

Newham's Adult Social Care Newsletter for Providers

Issue 12 // May 2016



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

Improving standards of care is a priority for the council and our partners in the health sector, so this month I am delighted to draw your attention to the care certificate that will allow over 140 people working in care to demonstrate their ability to deliver a consistently high quality service.

Sticking with the theme of professional development, this issue also highlights a range of training opportunities being delivered by our safeguarding team, as well as a conference about one of the more

worrying issues emerging in our borough – modern slavery.

We also have news of an excellent new service from the Stroke Association that is available for residents who have had a stroke or who have been deemed at high risk of a stroke in the future. Plus more news from Project Search, a new workbook from the NHS about infection control for providers of domiciliary care and a note about changes to Co-Production that will align customer involvement more closely to community neighbourhoods.

Grainne Siggins

Director of adult social care, Newham Council

Modern Slavery Conference 2016

This is an exciting opportunity to improve your understanding and learning on this specialist subject. The conference aims to increase local knowledge of this sensitive issue and facilitate best practice in

working with customers and families affected by modern slavery.

The conference is free but a late cancellation or failure to attend will result in your organisation incurring a £50 fee. Details below:

Date: Tuesday 31 May, 10am-1pm

Venue: Newham Dockside, 1000 Dockside Road, London, E16 2QU

To book your place or for further details please contact Rukshana Ahmed, quality and workforce development assistant, on Rukshana.Ahmed@newham.gov.uk

The Stroke Association

The Stroke Association is launching a new service this month to support residents considered to be at risk of a stroke and survivors and their families living in Newham.

The Stroke Recovery and Prevention Service will work alongside health and social care professionals to:

- hold regular stroke prevention activities for the local community, raising awareness of common stroke risk factors, such as high blood pressure
- help residents considered to be at risk of a stroke by providing

advice and support as to how they could make changes to their lifestyle to reduce their risk

- providing information, practical advice, advocacy and emotional support after discharge from hospital to help survivors to come to terms with life after a stroke and move on positively with their lives.

Residents who are considered to be at risk of a stroke, and stroke survivors and their families, can call the Stroke Recovery and Prevention Service on 020 7474 003 or email yusra.une@stroke.org.uk for more information.

For more about the Stroke Association,

visit www.stroke.org.uk or call their helpline on **0303 303 3100**.



Adult Social Care Training Programme 2016-17

Please find attached the Adult Social Care Training Programme 2016-17, which contains a range of courses to support staff. It also contains information on events and conferences that will take place over the coming months.

In addition, an online safeguarding resource will be available from July. For more information please visit www.newham.gov.uk/safeguardingadults

You may also be interested in the wide range of Skills for Care resources available at www.skillsforcare.org.uk or you can sign up for Care Knowledge via Moira.Storror@newham.gov.uk. To apply for a course please complete the application form found at the end of the brochure.

Please be advised that, although the courses are free, a cancellation charge applies. Cancellations must be received at least 10 working days prior to delivery date. If you do not attend, or fail to complete the course, your team/organisation will be charged £100 for a full day course or £50 for a half-day course.



New Directory of Health and Social Care Services Launched

The council, together with NHS Newham Clinical Commissioning Group (NCCG), has launched an online directory of adult social care and health services (DoS).

The directory gives information on local and national organisations that provide services and support to

customers (both adults and children) with health and social care needs. These include:

- NHS services
- Care Quality Commission (CQC) regulated providers
- local and national voluntary organisations.

The directory, which is part of the adult social care Information Advice and Guidance website, can be searched using the A-Z lists, category

icons/lists or a free text search. Going forward we will be working to further develop the functionality and content of the DoS and would welcome all feedback. For further information visit www.newham.gov.uk/DOS

If you would like to add your organisation to the directory or if you have feedback about the content, please email DirectoryofServices@newham.gov.uk

Project Search

Project Search is a course that prepares young people with disabilities, aged 18-30, for work. The project is based at Newham University Hospital and offers interns hands on experience of work, within a real workplace, combined with daily classroom sessions.

