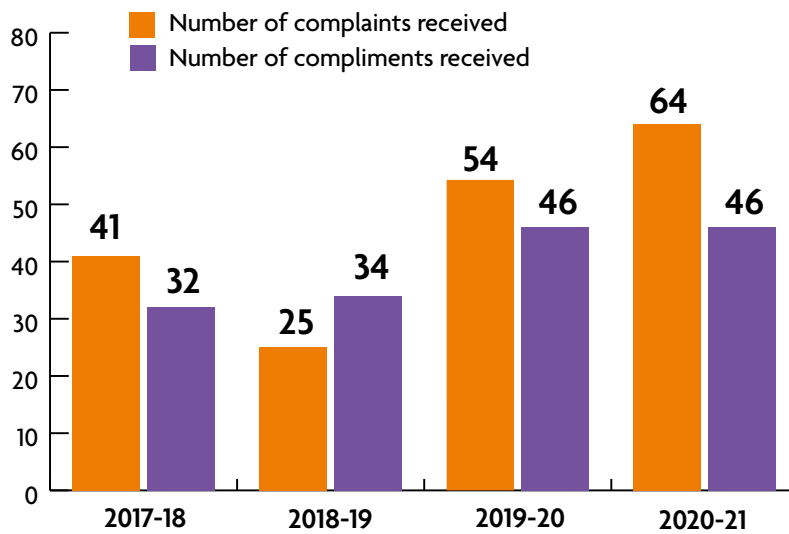
- We aim to increase the number of people who use Direct Payments to arrange their care and support, which provides them with greater choice and control over the care and support they receive and ensures residents feel confident to manage their Direct Payments.
- We want to improve the experience for young people with a learning disability transitioning from Children's Social Care to Adult Social Care and make sure they feel supported throughout the whole process.
- We are in the process of reviewing our approach to Assistive Technology, which are products, equipment or software that are used to increase or improve the functional capabilities of people with disabilities. This is so we can support residents to live more fulfilled lives and help to promote their independence.
- We would like to raise awareness and improve services for residents who have a sensory impairment, including the provision of advice and support to organisations based in the borough, on how to better support their residents with a sensory impairment.
- We also want to review our approach to coproduction to ensure that residents who use our services have more opportunities to help shape and coproduce our services in the future.
- Ensure that we proactively identify carers and they are offered an assessment and supported to continue in their caring role.
- We are reviewing and redesigning pathways for our Mental Health Services to strengthen the prevention offer.
- We are currently reviewing our Reablement service and Day Opportunities offer to ensure that residents can be connected in their communities and have the tools they need to build their confidence so that they can live more independent lives.



COMPLIMENTS AND COMPLAINTS

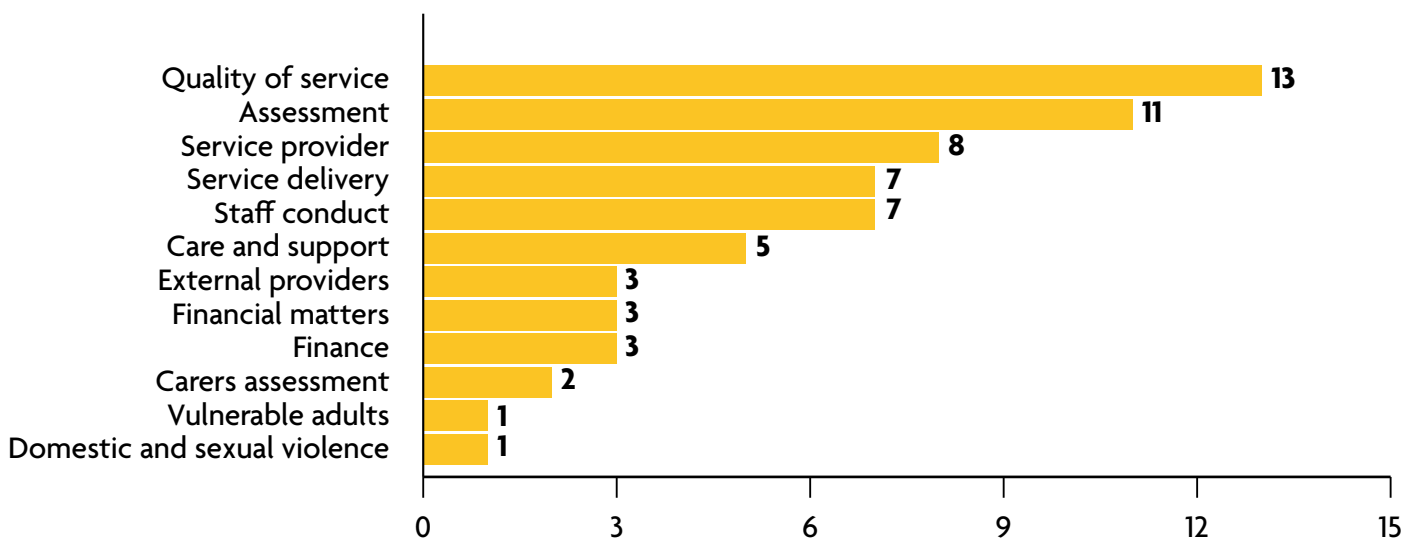
In 2020-21, we received 46 cases of positive feedback. The Occupational Therapy (OT) Team have received the most numbers of appreciations (29) throughout the year. In 2020-21, we received 64 statutory complaints. 5 of these complaints were escalated as Ombudsman cases, which are complaints that get investigated further by an independent body. We use learning from complaints to improve our policies, procedures and practice.

Type of complaints:



We have seen a slight increase on the numbers of complaints. Complaints numbers have gone from 54 for the year 2019-2020 to 64 for 2020-2021 - 17% increase. We saw a large increase of complaints mainly on the first quarter of the year (First COVID lockdown) however the following quarters, complaints went down.

Reasons for complaints 2020-2021



We welcome all feedback, good and bad, as it helps us shape and improve our services. We use complaints to review where processes, information and customer care standards could be improved. We also celebrate all of the positive feedback we have, which helps boost staff morale and share best practices.

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CONTACT US

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Letter:
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Telephone: **020 8430 2000**
Email: localaccount@newham.gov.uk

For more information about the services available in Newham, please follow this link:
www.newham.gov.uk/adultsocialcare