

Newham Adult Social Care and Health Annual Report

2021 to 2022



Easy
Read

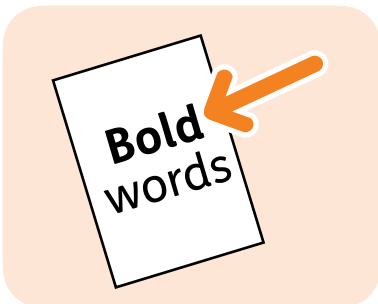
Easy Read



This is an Easy Read version of some hard information. It may not include all of the information but will tell you about the important parts.



This Easy Read information uses easier words and pictures. You may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker.



These are words that some people will find hard. When you see a bold word, we will explain it in the next sentence.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

Contents

About this report	4
What we want to do	5
How we spent our money.....	7
Working with local people.....	9
Homeless people.....	12
Supporting people to be healthier	14
Supporting people to live in their own home	18
Checking on care organisations.....	21
Keeping adults safe	23
Deprivation of Liberty Safeguards (DoLs)	25
Our staff	26
Telling us what you think.....	27
Our priorities for last year	28
Our priorities for 2022 to 2023	33
Find out more.....	36

About this report



Newham Council has written this report about our **adult health and social care services**.

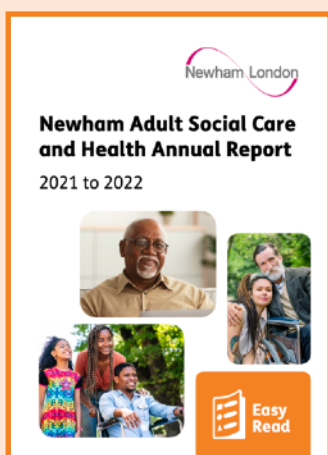
Adult health and social care services support people who:



- Need help and support because of a disability or illness.



- Are carers who care for another adult.



This information explains:

- What services we provide.
- How we spend our money.
- What we did from 2021 to 2022.

What we want to do

We want to help people to:



- Be healthy and happy.



- Make choices and have control over their own lives.

We have 5 **principles**. **Principles** are ways of doing things.

Our principles are to:



1. Support and care for people in a way that is right for them.



2. Listen to what people think, and what they want to be able to do.

Our principles are to:



3. Support people to be healthy and happy, and take part in life in their local area.



4. Keep people safe from **abuse** and **neglect**.



Abuse is when someone hurts you or treats you badly.



Neglect is when someone does not look after you properly.



5. Provide services that are right for people, and do not waste money.

How we spent our money



From 2021 to 2022, we spent £104,744,344 on adult health and care services.

We spent most of this on services for people, including:



- 27 million pounds on providing care in people's homes.



- 19 million pounds on Supported Living - this is a place where you live, and get some care and support.



- 19 million pounds on **direct payments**.

A **direct payment** is money given to you by the council to pay for your support.

Other services we spent money on include:



- 16 million pounds on care homes.



- 7 million pounds on care from nurses.

Working with local people



We work with local people and their carers to find out what support they need.



In 2021, we wrote a plan to help us find and support carers in Newham.



This has helped us to meet thousands of local carers.



We are writing new plans and rules to support carers this year.

Community Opportunities



Community Opportunities is a service that provides activities that help local people to be healthy and happy.



It has supported older people, and people with a learning disability.



We run activities like art and cooking classes.

Community Neighbourhood Link Workers



Community Neighbourhood Link Workers (CNLW) support people for up to 6 weeks by:



- Helping them to find new interests and activities.



- Giving them information and advice about going to local activities.



- Helping them to be healthy.



From 2021 to 2022, CNLWs supported 1007 people.

Homeless people



There are a lot of homeless people in Newham.



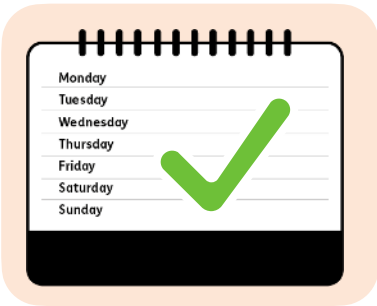
But we have done a lot to reduce the number of homeless people.



We have a service called Newham Integrated Rough Sleeper Service. It works with a charity called Change Grow Live.



They help people to move away from sleeping on the streets.



They work every day of the week.



We also have a centre where homeless people can get lots of different services to help and support them.



