

Newham's Adult Social Care Newsletter for Providers

Issue 14 // August 2016



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

In this month's edition, we celebrate various events that took place across Newham for Carers Week and Diabetes Awareness Week. Thank you for all your hard work in making them a success.

Providing information and advice to providers is a common theme as we feature what the Accessible Information Standard means for staff and customers, and how the Serious Incidents Policy helps to ensure that there is a systematic process in place for reporting, managing and learning from serious incidents.

We feature MoneyWorks Grocery Club, launched last month and which provides information on how residents and staff can save money on their weekly shop. Plus how Newham Shared Lives Scheme has recently become an independent not-for-profit organisation and its plans for the future.

We also mention the excellent new service from the Stroke Association launched in May. The service is available for residents who have had a stroke or who have been deemed at high risk of a stroke in the future.

Grainne Siggins

Director of adult social care,
Newham Council

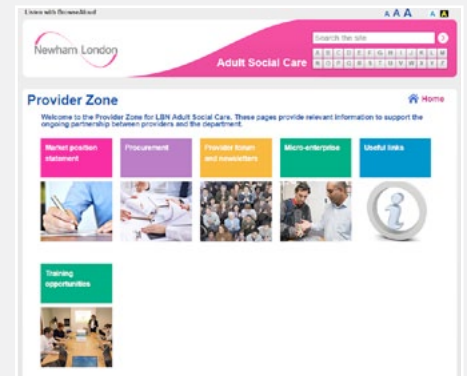
New Online Provider Zone now Live

Last month adult social care launched the **Provider Zone**, an online resource that supports commissioned service providers with information and advice. The webpage provides information to support the ongoing partnership between providers and adult social care.

Content currently includes:

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

For further information please contact Lydia Drummond, commissioner, on Lydia.Drummond@newham.gov.uk



The Stroke Recovery and Prevention Service

The Stroke Association launched a new service in May targeting stroke survivors and their families, and those residents at greatest risk of stroke.

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

- hold regular stroke prevention activities for the local community
- raise awareness of common

stroke risk factors, such as high blood pressure

- help residents considered to be at risk of stroke by providing advice and support
- support stroke survivors and their families with information, practical advice, advocacy and emotional support (before and after discharge from hospital).

Stroke survivors, their families, and those residents at greatest risk of stroke, can contact the Stroke Recovery and Prevention Service on



020 7474 003 or email **Yusra.Uney@stroke.org.uk**

For further information about the Stroke Association, please visit www.stroke.org.uk or call their Helpline on **0303 303 3100**.

Carers Week 2016 in Newham

Adult social care held 13 events across the borough to show support for Carers Week 2016, including information stalls at Forest Gate Library, Custom House Surgery, Vicarage Lane Health Centre, Queens Market, East Ham Market and Newham University Hospital.

Council staff also had the opportunity to find out more about carers rights

and the council's provision for staff that are carers - particularly around the employment rights of carers - by visiting an information stand located outside the Retreat Restaurant at Newham Dockside.

The week long event was a great success and despite the bad weather, the celebrations concluded with over 200 people attending the Carers Fun Day on Saturday 11 June, 11am-6pm, at Chargeable Lane Resource Centre.

17 organisations provided

carer-related health and wellbeing information and advice to carers and other residents at the event.

Many carers also had health MOTs, whilst others treated themselves to head and shoulder massages, hand reflexology, chair-based exercises, salsa, henna, nail painting/manicures and more. Young carers and customers enjoyed the bouncy castle, balloon modelling, hula hoops and Wii games.

For further information visit www.newham.gov.uk/carers



Accessible Information Standard

The Accessible Information Standard aims to ensure disabled people have access to information they can understand and provide any communication support they might need.

The Standard directs and defines a specific and consistent approach

to identifying, recording, flagging, sharing and meeting individuals' information and communication support needs.

It requires all providers of NHS or publicly-funded adult social care to comply with the Accessible Information Standard by Sunday 31 July.

The council has developed a working group that is working



towards fulfilling the requirements of the new Standard.

For further information please visit www.england.nhs.uk/ourwork

MoneyWorks Grocery Club

The MoneyWorks Grocery Club, launched earlier this month, can advise on simple changes you can make to save money on your weekly shop. There are lots of things you can do to save money when shopping, but where do you start?

