

# Adult Social Care Local Account Easy Read



**Haringey** Council

## Our Key achievements in 2012-13

# Forward

## Director of Adult and Housing Services - Mun Thong Phung



We have said goodbye to Lisa Redfern for 1 year; she was the Deputy Director of Adults and Community Services. Beverley Tarka is now Acting Deputy of Adults and Community Services. She has **20** years of service experience including 4 years as Head of The Learning Disabilities Partnership.

## Cabinet Member for Health and Adult Services – Councillor Bernice Vanier



I am Cabinet Member for Health and Adult Services and also [Deputy Leader of the Council](#). We have continued to provide value for money services, and meet the needs and expectations of our residents.

# Introduction



Adult Social Care enables vulnerable people to feel safe and receive the personalised support they need to live independent and healthy lives. This is our third **Local Account** and we are proud to show that we provide a valuable service to our most vulnerable residents.



Our front cover shows a gentleman aged 101 years old. He lives independently in his own home because of the work that we do.



We have helped more people this year than last year.

# Last year we said we would....so we did

## Safeguarding Adults Bard Prevention Strategy:



We sought public opinion on this strategy to help keep people safe.

## Accreditation:



We have now accredited 35 Domiciliary Care providers.

## Voluntary Sector Commissioning and Funding Framework:



We have developed joint priorities for Haringey, to deliver better health and social care outcomes for residents.

## Personal Budgets:



In Haringey, there were 3,219 service users receiving a Personal Budget as at 31<sup>st</sup> March 2013. This means 68.6% of people receiving a community service have a Personal Budget or a direct payment.

## Roden Court



We supported the opening of an extra care scheme: Roden Court.

# Integrated Health and Social Care

## Integrated Working



We are committed to providing all residents in the borough with high quality services.

Health and Social care will be working closer together. This will lead to reduced costs and better services.

## Integrated approach to providing services



Social Care and Health have been working together around telehealth for the remote monitoring of patients with long-term health conditions.

True story

Mr A's brother died. With the support of a **social worker, Psychiatry, Psychology** and **Nursing** we helped him to improve both his emotional and physical health. Mr A was then supported to move to a new property with his own support package so he could continue to live with his brother's dogs. He said "the team have been brilliant".



# Safeguarding - Keeping people safe



Safeguarding means protecting people from abuse or neglect and putting systems in place to prevent abuse or neglect from happening in the future.



We are committed to safeguarding all children, young people and vulnerable adults that come into contact with our work. We believe that everyone has an equal right to protection from abuse, regardless of their age, race, religion, gender, ability, background or sexual identity and consider the welfare of the child, young person or vulnerable adult is paramount.



**The proportion of people who use services who say that our services have made them feel safe and secure:**

Haringey 83.4%

London 73.1%

Haringey has a better average than London.

# Safeguarding - Keeping people safe

## Commissioning

MEET



The Safeguarding Adults Team is pleased to announce the new role of Commissioning & Safeguarding Monitoring Officer.

Working closely and proactively with providers to make sure people are safe.

## True Story



An alert was raised for 61 year old Mr B who has with mental health problems. His neighbours had been stealing his money and belongings; and had been physically and mentally abusing him.

Our Safeguarding Team worked with the **Mental Health Team, Housing Management Services, Anti-Social behaviour Team** and the **Police**, to ensure Mr B was safe.

Mr B finances have now been protected and he has been moved to alterative supportive accommodation. Mr B's family were also given support to ensure their safety.

# Safeguarding - Keeping people safe

## Winterbourne View:



In Haringey we have been checking all placements to make sure that they are the best for the client.

## Training



All our staff receive training in general awareness of safeguarding matters.

## Promoting Awareness



We are raising awareness of the importance of tackling and preventing hate crime, by increasing access to reporting and improving the response to hate crime.

## Distribution of Information Cards to Haringey Pharmacies



The information card gives details about 'What is abuse?' and how to contact the council in the event of abuse happening. We sent over 1000 to local pharmacies.

# Safeguarding - Keeping people safe

## Safer Travel for Older People



Two main risks for Older People on public transport are falling or having items stolen. We aim to increase the safety and awareness of older people on both the bus and tube.

## Promoting Independence



### Promoting Independence

A personal budget is an amount of money offered to people in need of help for their care. More people are receiving a personal budget than last year.



If you want information about your care you can contact the Integrated Access Team.



We have supported 196 people to gain independence and continue living in their own home within just 29 days in 2012/13.

# Ensuring that Carers have a positive experience of care and support

## Haringey's Carers' Rights Day



This year's Carers Rights Day was about getting carers the information and advice they need to claim benefits, access practical support and find out how technology could help in their role.

## Carer of the Year

The winners were:



The Mayor with the Adult Carer of the Year and the Young Carer of the Year 2012

Adult Carer of the Year 2012 –  
**Elizabeth Sillery**

Young Carer of the Year 2012 –  
**Kyan Coleman**

Outstanding Contribution to the Community Award –  
**Jill Darnborough**

## Supporting Carers



*'Social services have been very supportive in getting me paid for what I was already doing. I was unaware that I would be entitled whilst they visited my mother. THANK YOU!'*

If you provide regular unpaid care to an adult who is ill, frail or living with a disability in Haringey, you can register as a carer with us. To register as a carer please visit [our website](#) for further details.

