

# Newham's Adult Social Care Newsletter for Providers

Issue 10 // March 2016



Welcome to the March edition of Newham Council's Adult Social Care Newsletter for Providers.

This month there is an update on the New Deal for Newham, which saw a new package of financial measures agreed by Full Council on 22 February. This was in response to a borough-wide survey that asked residents how we could make the best use of council funds.

We all understand that we are working in challenging times and budgets are tight. But overall the consultation showed that the people of Newham value social care services for adults and that supporting our most vulnerable

residents should continue to be a priority.

In this issue I would also like to flag the excellent Home and Settle service, which serves a key role in helping in the transition of customers between hospital and their home.

As well as a new Safeguarding Adults Board newsletter, there are updates from Namaste Care, Talking Therapies, Transforming Care and the FGM Prevention and Support Service.

## Grainne Siggins

Director of adult social care, Newham Council

## Home and Settle service for people leaving hospital

Age UK East London provides a Home and Settle service in partnership with Newham Council and Newham Clinical Commissioning Group (NCCG).

The service supports residents aged over 55 with low-to-moderate social care needs by facilitating early discharge from hospital in situations where there could be a delay for domestic reasons. The service meets customers on their arrival home from hospital, settling them back into their normal routine. Home and Settle operates from Newham University

Hospital and the Cazaboun Ward at East Ham Care Centre.

The service is delivered for up to four weeks, starting on the day the customer is discharged from hospital. The type of care provided depends upon need, but may involve:

- ensuring the home is adequately lit and heated (e.g. switching on the heating, topping-up the electric or gas\*)
- obtaining any immediate food shopping\*
- making a snack and drink/meal preparation
- light housekeeping (e.g. changing bed linen, clothes and linen washing, tidying up)

- assistance with medication self-management (e.g. collecting hospital prescriptions, purchasing a dosette box for customer use\*)
- supporting self-care confidence
- simple form-filling
- where appropriate, signposting to the Falls Prevention Clinic
- where appropriate, sign-posting to the Council's Information and Equipment Demonstration Area (IEDA) for advice about equipment that may help with day to day tasks
- signposting to community-based support services to help reduce isolation
- offering simple public health advice related to eating well, staying active, quitting smoking and immunisations, plus signposting to support services where possible.

\*Paid for by the customer.

The service operates seven days a week, year round, and will accept referrals from individual residents and health and social care professionals.

For more information email [homeandsettle@ageukeastlondon.org.uk](mailto:homeandsettle@ageukeastlondon.org.uk)



## Namaste Care – support for people with advanced dementia

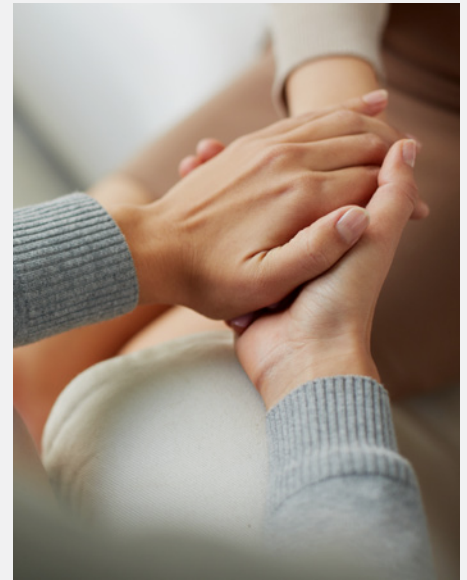
Namaste Care offer practical, social and emotional support to people with advanced dementia, their families and carers. They can assess individual needs and identify how families might benefit from this programme. The Namaste Care Team can:

- visit customers regularly at home
- explain how to incorporate Namaste Care into everyday activities
- provide emotional support.

Namaste Care volunteers are trained to offer a variety of activities and choose the most appropriate for each situation. Some examples of these activities are:

- making a memory box
- playing favourite music
- reading favourite books/poems
- encouraging gentle movement
- giving a hand massage
- combing or brushing hair.

For more information, contact Lourdes Colclough on **07506 927 647 / 020 7540 0277** or email [colclough@stjh.org.uk](mailto:colclough@stjh.org.uk). To make a referral, call **0300 303 0400**.



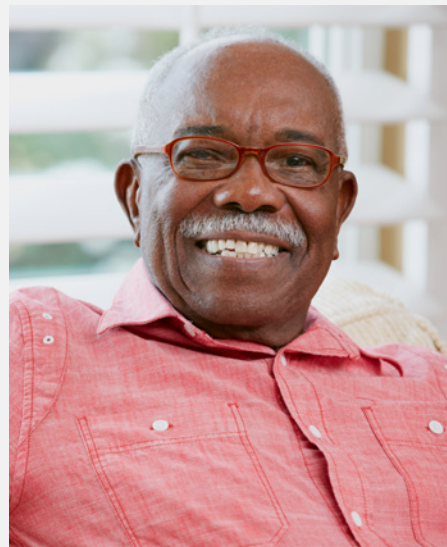
## Newham Skype diabetes scheme extended to all patients

Unattended appointments by 16-25 year olds have significantly decreased from 30-50 per cent to 16 per cent since the introduction of the Diabetes Appointments via Webcam in Newham (DAWN) service in 2011.

