

Newham's Adult Social Care Newsletter for Providers

Issue 8 // January 2016



Welcome to the first Provider Newsletter of 2016.

In this edition we focus on the 2016 Adult Social Care Survey that is being sent to a sample of customers from 1 February.

The survey gives customers the chance to feedback about the quality of services they have received over the past year.

If you work with a customer that has received a survey then please do encourage them to complete the form and return it in the pre-paid envelope by 11 March.

We're also supporting efforts to help

staff and customers to give up smoking and to drink less alcohol, as well as promoting free Vision Impairment Awareness Training for interested staff from provider organisations.

Finally, any customers that may be struggling with debt or the everyday cost of living can now visit the MoneyWorks shop, funded by Newham Council, which offers affordable finance and money advice to residents.

Grainne Siggins

Director of adult social care,
Newham Council

National Adult Social Care survey (2016)

Each year we carry out an adult social care customer survey to gain feedback about the services residents receive. All local authorities who provide care and support services are required to take part.

The survey runs from February - March 2016 and asks customers who live in the community, care homes or supported living about their quality of life and their experiences of the services they receive. The survey is sent to a random sample of 1,800 customers.

How are the results used?

- To support transparency and accountability, enabling people to make better choices about their care.
- To help local services identify areas where outcomes can be improved in a challenging financial climate.
- To populate outcome measures in the adult social care Outcomes Framework. [Read the adult social](#)



[care outcomes framework handbook of definitions.](#)

The survey results will not be used to assess the performance of individual providers as procedures are already in place to do this.

How can providers help?

Please ask your staff to prompt customers to complete the survey. Staff should also provide appropriate support to help customers complete the survey.

If further support or information is required for customers, staff can phone

the survey helpline on **020 3373 1520**.

Care homes and supported living providers

We have written to managers of care homes and supported living providers before sending the questionnaires to their residents. This is because we need staff to assess whether each person has the capacity to consent to take part in the survey, using a short criteria.

For enquiries about the survey email Carla.Lubin@newham.gov.uk or call **020 3373 2774** (10am-4pm).

Be Smokefree in 2016

If you or one of your customers are thinking about kicking the habit, why not join the thousands of other Newham residents who have already taken advantage of the free local support? Speak to a Stop Smoking Advisor at a **local pharmacy** or one of the regular **drop-in services**. Public Health England's New Year Stop Smoking campaign is reminding smokers about the physical damage caused by smoking, showing the harm caused by every single cigarette and making the invisible damage visible.

Chronic Obstructive Pulmonary Disease (COPD) is a collection of lung



diseases including emphysema, chronic bronchitis and chronic asthma and is mainly caused by smoking. The likelihood of developing COPD increases the more you smoke and

the longer you've been smoking, because the condition irritates and inflames the lungs, leading to scarring.

COPD causes about 30,000 deaths per year, but severe COPD can usually be prevented by making changes to lifestyle. If you smoke, stopping is the single most effective way to reduce your risk of getting the condition.

We know that stopping smoking can be hard and smokers looking to quit can **contact their local stop smoking advisor** to find out about the various types of support on offer.

Visit the **Stop Smoking web page** on the council's website for more information.

Did you have a Dry January?

Dry January, from Alcohol Concern, was a chance for people to take stock of how much they drink and to take a short break from the booze. If you've taken up the challenge then "well done" from Newham Council! You've probably been sleeping better, feeling more energetic and noticing a few extra pounds in your pocket (and less around your waist!)

If you didn't do Dry January, or if you fell short, then why not set yourself a personal challenge to quit

booze, even for just a couple of weeks? Most people who did Dry January last year found that they were still drinking less six months later, so there are longer term benefits to giving it a try.

Alcohol can affect health in a number of ways, including: causing accidents and injuries, liver disease, cancer, stroke, memory loss and sexual difficulties.

Many drinkers don't appreciate the amount of calories in alcohol, for example:

- a small glass of wine (125ml) is 1.5 units and 93 calories

- a double measure cream liqueur (50ml) is one unit and 175 calories (about the same as one snack size Mars Bar of chocolate).