# Transforming experiences for our community: The 2012 Olympics

## Torch Relay in Haringey - 25th July 2012



We organised four separate Disabled Viewing Areas along the Torch Relay route. This was to enable people with disabilities/mobility problems, living in the Borough to enjoy the Torch Relay as it was carried through Haringey.

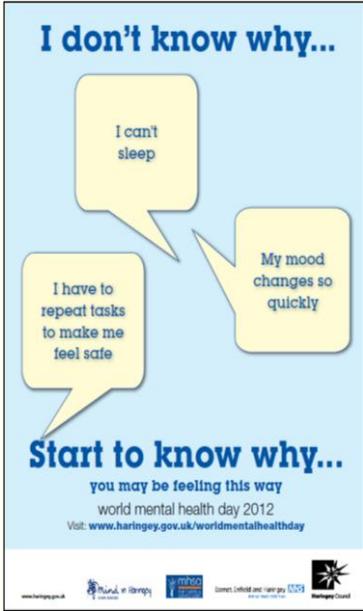
**Haringey was the only London borough to offer these facilities.**

## A Royal visit



Prince Charles and the Duchess of Cornwall paid a surprise visit to the MENCAP Community Centre in Tottenham High Road to show their support and some of our clients were able to hold the torch.

# Enhancing the Quality of life for Our residents with Mental Illness



**I don't know why...**

I can't sleep

I have to repeat tasks to make me feel safe

My mood changes so quickly

**Start to know why...**  
you may be feeling this way  
world mental health day 2012  
Visit: [www.haringey.gov.uk/worldmentalhealthday](http://www.haringey.gov.uk/worldmentalhealthday)

www.haringey.gov.uk  
MIND  
James Lifford and Haringey CCG  
Haringey Council

We support people with Mental Health issues to live happy, healthy independent lives.

To raise awareness of mental health issues we had a week of activities. To celebrate World Mental Health Day 2012.

## Mental Health Service Developments



**I don't know why...**

I'm scared to leave my home

I think I'm fat and my friends think I'm thin

I can't stop crying

**Start to know why...**  
you may be feeling this way  
world mental health day 2012  
Visit: [www.haringey.gov.uk/worldmentalhealthday](http://www.haringey.gov.uk/worldmentalhealthday)

www.haringey.gov.uk  
MIND  
James Lifford and Haringey CCG  
Haringey Council

Two new services, the **Clarendon Recovery College** and the **Wellbeing Kitchen and Café**, have been introduced at the Clarendon Centre and are run as two distinct services from the Clarendon Centre building.

**The Clarendon Recovery College** provides a time limited individually tailored programme; and

**The Wellbeing Training Kitchen and Café** trains people and gives volunteering and employment opportunities.

# Enhancing the Quality of life for: Our residents with Learning Disabilities

MEET



Community Nurse **Jane Iorizzo** wrote an article for Learning Disability Practice titled [‘Helping offenders find a way out of recidivism’](#) in which she considers ways to reduce reoffending rates among people with learning disabilities who are or who have been in prison.

## Transition evening



We held our annual transition evening in February. This is a chance for parents and carers of children aged 14-19 to start thinking about their movement to adult services.

## Nurses award



Haringey’s Joint Learning Disability Partnership Nursing team has won the National Nursing Standard Award for a new nursing model they have developed.

# Developments



The number of working people with a learning disability known to the council during 2012/13 was 633 this is an increase of 10% in comparison to 2011/12.



435 people with Learning Disabilities who use our services have been identified as living in settled accommodation as 31/03/13.

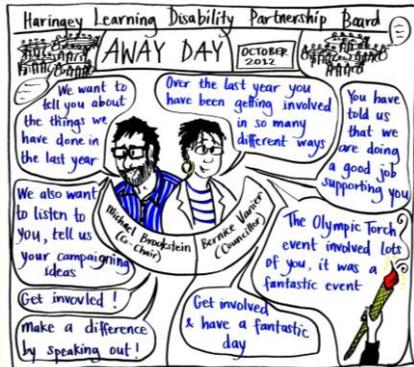


40 people with a learning disability were in paid employment within their assessment or latest review at the end of March 2013.



There were 345 people (87% of people with Learning Disabilities) receiving a personal budget as at 31/03/2013.

# Learning Disabilities Partnership Board Away Day



The day was for people with learning disabilities, their family; carers and professionals, to find out what's happening in Haringey and give an opportunity for people to tell us what they think about our services.



A group of people with learning disabilities did a project at the globe theatre based on the play The Tempest



There is a new respite service for people with learning disabilities.

# Delaying and reducing the need for care and support for Our residents with Physical Disabilities



We have transformed the Winkfield Resource Centre to allow the Occupational Therapy staff to show the full range of equipment available on the open market and the types of adaptation that may be recommended to promote the individual's independence at home.