A social worker visits homeless people and helps them to get the services they need.

Supporting people to be healthier



From 2021 to 2022, we supported people to stay healthy.

We did this in lots of ways, including:



- Phoning everyone who had a test that said they had Covid-19. We supported them to stay safe.



- Giving out tests and **vaccines** for Covid-19.

Vaccines are injections or jabs that help to stop you from being ill with a certain illness.



- Checking how healthy local people were.

We also supported people to be healthy by:



- Having meetings on the internet, to help people have good mental health.



- Training local organisations on different things, like mental health and abuse.



- Giving free **vitamin D** to people over 65 years old. **Vitamin D** is a chemical that helps you stay healthy.

Activities

We supported local people to take part in activities that kept them healthy, like:



- Cycling for Wellbeing, which gave people who had mental health issues the chance to cycle with others.





We also wrote a booklet called 5 Ways to a Healthier Life, with information about free services for people to get healthier.

Healthier Lives



Healthier Lives supports local people to be healthy.

It has projects to help people to:



- Lose weight.



- Stop smoking.

Pharmacies



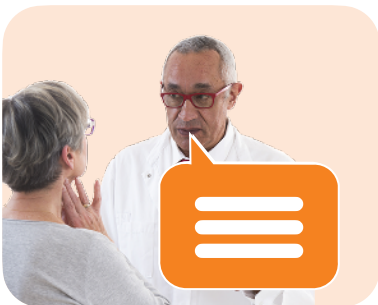
We supported local people using our pharmacy services, like:



- Help to stop smoking.



- Sexual health services.



Pharmacies are good at supporting people who speak different languages.

Mental Health



We organised projects to support local people with their mental health.

Supporting people to live in their own home

Newham Independent Living Support Service



Newham Independent Living Support Service supports people to live in their own homes.

It helps people with everyday living, like:



- Tasks they do every day.
- Personal care.
- Taking medicine.
- Making food.

The Discharge and Assessment Team



The **Discharge and Assessment Team** supports people who go home after being in hospital.



We worked with local hospitals to make sure people could get back home sooner.

Reablement



Reablement means giving people new skills and equipment, so they need less support.



Our reablement services have helped people to do more on their own.

Occupational Therapy



Occupational Therapy means supporting people to do daily activities, like dressing themselves or going to the shops.



They find ways for people to do these activities on their own.



We can make changes in people's homes to help them move around more easily, like building a ramp outside their house.

Checking on care organisations



We check that care organisations are giving people the right care.

We do this by:



- Visiting them.



- Speaking to people, their families and staff.



- Writing reports.



- Helping care organisations to improve.



You can contact this team by email:
AdultsQualityAssurance@newham.gov.uk

Keeping adults safe



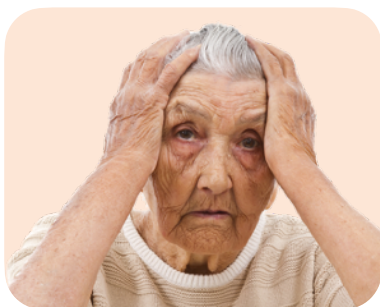
We work to keep people safe from abuse and neglect.



We listen to people and decide how to keep them safe.



From 2021 to 2022, we helped about 1000 people.



Sometimes people do not take good care of themselves. This is called self-neglect.



We will start a group to help people we think are self-neglecting.

Mental capacity



Mental capacity means whether you can make choices for yourself.

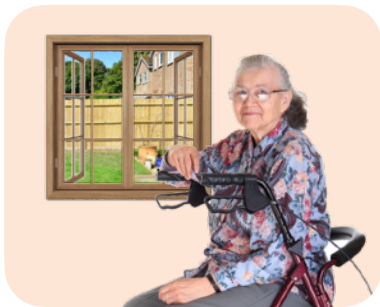


From 2021 to 2022, we found out more about working with people without mental capacity.

Deprivation of Liberty Safeguards (DoLs)



Deprivation of Liberty Safeguards (DoLs) are ways of making sure people who have been **detained** get their rights.



Being **detained** means staying in a place where you cannot leave. Sometimes people are detained in hospitals or care homes.



We have worked to make sure people who have been detained and do not have mental capacity get their rights.

Our staff



We check that our staff do good work.



We support our staff to have the skills that they need to do their jobs well.



We are training new people to work for us.



We support our staff to be healthy and happy.



