

## **Update of the Cabinet Member for Health, Wellbeing and Adult Social Care**

Health and Adult Social Care Committee 23<sup>rd</sup> January 2024

### **1. Purpose of the Cabinet Member update**

- 1.1. This paper provides a short round of updates from across the portfolio of the Cabinet Member for Health, Wellbeing and Adult Social Care. It presents an opportunity for the cabinet member to speak directly to the HASC Scrutiny Committee and highlight key pieces of work, both to share successes and identify challenges and opportunities in the coming months. The Committee are invited to consider the information below and ask questions of clarification at the meeting subject to the Chair's discretion. Requests for additional information can be addressed to the relevant director/s outside of the meeting. The Committee may also use the cabinet member updates to inform their scrutiny work planning for the coming year.

### **2. Adult Social Care (ASC)**

#### **2.1. Care and Support at Home**

- 2.2. The transformation programme for care and support at home continues to progress and a number of workstreams have been developed to manage the broad range of work being undertaken. There is alignment with other key developments such as the Accommodation Plan and integrated neighbourhood teams.
- 2.3. The current long-term care (homecare) and reablement contracts remain in place until at least March 2025. Each provider is undertaking service development to 'test and learn' new approaches that support residents who draw on care and support (for example, embedding a strengths-based approach, working with the newly developing integrated neighbourhood teams and moving care worker staff to guaranteed hour contracts).
- 2.4. A specialist in-house 'test and learn' project has progressed and is moving into the next phase where the team will be working with residents to develop the model further. This project is intended to offer more intensive, flexible support and will ensure residents are connected to their local community. It will begin in the East Neighbourhood to take advantage of potential partnership working with integrated teams.
- 2.5. Fora, a design-led partnership, was awarded a 12-month contract in September 2023 to work with Camden and its residents to co-produce a new approach to care and support at home. Fora will support Camden to design, 'test and learn' and then evaluate new approaches. They have completed their discovery phase and will embark on co-production with residents and care staff in February 2024.

#### **2.6. Mora Burnet House – Transfer to in-house provider services**

- 2.7. Following the insourcing of Mora Burnet House at the beginning of December, there are 22 staff at the extra care scheme who are now employed by Camden Council. The staff members are settling in well and are getting to understand Camden as an organisation as well as our In-House Provider Services, where the team is located. Day to day support for the team is being facilitated by In-House Provider colleagues whilst recruitment takes place for a permanent Service Manager, which we aim to have appointed to by February of this year.
- 2.8. Mora Burnet residents have coped well with the changes in provider, and recently celebrated the holidays together at a Christmas lunch. The extra care scheme has been receiving new referrals and staff members are now proactively carrying out assessments in line with the Camden Wellbeing Model that is in place at Charlie Ratchford Court. The work to further embed our ways of working with Mora Burnet's freeholder continues through our relationships held by both In-House Provider Services and the Adults Commissioning Team.
- 2.9. **Waiting lists and waiting times in ASC**
- 2.10. Like many other Local Authorities, waiting lists and waiting times in Adult Social Care continue to be of concern, we have however seen an overall gradual reduction in numbers of people since an additional management action plan was put in place in October 2023. The numbers of people waiting for reviews who are either living at home or living in a residential or nursing home have steadily decreased since October whilst the numbers of people who are waiting for Occupational Therapy assessments (both standard and complex) have broadly remained the same.
- 2.11. Our social work and occupational therapy teams continue to screen and prioritise people who present with the most urgent need and will always prioritise residents where there are safeguarding concerns. Recruitment to vacant and additional Occupational Therapy and Social Work posts continues and whilst this remains a challenge across London, strong interest in working for Camden was demonstrated at a recruitment event that we hosted in the Autumn. In the meantime we are sourcing external capacity to assist us with completing overdue reviews and assessments and we are hopeful that the numbers of people waiting will continue to fall over the coming months. This includes working with Camden Carers who are supporting us by undertaking additional carers assessments and reviews.
- 2.12. National and regional data confirms that Camden continues to perform well in supporting people who are being discharged from hospital in a timely way and the numbers of people waiting for a care package to be arranged before being discharged from hospital remain low.

### **3. Health and Wellbeing Department updates**

#### **3.1. Change Grow Live (CGL)**

- 3.2. After spending the first 6-8 months of the new service focussing on safely transferring service users from previous providers, CGL are now concentrating on implementing all the required elements of the service including developing the family service, peer-delivered interventions and expanding the range of locations to access support to community venues.
- 3.3. The CGL Camden management team have been arranging site visits and presentations with partners such as community mental health teams, VAWG partners and GPs, raising awareness of the new service and ensuring that partners are aware of referral routes. They have also delivered training for hostel teams across the borough in response to the increased overdose risk. The newly established “hostel in reach team” are working hard to increase the number of hostel residents accessing our service for treatment and support via a range of pre-contemplative/pre-treatment activities.
- 3.4. Latest data indicates the service is supporting over 1780 residents with drug and/or alcohol needs and anecdotal feedback from service users has been positive especially with regards to the new premises and the psychologically informed environment. The service also received positive feedback from a number of recent visits including Sophie Linden (Deputy Mayor for Policing and Crime in London), and the Chief Executive for Camden Council and received an encouraging report from the CQC visit that took place in July 2023, receiving an overall CQC ‘good’ rating.

#### **4. CICE Reflection Event**

- 4.1. In November I hosted a reflection event for members of the Camden Integrated Care Executive (CICE), which is the group that provides executive leadership of our borough-based partnership around health and care. Members are the senior executive leaders across our key borough partners. In addition to CICE members, we also invited non-executive Directors and Board Members of our local NHS Trusts.
- 4.2. The event was an opportunity to pause and reflect as a group, outside of our normal, professional environment, and putting to one side the significant system pressures we all experience.
- 4.3. The session started with a Community Champions takeover, helping us to observe and reflect on what investment in community led approaches to health and wellbeing can deliver when given time, space and appropriate support to develop.
- 4.4. The Community Champions programme was established in 2020 with sponsorship from the Camden Health and Wellbeing Board (HWBB). Its purpose was to enable local tenants and residents to define their own health and wellbeing priorities and contribute to their delivery. The programme is an excellent example of our commitment to resident-led activity in the health and care space. The model builds on the skills and knowledge of local

communities, by bringing local people and services together to reduce inequalities, improve health and wellbeing and tackle local issues of concern.

- 4.5. Similar programmes are run elsewhere in London (Bi-Borough) which have been positively evaluated in recent years with two independent Social Return on Investment studies. Based on the Cabinet Office methodology, we could expect a £5-6 return for every £1 invested. There are a range of positive outcomes that can be expected from such community-led programmes, the largest impacts were on reduced isolation, increased uptake of physical exercise, improved sense of belonging and being accepted in the community, increased attendance at community centre activities, and improved awareness of health guidance and available health support services in the community. There are strong links here with the priorities of our Health and Wellbeing Strategy.
- 4.6. We then went on to consider our own CICE priorities, but from the perspective of residents and communities, assessing what we might change or refocus. The final part of our session was informal and discursive, allowing us to think freely as a team about the legacy we want to leave in Camden, and how we leverage the system to do so. The evening worked well to strengthen our relationships and encourage open discussion.

**REPORT ENDS**