People using this service have a better understanding of what the proposed adaptation will look like in their own home.

The clinic operates Monday-Wednesday.



During 2012/13 the Council provided 298 major adaptations which included: 55 stair lifts, 5 through floor lifts, 10 ceiling track hoists and 213 showers/wet rooms.

# Ensuring our residents have a positive experience of care and support in Our Day Opportunities Centres



## **Dignity in Care**

Staff in The Haven Day Centre worked with clients to find out what dignity in care meant for them.

## **Halloween at The Haven Day Centre**

A variety of Halloween themed activities were planned.



## **A Diamond Celebration at the Grange and Haynes Day Centres**

The Queen's Diamond Jubilee was celebrated at the Grange and the Haynes Day Centres.



## **The Connaught Opera Comes to The Haven**

Maria Arakie, Glenn Wilson and pianist Nicholas Bosworth presented VIVAT REGINA to celebrate The Queen's Diamond Jubilee.



## **The Haven Christmas Celebrations.**

Clients had a fantastic afternoon at their annual Christmas Party that enables those who are on their own at Christmas to participate in the seasonal festivities.

## True Story

81 year old Mr B lives alone. He was unaware of his entitlements. He had numerous health needs and sensory impairments. He found it difficult to manage in his own home.

**Sensory Team** – Helped Mr B with his hearing impairment and equipment to help him live more independently.

**Occupational Therapy Team** – Helped Mr B due to the risk of him falling and provided equipment to help him walk safely.

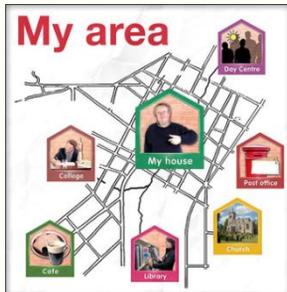
**Draught Proofing Team** - Age UK Haringey- The team helped Mr B with draught proofing his home to keep his home warm.

**Benefits Check**-Age UK Haringey- Ensured he was getting the right income and supported his son's application for carer's allowance.

**“The enablement service is better than excellent” – Mr B**



# Developing our community links



We have been working to encourage our community to support others that may be at risk. There is opportunity for further development.

## Social Media

We are developing our support for social media for community engagement and support for our volunteers.

## Neighbourhoods Connect

'Neighbourhoods Connect' helps residents keep in touch with the services they need and those around them. Our 'Pop-Up' Drop-Ins are now running in most of Haringey's libraries.



## Warm and Well

The campaign provided a range of staff and volunteer interventions for around 200 individuals based on increasing confidence, gaining access to services and participating in community activities.

## Asset Mapping

We are mapping what is available in the area.



## Integrated Health and Social Care

We are working towards Health and Social Care working closer together.

# Future changes for Adult Services and our upcoming priorities



## **Safeguarding**

We will deliver and implement the new Safeguarding Adults Prevention Strategy to help keep people safe.



[Healthwatch](#) was created on 01/04/2013 to:

- 1) Collect the views of users, patients and the public to help shape local health and social care services.
- 2) Support people by providing information and advice to make better choices about the health and social care services they use.
- 3) Provide a single point of contact for people who want to make a complaint.



## **Integrated Partnership working**

The Haringey Learning Disability Partnership, have drawn up a new three-year Partnership Agreement.



## **Care Bill**

We are getting ready for the Care Bill which is currently being debated in Parliament.

# Future changes for Adult Services and our upcoming priorities

## **Integrated Transformation Fund**

Better integrated services across health and social care in Haringey.

An improved quality of life for people with long term conditions.

Increased service availability and accessibility.



## **The Rapid Response scheme**

The Rapid Response Hospital Discharge scheme will help enable, mainly older, people to go home from the Accident & Emergency Department from the North Middlesex Hospital and the Whittington Hospital. They will get people home and settled in when others community services have closed.



## **Reablement**

We are extending our Reablement Service to include people with Mental Health issues.



## **Accreditation**

We are aiming include Supported Living providers on our accredited list next year.



Should you require any further information regarding Adult Social Care, please contact us or visit our website.

We welcome your views regarding the layout and content of your Local Account. Please complete the questionnaire below and post or email it to us.

**How to contact us**  
**Telephone: 020 8489 1400**  
**Post: Haringey Council, 40**  
**Cumberland Road, Wood Green**  
**London N22 7SG**  
**Email: [IAT@haringey.gov.uk](mailto:IAT@haringey.gov.uk)**  
**Website: [www.Haringey.gov.uk/haricare](http://www.Haringey.gov.uk/haricare)**

	YES ☺	NO ☹
<b>About you:</b>		
Do you use Adult Social Care services?		
Do you look after someone who uses Adult Social Care services?		
Do you live in Haringey?		
Do you represent a community group or voluntary group?		
<b>Your opinion of the Haringey 2013/14 Local Account:</b>		
Did you find the Local Account easy to read and understand?		
Did you like the presentation of the Local Account and was the information useful to you?		
If you use our services or care for someone who does, in what way have the services made a difference to your/their life?		