So even though January is almost over remember that you can still take a personal challenge to drink less in 2016. Chances are you will soon start to feel better as a result.

If you are concerned about the levels of alcohol you are consuming then contact the Newham Drug and Alcohol service, Newham Rise, on **0800 652 3879** or visit the **Don't Bottle it Up website** to take a free, quick and confidential alcohol test.

Newham MoneyWorks

The MoneyWorks shop, funded by Newham Council, offers affordable finance and money advice to residents who may be struggling with debt or the everyday cost of living. The shop is now open for business in Stratford Shopping Centre.

The service aims to support residents by building their economic resilience and ending their reliance on finance products that typically come with extortionate lending fees.

At MoneyWorks, residents can get

affordable short term loans without the high fees, plus access to exclusive deals and money saving tips they can trust. MoneyWorks staff will work with residents to address immediate problems so that they are in a better long term financial position.

MoneyWorks is open Monday to Friday, from 9am to 4.30pm in January and 9am-5pm from February. The shop can be found at Unit 61-62, Stratford Centre, London, E15 1XF.

To find out more visit www.newhammoneyworks.co.uk



Vision Impairment Awareness Training

East London & City Local Optical Committee and East London Vision are offering free Vision Impairment Awareness Workshops.

The workshops are funded by Newham's Community Education Provider Network (CEPN) and aim to provide attendees with the skills to deliver effective, person-centred assistance to vision impaired people.

At the end of the workshop, attendees should be able to:

- communicate with people experiencing some form of sight loss
- guide a vision impaired person
- understand the **NHS England Accessible Information Standard**
- adjust practice services and facilities to cater for vision impaired people.

A workshop will take place at St Mark's Community Centre, 218 Tollgate Road, Beckton (E6 5YA) on:



- Wednesday 2 March, 6-9pm (registration from 5.30pm) at St Mark's Community Centre, 218 Tollgate Road, Beckton, E6 5YA.

Two more workshops are being hosted at Newham's Information and Equipment Demonstration Area (IEDA) Community Resource Centre, 200 Chargeable Lane, Canning Town (E13 8DW) on:

- Monday 7 March, 10am–3.30pm (registration from 9.30am)

- Wednesday 16 March, 12.30 – 2pm (registration from 12pm)

There will be an opportunity for attendees to have a short tour of IEDA after the workshop.

To book a place and view a more detailed timetable, please **visit the eventbrite website**.

If you have any further queries please contact Michelle Martins at **michelle@jclconsulting.co.uk** or on **020 8663 9014**.

Be a Patient Representative

NHS Newham Clinical Commissioning Group (NCCG) is seeking to recruit 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 commissioned by NCCG. If you are a regular user of NHS services, or if you care for someone who is, NCCG wants to hear from you.

Get involved and help to put patient voice at the centre of how health

services are planned, monitored and evaluated.

Committees include Mental Health, Community, Children & Maternity, Acute and Integrated Care. Cut-off for applications is 29 January. For more information email **Nina.Martin@newhamccg.nhs.uk** or call **020 3688 2300**.

Newham Patient Forum

The Patient Forum gives Newham residents, patients and carers the chance to share experiences and influence decisions about local healthcare, as well as find out about changes and innovations in local health services.

The next meeting is Friday 29 January, 10.30am-1pm (venue TBC). The meeting will be dedicated to mental health. Staff working in the field of mental health will be attending and will have updated information on services available in Newham along with

resources on the day such as copies of the WRAP (wellness recovery action plan) and Advance Directive Forms and Factsheet. There will also be a free raffle for Wellbeing Kits.

Booking is essential: email **mustafa. arrale@fhw.co.uk** or call **020 7473 9518** to book your place.

Dates for your diary

Dates For Your Diary

Strategic Provider Forum

Thursday 28 January, 10am-1pm
Stratford Town Hall

For more information contact **Reetha. Senan@newham.gov.uk**

Get Involved

Each month, through this newsletter, I update on what's new in adult social care and health in Newham Council. If you would like to submit an article email me at **askgrainne@newham.gov.uk**