

Newham's Adult Social Care Newsletter for Providers

Issue 15 // September 2016



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

This month we share how Newham University Hospital has improved patient care and staff morale since being judged "inadequate" by the Care Quality Commission (CQC) last year.

We talk about the free advice that is available from the Diabetes Support Club based in Manor Park, and highlight the upcoming events to celebrate Older People's Day in October.

You can also find out more about the council's Carers Survey, which will review carers' experiences of support and services, nationally and locally.

Finally, we're delighted to congratulate East London NHS Foundation Trust on their 'outstanding' rating from the CQC after their extensive two week assessment earlier this summer.

Grainne Siggins

Director of adult social care,
Newham Council

Diabetes Support Club

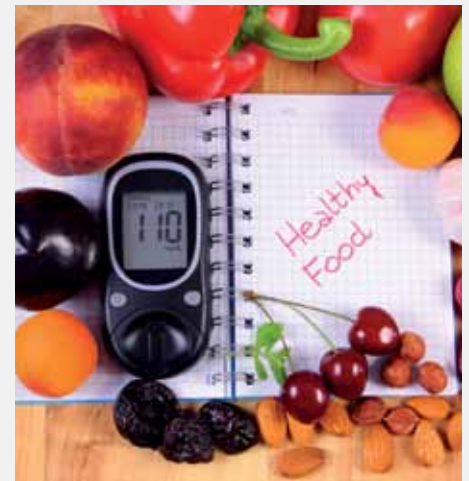
Do you know a Newham resident who has diabetes or is concerned that they may develop diabetes? Diabetes Support Club allows residents to receive FREE friendly advice from health professionals about managing the condition, plus healthy lifestyle tips to help reduce the risk of developing it.

The monthly sessions take place on a Friday at Manor Park Library, 5.30-7pm, on the dates below:

- 21 October
- 18 November
- 16 December.

Manor Park Library
685-693 Romford Road
Manor Park E12 5AD.

To book your place or for more information please contact Zakir Adam, Community Neighbourhood link worker, on **Zakir.Adam@newham.gov.uk**, **020 3373 8323** or **07812 675 213**.



Improved patient care and staff morale at Newham University Hospital

Newham University Hospital has received four and five star ratings from 89 per cent of patients who have used the independent **iWantGreatCare** website since March 2016.

The introduction of local hospital leadership teams has led to improved patient care and staff morale. The new leadership teams were introduced after Barts Health

NHS Trust was judged "inadequate" by Care Quality Commission (CQC) inspectors in May 2015.

For more information please read this [article](#).



Branch Out - a new social group for people with Autism and Asperger's Syndrome



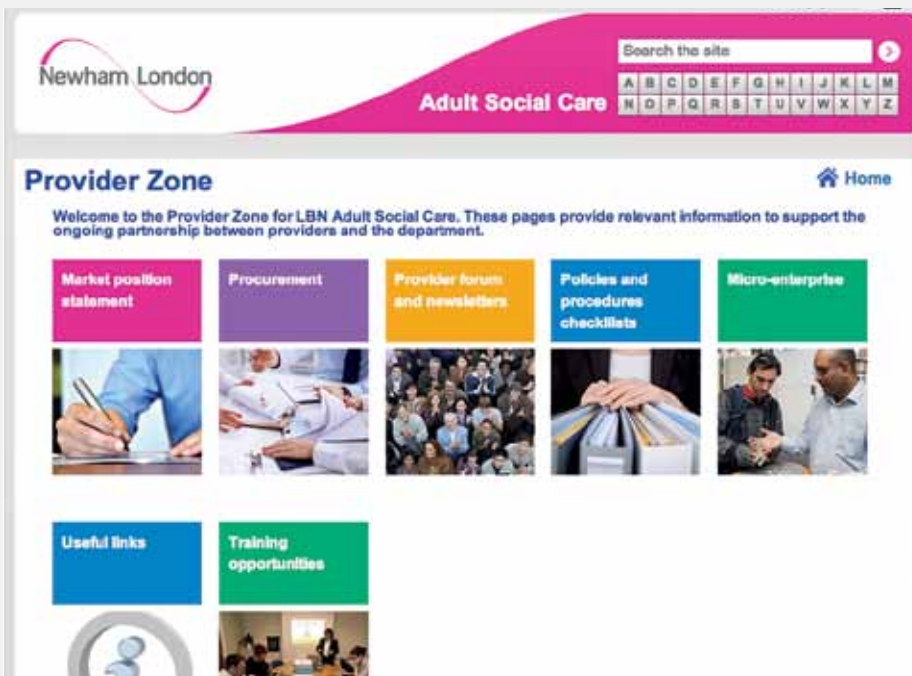
Branch Out is a new social group for residents with Autism and Asperger's Syndrome. The group has been developed by customers, for customers, and is aiming to provide a fun and social place for people to hang out, play games and meet new people.