We work with other parts of London to make sure we have enough new social workers working for us.

Telling us what you think



From 2021 to 2022, 52 people complained about our services.



But 32 people told us we had done a good job.

Most complaints were because:



- One of our services had not been good enough, or



- We had taken too long to do something.



We have a system to look at complaints and learn how to improve.

Our priorities for last year



Priorities are important things we want to do first.



We had 9 priorities for last year:

1. Write a plan for older people



We wrote a plan, called the Aging Well strategy.



We are finding out what people think about it.

2. Write a plan for adults with learning disabilities



We have worked with people with learning disabilities and people who support them, to write a plan.



This plan will explain how we will support people with learning disabilities to be happy and healthy.

3. Write a plan to support autistic people



We are writing our plan, called our Autism Strategy. This will explain what we will do from 2022 to 2025.

4. Change our services that support people's mental health



We have 5 new mental health services.



Local organisations, local people and the NHS work together in these services to help people have good mental health.

5. Look at improving our reablement service



We started our new reablement service in 2022.

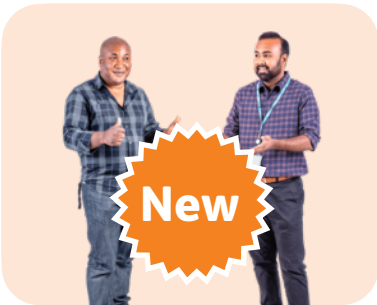


This gives people new skills and equipment, so they need less support.

6. Look at improving activities for local people



We started looking at improving activities for local people.



We started new teams to work with older people and disabled people to help them take part in their local area.

7. Improve services to make sure we support everyone who needs it



We make sure that all our services give people the support they need, and do not waste money.



We have improved many of our services, to make sure they support more people who need it.

8. Include more people online



We made a new online service called My Wishes.

It helps people plan what they want to happen after they die.

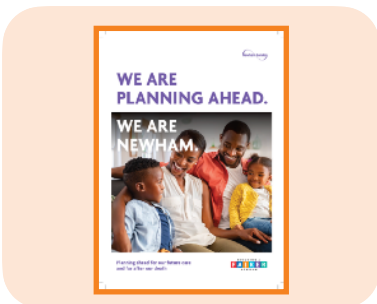


We will soon have an online service called JOY, to help people find health and care services.

9. Make sure people who use services can help us improve them



We started a group, called Ageing Well Resident Advisory Group.



They have helped us make a new leaflet.

Our priorities for 2022 to 2023

From 2022 to 2023, our priorities are to:



- Look at how we work with local people to improve services.



- Work with local people in a way that helps them do more for themselves.



- Make sure everyone can get the same good care and support.



- Provide new activities for local people.

Our priorities are also to:



- Support people who do not have enough money to afford the things they need.

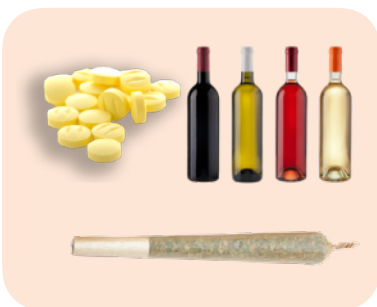


- Get ready for changes to the law.

We will also have plans and projects for:



- Stopping domestic abuse - this is when you are harmed by a family member or someone you live with.



- Helping people who take drugs or drink too much alcohol.



- Mental health, and feeling happy and healthy.

We will also have plans and projects for:



- Stopping people from taking their own lives.



- Healthier lives.



- Sexual health - this is being healthy and safe when having sex.



- Working with people to help us improve services.



- Supporting people online.



- Helping people to get involved in their local area.

Find out more

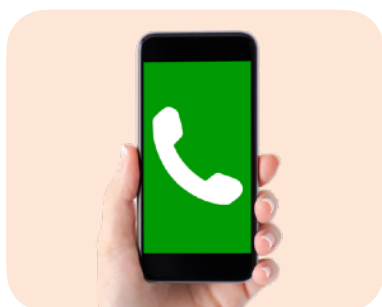


You can look at our website here:
www.newham.gov.uk/adultsocialcare

If you need more information please contact us by:



- Post:
Newham Dockside
Adult Social Care services
1000 Dockside Road
London
E16 2QU



- Phone: 020 8430 2000



- Email:
annualreport@newham.gov.uk

This Easy Read information has been produced by easy-read-online.co.uk