



ADULT SOCIAL CARE AND HEALTH NEWSLETTER

Keeping you updated about adult social care and health services in Newham

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Introduction from Grainne Siggins

A warm welcome to the first issue of Newham Council's newsletter for people with an interest in adult social care and health.

This newsletter has been developed because you've told us that, in light of all the changes taking place to health and care services, you want to be kept informed about what is happening in Newham.

I am pleased to announce that this newsletter will be published quarterly and will be distributed directly to individuals who request it. It will be available online and in various sites around the borough.

Each issue will be developed together with guest editors who are also residents in the borough. For this first issue I would like to thank Angus McKenzie-Davie, Robbie Lawrence and Val Fone for their time and valuable contributions to the newsletter. All three are part of Newham's Co-production Forum (Adults); working together with customers to develop and improve services.

This newsletter is a great opportunity not only for us to keep you updated about what is happening within adult social care & health in Newham, but also for



you to share with other residents the great achievements taking place within the services.

We would very much welcome your feedback about the newsletter and future topics that you would like us to include. If you would like to have your say or for more information about Co-production in Newham just email AskGrainne@newham.co.uk

Grainne Siggins

Director for Commissioning - Adults
London Borough of Newham

Welcome note from Angus McKenzie-Davie

Hi folks and welcome to the first edition of Newham's adult social care Customer Newsletter. You will have read what Grainne Siggins (director of adult social care) says in her introduction to this newsletter, and you know what? I think adult social care in Newham might be serious about this Co-Production thing!

We now have representation on some important committees, plus we're involved with monitoring of nursing homes, staff recruitment and service design. And there seems to be an appetite to take things further.

There is an article later in the newsletter by Val Fone (Co-Production Representative, Action and Rights of Disabled People in Newham) about how Co-Production has worked for one of the task groups that we have jointly set up within adult social care, and how it is starting to help disabled people back into work.

There is a saying within the Disability movement, "Nothing about us without us", and this is a further step along that road in Newham. In keeping with this approach, future issues of this newsletter need to be guided and developed by you, the customer. So get writing! Contact details are at the bottom of the newsletter.



Below is a brief definition of Co-Production from the National Co-Production Advisory Group (NCAG). We would love to hear your take on how it is, and could be, working locally:

- "The term Co-Production refers to a way of working, whereby everyone works together on an equal basis to create a service or come to a decision which works for them all. It is built on the principle that those who use the service are best placed to help design it."

What do adult social care services in Newham mean by Co-Production?

• Co-Production means customers (individuals and family/friend carers) working together with the council to inform decisions or design services that work for all of them.

How do we do this?

• We use the Newham Co-Production Forum (Adults) and other groups made up of customers, carer-led groups and provider organisations such as the council and health providers.

Newham Co-Production Forum (Adults) acts as the main adult social care and health consultation body. It influences decision making across health and social care in Newham. Members are elected or selected by the different groups to

represent them on the forum. They do this by:

- championing customer and carers' views
- co-producing adult social care materials and services
- bringing the views of their members to the Forum.

For those of you online, here is a link to the adult social care pages on the Council website about getting involved in shaping services:

www.newham.gov.uk/shapeservices

Angus McKenzie-Davie

Guest Editor and Co-Chair of Newham Co-Production Forum

Senior Managers Surgery

Newham Council's adult social care service hosts a monthly Senior Manager Surgery in Plaistow. These surgeries are staffed by senior managers from Assessment and Care Management and the Commissioning team.

The purpose of the surgery is to provide customers with a space to talk about individual cases with senior managers.

The surgeries take place on the third

Tuesday of every month at the Resource Centre at Chargeable Lane, Plaistow, (E13 8DW) from 4-6pm offering four half-hour slots for customers.

You can book yourself into the surgery via www.newham.gov.uk/adultsocialcare, by the portal on the adult social care website or by calling **020 8430 2000 (option 2)**.

Co-Production in action: an insight into the employment strategy task group

by **Val Fone**, co-production representative (Action and Rights of Disabled People in Newham)

The Employment Strategy Task Group is one of five established Co-Production groups in Newham. It arose out of Newham's involvement as a 'Trailblazer' for the Right to Control programme. The group was asked, in October 2012, to develop an Employment Strategy for people with health and social care needs.



We went through many drafts and discussions but by February 2013 we were well on our way to producing a workable draft. In September 2013 we started to consult on the draft more widely and, as an example, gave a presentation to the Welfare to Work Forum. We also held three workshops during December 2013 as we wanted to get thoughts on employment support (and how it could be improved in the future) from as many people as possible. Crucially, we wanted to hear about the barriers and difficulties faced by people with health and social care needs trying to access employment.

Work continued to progress and the final strategy was approved at the Health and Wellbeing Board in March 2014. The strategy set out ways to update the offer for disabled people's employment support, in order to get more people into real jobs. As a result, a new Supported Employment team based at Workplace was launched in September 2014.

The process took time and patience, but we created a strategy that we felt represented the needs of the people it was designed for.



Guests at the launch of the Employment Strategy

I was also pleased to be on the interview panel for the recruitment of the employment support officers in August 2014.