Internship opportunities include catering assistant, stores assistant, admin, outside porter and receptionist.

The course is aimed at young people with learning and/ or physical disabilities, aged between 18-30, who are nearing the end of their time in education. It is also aimed at people who have explored other opportunities

and are committed and ready to progress into paid employment.

Application packs are now available. To request a pack please contact Anna-Renee Paisley, Newham supported employment manager, on Anna-Renee.Paisley@newham.gov.uk, call Kata Tibay on 07979 705 656 or call Gisele Jumps on 07815 613 474.



Changes to Co-Production in Newham

Co-production in adult social care is the partnership between staff and customers working together to design and develop services for the residents of Newham. It is the aspiration that all service design will be done in co-production with our customers.

Since 2012, co-production has been facilitated externally by the Forum for Health and Wellbeing (FHWB). That contract ended on 30 April 2016. From 1 May, adult social care has commissioned community neighbourhoods to deliver co-production on their behalf.

The council's new co-production team, who will be facilitating this, includes a manager and two officers who will be based at Newham Dockside. Damian Atkinson, head of commissioning (community neighbourhoods) has overall responsibility for co-production.



The format of co-production will not change significantly at this time. Community groups will receive financial and practical support from the council, and continue to meet at the bi-monthly co-production forum.

For further information please contact Aidan Keightley, co-production manager, on Aidan.Keightley@newham.gov.uk or Mary Hanlon, commissioner for adult social care, on Mary.Hanlon@newham.gov.uk

Prevent

Prevent is a national strategy that focuses on tackling extremism and radicalisation in the pre-criminal space. The community resilience team leads on all Prevent activity in Newham.

The team offer WRAP (Workshop to Raise Awareness of Prevent) training as well as guidance and support on any issues related to extremism.

For further information contact Ghaffar Hussain, community resilience manager, on Ghaffar.hussain@newham.gov.uk



NHS team develops infection control workbook for homecare providers

The Community Infection Prevention and Control team of Harrogate and District NHS Foundation Trust has developed a new workbook for domiciliary care providers which is accepted as best practice by CQC inspectors locally. It has now been adapted for generic use.

Some resources are free to download including 25 Infection Prevention and Control (IPC) guidance documents which can be adopted by organisations as their policies and others are priced affordably. To see what resources are available visit www.infectionpreventioncontrol.co.uk



Driving up standards of care with the care certificate

Health, education and community partners came together to celebrate the delivery of the care certificate programme to over 140 people working in care in Newham.

The care certificate is a set of national standards that health and social care support workers apply every day as they provide care to patients and was developed to ensure that levels of care are consistent across all care providers throughout the country.

In Newham, the care certificate programme has been set up by the council, NHS NCCG and East London NHS Foundation Trust and is uniquely delivered by staff across health and social care.

The programme has been made available to staff from all health and social care providers working in the borough including staff from general practice, community nursing, rehabilitation services, Mind, Age UK, care homes and district nursing.

Kim Mallinder, who completed the programme, comments: "I've been in the NHS for 30 years and I've been a healthcare assistant in district nursing for nine years, but I'd never completed formal training such as an NVQ so this programme was a fantastic opportunity.

"Doing the programme made me feel really appreciated and more confident. I'd recommend the certificate to everyone working with patients as it means that we all know the standards expected and how to give our patients the very best care."



The care certificate training programme in Newham was funded following a successful bid to NCCG's community education provider network. The programme ran from October 2015 to March 2016 and was provided to 70 staff who were new to care, new to their care employer or to any healthcare support worker who could not evidence training to a level 2 NVQ standard. An additional 70 staff members were trained as assessors to support the delivery of the programme.



Dates for your diary

Newham Learning Disability and Autism Provider Forum

- Tuesday 12 July, 10am-12.30pm
- Tuesday 11 October, 10am-12.30pm

Venue: Unex Tower, Stratford, E15

Strategic Provider Forum

- Thursday 28 July, 9.45am-12noon
- Thursday 27 October, 9.45am-12noon

Venue: Stratford Town Hall, 29 Broadway, E15 4BQ

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