Newham residents and staff can expect to receive advice on the following:

- meal plans including a FREE shopping list and meal planner when you visit the MoneyWorks shop
- online supermarket shopping
- loyalty schemes
- deals and special offers

- branded and non-branded shopping
- MoneyWorks brand downsize challenge.

MoneyWorks are located at Unit 61-62 Stratford Centre, London, E15 1XF.

For further information, visit www.newhammoneyworks.co.uk or call **020 8430**.

Celebrating Diabetes Awareness Week

Diabetes Awareness Week (June 12-18) aimed to raise awareness of diabetes, how to prevent it and advise on support is in place for people affected by it.

East Ham and Manor Park Community Neighbourhoods hosted an information stall on High Street North in East Ham. The aim was to raise awareness of diabetes prevention and provide information



about Community Neighbourhood activities, as well as promote the Diabetes Support club.

230 people visited the stall and 140 people had their blood pressure and sugar level checked by nurses from Shrewsbury Road Clinic and Newham University Hospital.

Click [here](#) to find out more about diabetes and living with diabetes in Newham, as well as information on blood glucose testing if you have type 2 diabetes.

Newham Shared Lives Scheme 'spins out'

On Monday 20 June, Newham's Shared Lives scheme became an independent not-for-profit organisation.

Bettertogether Ltd is a new company set up by the council to deliver Shared Lives services in Newham and Havering. Staff, carers and customers are all members of the new organisation, which will be managed by a board of directors, including representatives of all members.

The scheme continues to offer CQC regulated support to individuals in the homes of Shared Lives carers across the borough, providing good outcomes for individuals who live within their local community.

The Shared Lives team will remain in their current office in Stratford Advice Arcade. The new team contact details are as follows:



- General enquiries: info@bettertogether.org.uk or 020 8519 9536
- Sarah Havard, Shared Lives Manager: sarah@bettertogether.org.uk or 07814 115 965
- Emma Winterford, Shared Lives Officer: emma@bettertogether.org.uk or 07969 287 244
- Sandra Aloko, Shared Lives Officer:

sandra@bettertogether.org.uk or 07772 002 149

- Gisela Iveson, Shared Lives Officer: gisela@bettertogether.org.uk or 07541 031 530.

The Shared Lives scheme currently has a range of vacancies so please contact any team member for further information. Shared Lives officers can attend your team meeting if you would like to hear more about the services offered.

The Serious Incidents Policy

The Serious Incidents Policy helps to ensure that there is a systematic process in place for reporting, managing and learning from serious incidents. The purpose is also to ensure:

- all serious incidents are reported to an appropriate senior manager in a timely manner

- commissioned or contracted organisations' own policies and procedures around serious incidents and risk management are followed
- lessons are learned and risks managed.

A serious incident (in the context of this procedure) is defined as a situation which may seriously harm staff, people who use the service, or others. It may also involve financial irregularities. It includes serious damage to council premises which may disrupt the delivery

of services and serious breaches of confidentiality.

The policy will ensure that senior managers and elected members are made aware of serious incidents quickly so that action can be taken, if necessary, to protect the reputation of the council and its employees.

For further information please contact Reetha Senan, risk management officer, on Reetha.Senan@newham.gov.uk or 020 3373 1263.

Celebrating Learning Disability Week 2016 in Newham

Thank you to everyone that took part and contributed to making Learning Disability Week 2016 such a huge success.

Over 80 people with learning disabilities, together with their families, friends and carers, attended the 'Looking Forward' event at Stratford Circus Arts

Centre on Thursday 23 June.

The event to celebrate the talents of people with learning disabilities was developed and hosted by customers and their carers in collaboration with the council. It featured a disco and performances from Act Up! Newham, Newham People First and Powerhouse For Women.

Councillor Furness, mayoral advisor for adults and health, said: "The Looking Forward event was

great fun and also showed how much can be achieved by involving people with learning disabilities in the things that affect them. I would like to offer a big thank you on behalf of the council to everyone that took part and helped to make the evening such a success."

For more information about what services are available to support people with learning disabilities, please visit www.newham.gov.uk/LD or call **020 8430 2000** (option 2).



Dates for your diary

Newham Learning Disability and Autism Provider Forum

Unex Tower, 7 Station Street, Stratford, E15 1DA

- Tuesday 11 October, 10am-12.30pm.

Strategic Provider Forum

Stratford Town Hall, 29 Broadway, E15 4BQ

- Thursday 27 October, 9.45am-12noon.

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