The launch of the Employment Strategy for people with health and social care needs took place in September 2014 and was wonderfully chaired by Angus and Robbie (Co-Production Representative and Chair of Action and Rights of Disabled People in Newham).

Currently, recruitment is taking place for a micro-enterprise officer and an additional employment support officer for mental health.

So far, 88 people with health and social care needs have been supported into

employment since the introduction of the strategy, and the task group continues to monitor progress against the aims of the strategy.

The group has been very successful in its implementation, and lessons have been learnt by the council and customers about how well Co-Production can really work if we all have the same vision for a better future.

For more on Co-Production in Newham contact **Abdul.Malik2@newham.gov.uk** or for further information about Supported Employment email **Anna-Renee.Paisley@newham.gov.uk**

Request a free home fire safety visit

London Fire Brigade provides a free home fire safety visit to Newham residents. They can assess homes, offer you advice on how to make it safer and, if needed, fit a smoke alarm.

The home fire safety visit is for people who have a higher risk of fire in the home, such as:

- older people living alone
- people with mobility, vision or hearing impairments
- people accessing mental health services
- those liable to intoxication through alcohol and/or drug use.

Visits only last a few minutes and can significantly help to prevent fires.

- Call to make an appointment on **0800 028 44 28**
- Email: **NECFSHFSV@london-fire.gov.uk**



Say no to adult abuse



Are you being abused or worried that someone you know is at risk of being abused or neglected? Newham Council has a dedicated 24-hour safeguarding helpline for reporting adult abuse.

The helpline can also be used to access information and advice if you are concerned about your own or someone else's safety.

Are there different types of abuse?

People can be abused in different ways. Some of the different types of abuse that people may experience are listed below:

- Physical abuse
- Sexual abuse or exploitation
- Emotional abuse
- Financial abuse
- Neglect or self neglect
- Discriminatory abuse (hate crime)

- Organisational abuse
- Domestic abuse including forced marriage
- Modern slavery

Where does abuse happen?

Abuse usually occurs from a person(s) in a position of trust and can happen anywhere. The list below is not exhaustive but gives some examples:

- In someone's own home
- At a carer's home
- During day care
- While someone is in residential care
- At a nursing home
- During a visit to hospital

If you are worried that an adult is being abused or neglected, or if you are being abused, then call the adult abuse 24-hour helpline on **020 3373 0440**.

Do you want to be a patient representative?

NHS Newham Clinical Commissioning Group is looking for patient representatives to join its five commissioning committees.

Commissioning committees are responsible for the day-to-day planning, monitoring and quality assurance of healthcare services.

As a patient representative you'll have the opportunity to improve care across community, hospital, mental health, maternity and children's services.

Get involved today and help put patient voice at the centre of how health services are bought, planned and monitored. Anyone who lives in Newham and uses local NHS services can apply.

For more information contact Sabeena Subba, Patient and Public Engagement Manager, on **020 3688 2392** or **Sabeena.Subba@newhamccg.nhs.uk**

Patient representative roles are voluntary but reward and recognition payments will be offered.



New provider takes over Healthwatch

Healthwatch Newham is the health and social care watchdog for residents. Since 1 May, a new provider, CommUNITY Barnet, has been running Healthwatch in Newham. They have taken over from the current provider (The Forum for Health & Wellbeing) following their success in a competitive tender process.

The new provider is based at the Resource Centre on Chargeable Lane, Plaistow (E13 8BW). As part of the new service, CommUNITY Barnet also provides the NHS Complaints Advocacy support for Newham residents.

Healthwatch Newham is now looking for voluntary sector organisations to become part of a new Advisory Board. They are also seeking volunteers to lead and shape a programme to engage with residents in the borough. To get involved, or for more information, email info@healthwatchnewham.co.uk or call Mike Rich on **07977 487761**.

Residents can also contact CommUNITY Barnet via their Information, Advice and Signposting service on **020 3598 6414**.



healthwatch
Newham

Have your say

We want your feedback to make sure this newsletter includes information that is important to you. Email AskGrainne@newham.gov.uk with your suggested topics, comments and articles and we will try to include them in future issues.

Closing remarks from the editors

Whether you've been involved in Co-Production in the past, are currently involved or are thinking of getting involved, we very much hope that you have found this first Newsletter informative and interesting.

In addition to existing task groups, work is underway to offer a Customer Induction Programme, together with planning for new task groups.

If you would like to know more about Co-Production please email **Abdul. Malik2@newham.gov.uk** or call **020 3373 7622**.

We've enjoyed putting this newsletter together and wish the Older People's Reference Group the best of luck for editing the next issue.

Best wishes,
Val, Angus and Robbie



Useful websites

Newham Council's web pages for adult social care services:

www.newham.gov.uk/adultsocialcare

The Newham Mag online

www.newham.gov.uk/mag

Healthwatch Newham

www.healthwatchnewham.co.uk

NHS Newham Clinical Commissioning Group

www.newhamccg.nhs.uk

East London NHS Foundation Trust

www.elft.nhs.uk

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