The group will run at two venues:

- Green Street Library, 337-341 Green Street, Upton Park, E13 9AR - on the second Thursday of every month from 15 September (1-3pm)

- Plaistow Library, North Street, Plaistow E13 9HL - on the fourth Thursday of every month from 27 October (1-3pm).

To book your place or for more information please contact Habiba Ali, Community Neighbourhood link worker, on **Habiba.AliASC@Newham.gov.uk**, **020 3373 0857** or **07812 675 216**.



Provider Zone

The **Provider Zone** is Newham Council's online resource to support adult social care providers with information and advice. The web page provides information to support the ongoing partnership between providers and the adult social care service.

The Provider Zone currently has the following information:

- newsletter for providers
- market position statement
- procurement opportunities
- micro-enterprise training opportunities
- details of provider forum dates, agendas and minutes.

Newsletter for providers feedback

We want your feedback to make sure this newsletter includes information that is relevant and useful to providers. Email **askgrainne@newham.gov.uk** with your suggested topics, comments and articles about what is happening within your team and we will try to include it in future issues.



Celebrating Older People's Day in Newham

Older People's Day takes place on Saturday 1 October and celebrates the many achievements and contributions that older people make to our society and the economy.



Throughout October, the council will hold a series of events across the borough to celebrate Older People's Day. Activities on offer will include:

- live entertainment
- knitting
- health advice and MOT's
- yoga
- painting and arts & crafts
- zumba

- lunch and refreshments
- plus lots more.

For further information, please visit www.newham.gov.uk/opmonth or contact CHSocialCare@Newham.gov.uk, 020 3373 2809 or 07812 675 216.



Carers Survey 2016

The council is conducting a survey to review carers' experiences of support and services, and to find out what they think about the services provided for the person they care for.

The survey will be carried out by all local authorities and will be used to shape carers' services nationally. Locally it will be an important resource for the council to identify what has

been achieved for carers and to inform our approach to providing support to carers in the future. By carer, we mean somebody who provides 'unpaid' support or who looks after a family member, partner or friend who needs help because of their age, physical or mental illness, or disability.

The survey will be sent to carers, who are 18 years and over, and who have been provided with support during the past year. The survey runs from

Tuesday 4 October to Monday 28 November, with the results being made available from April 2017.

To request support to complete the survey, please contact the Survey Helpline on 020 3373 1520. For further information about the survey please contact William Middleton, commissioning and intelligence officer, on William.Middleton@newham.gov.uk or 020 3373 2531.



East London NHS Foundation Trust rated 'Outstanding' by the CQC

East London NHS Foundation Trust (ELFT) has been rated as 'Outstanding' by the CQC. The Trust, which provides services in London, Luton and Bedfordshire, is the only mental health and community health trust in London and the East of England to be rated as 'Outstanding'.

The inspection team carried out an extensive two week assessment in June, visiting 86 services and talking to over 300 patients, 52 carers and over 700 staff. In the first week, they examined Newham community and mental health services in all three east London boroughs before moving onto Bedfordshire and Luton in the second week.

They rated the Trust to be exceptional with regard to care and compassion for patients and being responsive to

their needs. They heard from patients that staff made a point of getting to know and understand them in order to better meet their needs. Patients felt that they weren't judged and their individual choices were respected.

For more information please read [this article](#).



Dates for your diary

Tuesday 11 October, 1.15-3.45pm

Newham Learning Disability and Autism Provider Forum
St John's Church
Broadway
Stratford E15 4BQ

Thursday 27 October, 9.45am-12noon

Strategic Provider Forum
Stratford Town Hall
29 Broadway
Stratford E15 4BQ.

Get Involved

Each month, through this newsletter, I update you 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