A total of 480 webcam appointments took place during a four-year patient trial at Newham University Hospital.

The scheme has proved so successful that health officials have now rolled out Skype appointments to all of its patients across all age groups.

The service, which was set up with



£75,000 of the Health Foundation's SHINE award, has saved approximately £27 per consultant appointment in clinician time because of increased productivity and patient engagement. [Click here for more information.](#)

## Newham Safeguarding Adults Board newsletter

The first newsletter from the Newham Safeguarding Adults Board has recently been published and is attached to this month's newsletter.

Content includes an update on the Care Act 2014 and how partners are working together to keep people safe from harm.

There is an article from the London Fire Brigade about their safeguarding role and information about how to access free home safety checks.

The newsletter also includes information on events that have taken place and how to contact the safeguarding team to discuss training needs. For more information or to be added to the mailing list contact [Rukshana.Ahmed@newham.gov.uk](mailto:Rukshana.Ahmed@newham.gov.uk)

## Talking Therapies

Everyone feels lonely, stressed or unhappy at some point in their life. Generally, these difficult times pass, but sometimes there are problems that do not go away and it becomes harder to cope. Newham Talking Therapies is a free and confidential service that offers quick and easy access to advice and support. For more information visit [www.newhamtalkingtherapies.nhs.uk](http://www.newhamtalkingtherapies.nhs.uk) or call **020 8536 2161**.



## FGM Prevention

The Newham FGM Prevention and Support Service has published the latest edition of its newsletter. This gives information on the mandatory reporting duty for FGM (Female Genital Mutilation) which is now in place, requiring health and social care professionals to report known cases of FGM.

It also gives details of the services which are available to support women affected by FGM and how to make a referral to the One Stop Shop's 24 hour helpline. [You can read the newsletter in full here.](#)

## New Deal for Newham

The meeting of Full Council on Monday 22 February saw the package of measures proposed by Mayor Sir Robin Wales for the 2016/2017 budget and New Deal for the borough unanimously agreed.

The New Deal means:

- no cuts to frontline services
- Newham's part of the Council Tax frozen for the eighth successive year
- lowest Council Tax in Outer London
- £100 million spent over ten years on roads, paths and lights to keep Newham moving
- borough-wide **residential parking zones** giving residents priority over parking in their neighbourhood; support for car clubs; tougher enforcement of yellow box junctions
- visitor teams to encourage residents, businesses and schools to recycle and keep neighbourhoods free of rubbish
- £1 million on an enforcement team to deal with those who dump rubbish
- 40 additional police officers
- help for residents to find jobs



through our employment service **Workplace**

- improving properties in the private rented sector and delivering more **affordable homes**
- bulky waste collection charge for 12-month trial period
- the introduction of the Government's two per cent care charge to cover their underfunding of adult social care services.

The New Deal was developed in response to **Newham's Budget**

**Challenge consultation.** The extensive borough-wide consultation, run last summer, invited residents' views on the services that matter most to them. This received a record response from Newham residents.

Staff were also invited to take part in the consultation and, going forward, will play an important part in delivering the New Deal over the coming months.

To share your views on the New Deal, email [newdeal@newham.gov.uk](mailto:newdeal@newham.gov.uk)

## Transforming Care

The Transforming Care Delivery Board has set out a clear programme of work with national partners to improve services for people with learning disabilities and/or autism, who display behaviour that challenges, including those with a mental health condition.

Led jointly by NHS England, the Association of Adult Social Services (ADASS), the Care Quality Commission (CQC), Local Government Association (LGA), Health Education England (HEE) and the Department of Health (DH), the Transforming Care programme focuses on addressing long-standing issues to ensure sustainable change that will see:

- more choice for people and their families, and more say in their care
- more care in the community, with personalised support provided by multi-disciplinary health and care teams
- more innovative services to give people a range of care options, with



personal budgets, so that care meets the needs of the individual

- more early intensive support for those who need it, so that people can stay in the community, close to home
- for those that do need in-patient care, ensuring it is only for as long as they need it.

The national plan, **Building the Right Support**, is the next key milestone in the cross-system Transforming Care programme.

Transforming Care is now a regular agenda item on the Learning Disability and Autism Provider Forum. For more information contact **Tony Jobling**.

## Dates for your diary

### Strategic Provider Forum

Thursday 28 April, 9.45am-12noon  
Stratford Town Hall,  
29 Broadway, E15 4BQ

Thursday 28 July, 9.45am-12noon  
Stratford Town Hall,  
29 Broadway, E15 4PQ

Thursday 27 October, 9.45am-12noon  
Stratford Town Hall,  
29 Broadway, E15 4BQ

### Learning Disability and Autism Provider Forum

Tuesday 5 April 2016 10am-12.30pm  
Unex Tower, Stratford

### 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](mailto:askgrainne@newham.gov.uk)