Haringey Council

Adult Social Care

Local Account 2011/2012

Easy Read Version

A summary of our achievements in 2011-12

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Introduction

	I am Mun Thong Phung. I have been the Director of Adult Social Services at Haringey for five years.
	I am Councillor Bernice Vanier. I am the current Cabinet Member for Health and Adult Services and I am also Deputy Leader of the Council.
	There are around 255,000 residents in Haringey. Almost half of our population are from ethnic minority backgrounds and around 200 languages are spoken here.
	We provide care and support to more than 4,600 residents.

Improving the quality of life for people with care and support needs

	A Personal Budget is an amount of money offered to people in need of help for their care.
	Personalisation gives people greater choice and control.
	More than half of people who use our services use a Personal Budget.
	You can have your Personal Budget Direct Payments put onto a prepaid card, instead of receiving a cash payment.
	The Personal Budget Users Forum is for all people who use a Personal Budget or Direct Payments and their carers.

	The Winkfield Resource Centre is a 'Changing Place'. This means people with physical, sensory or learning disabilities can come and use the toilet and changing facilities.
	We want the people who use our services to have confidence in the standard of care. This is why we are working to 'accredit' suitable care providers serving the area to ensure they are able to deliver the care that they offer. In 2011/12, we had approximately 25 accredited care providers.
	We have been working with NHS Haringey. Single rooms are now offered to people with learning disabilities should they need in-patient treatment at North Middlesex Hospital. Their family carer is also offered a bed in the room. This will help the patient feel more at ease in hospital.
	A Future Planning Working Group has been set up to focus on learning disabilities. It will look at older carers of people with learning disabilities and older people with learning disabilities.
NEIGHBOURHOODS Connect	Neighbourhoods Connect is a social media initiative. Local volunteers work with adults at risk who need assistance to get out and about. It makes others aware of the needs of people with disabilities and neighbourliness.

	Downhills Café is a social enterprise which supports and trains adults with learning disabilities to work in a café.
	Bernadette McNamara won Learning Disability Nurse of the year 2011.

Improving support for carer's of people with support needs

	We have a Carers Hub at Wood Green Central Library. It provides information and advice sessions on specific conditions/illnesses.
	There are many support groups available to carers, that reflect the diversity and needs of our residents.
	Carer's can also receive a Personal Budget or a Direct Payment.
	We have a register of carers. We want carers to register so they can enjoy the benefits, including: ✓ Registered carers can apply for an Active Gold Card which gives free admission to <u>all</u> Haringey leisure centres when helping the person they look after to use the facilities. ✓ Registered carers are also entitled to a 10% discount rate on courses run by Haringey Adult Learning Services.

	We have started a Haringey Carers Emergency Scheme. A Carer's Emergency Alert Card will identify a carer. If the Community Alarm Service is alerted that a carer has had an accident they will: ✓ Contact family or friends. ✓ Contact the person they care for. ✓ Make sure the person's support needs are met. ✓ Arrange emergency help as required.
	Mrs Maria Wood and Mr Hervin Forbes, were chosen as joint winners of Haringey's Carer of the Year Award 2011. Special Recognition Awards were given to Alan Carey, Mrs Brinda Juggermauth and her son, Pat.

Delaying and reducing the need for care and support

	The Reablement Service is a team of workers that provide intensive support to help vulnerable people after an illness or accident. Reablement is a free service for a maximum of six weeks. Should the person need ongoing care after six weeks, further support will be arranged to meet their needs.
	Aids and adaptations, such as eating utensils, kettle tippers and grab rails, are now more widely available in local pharmacies and other retailers
	Our falls prevention package provides about 1,000 basic foot care sessions per year, in five walk-in locations.

	Our Warm and Healthy Campaign plans to reduce winter deaths and reduce the need for health and social care support for older people.
	The Telecare service offers a community alarm service and remote monitoring. We provide a Telecare service to over 5,000 older people and vulnerable adults to help them live independently in their own homes.
	True Story: Ms C fell over and was unable to get up so she pressed her alarm. Two minutes later an ambulance was called and then we went to let them in. Ms C said “The alarm service is brilliant!”

Ensuring everyone has a positive experience of care and support

	We like when you to tell us what you enjoy about our services and what you think we can do to improve.
	Four people who had lived together for several years told us that they wanted to continue living together after their residential care home was closed. We listened to them and changed a building into a home for them.
	Health services are improving for people with learning disabilities within NHS London.
	We asked 2000 people what they thought about their services from Adult Social Care. The responses showed that we are having a positive impact on lots of people we provide care services to.

	We surveyed some people in Supported Housing. The results showed that most people were happy with the services provided.
	We did a survey about the Meals on Wheels service. Most of the responses were really positive. We will keep checking, to make sure that we are doing everything that we possibly can to improve our services.
	All of our centres and services recognise and cater for the various cultures, religions and the general diversity of our local area to ensure that everyone has a positive experience of care and support.

Keeping people safe – People whose circumstances make them vulnerable and protecting them from avoidable harm

	We want victims and others who witness abuse, to report it to us immediately. Every allegation of abuse is treated seriously.
	We can now train our staff and others who work with adults at risk, online.
	We work with the National Health Service, the Metropolitan Police, the London Fire Brigade and other groups to ensure the safety and well being of our vulnerable adults.
	We have an Anti Hate Crime plan.

	Haringey Council Trading Standards Officers have offered advice and practical help for adults at risk who are affected by doorstep crime and rogue traders.
	We held two events to help parents/carers be better informed about transition. The first was an information evening about the process of transition and how to access support and advice. The second was the 'Transition Opportunities Fair' which was held in partnership with Tottenham Hotspur Foundation. Feedback from all involved was very positive.
	We do additional checks when a person at risk is placed in a home in Haringey from the London Borough of Islington.

Future changes for Adult services

	Haringey Joint Strategic Needs Assessment (JSNA) – Pulls together the information on the health and wellbeing of the people of Haringey in order to make decisions about how to assign future services.
	Anti-Hate Crime Action Plan 2012/13 – Aims to Prevent Hate Crime by increase reporting and access to support; and improving the response to hate crime.
	Health and Wellbeing Strategy - informs commissioning decisions across local services so that they are focussed on the needs of individuals and communities.
	Care and Support Bill 2012/13 - place duties on local authorities to provide information and advice relating to care; gives carers the right to support and care for people who move from one area to another.

	The Health and Social Care Act 2012 – ends Local Involvement Network (LINk) and replaces with 'Healthwatch'.
	Deprivation of Liberty Safeguards (DoLS) funding factsheet - Local Authorities take over responsibility for DoLS in hospitals.

Our future priorities

	We will support the opening of a new extra care scheme in Roden Court.
	We will ensure all adults who are at risk and eligible for adult services have been offered a personal budget.
	We will deliver and implement a new Safeguarding Adults Prevention Strategy to keep people safe.
	We will implement a Voluntary Sector Commissioning and Funding Framework.

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

Website: www.Haringey.gov.uk/haricare

	YES	NO
About you:		
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?		
Your opinion of the Haringey 2011/12 Local Account:	☺	☹
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?		

If you would like this Local Account in a different format including large print or in another language, please contact us on the details above.