

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

Health and Adult Social Care Committee 9<sup>th</sup> July 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. Carers Action Plan**

- 2.1. Over the last 18 months, a carers action plan has been coproduced with carers. Planning is underway to launch the action plan in July 2024. This includes launch activities such as an art exhibition to showcase carers art work with the theme 'what does caring mean to you'. To coincide with the launch of the plan, the themed of the debate at July's Full Council will be on carers.
- 2.2. To ensure the action plan reflects the carers voice, coproduction activities continue. This recently includes, themed focus groups with male carers; carers of people with autism without a learning disability and single parent carers. A workshop is also being designed with Corporate Strategy on the Good Life Camden Framework.
- 2.3. Carers have said that they want both printed and digital versions of the action plan. The Council's Design Team are creating a paper version and a website developer has been commissioned to create a standalone website. The colour scheme was agreed with carers.
- 2.4. Three roles are being recruited to manage the delivery of the priorities within the action plan post launch and the development of a Borough Partnership Carers Board. The Board will hold momentum and accountability of the action plan. This will be led by carers.
- 2.5. An equality impact assessment has been created to support this work and that of the recommissioning of the carers contract, which is underway. The tender is planned to go live in Winter 2024.

### **3. Safeguarding**

- 3.1. Our data on activity that relates to Adult Safeguarding is reported quarterly and summarised at the end of the year. Our reporting throughout the year sets out an analysis of performance data and other insights, to determine how

we are keeping people safe and supported across Adult Social Care (ASC). We use a combination of performance data, practice insights and real-life stories to determine how well we are conducting safeguarding activity across services and to identify any trends which may impact our communities or the way that we work with people. The numbers of referrals to our Adult Safeguarding Hub has remained steady throughout 2023/24 overall, but like other local authorities we have observed a general increase in referrals since pre pandemic. This is probably due to a combination of factors such as increased public awareness of Adult Safeguarding and how to report a concern, as well as increased complexity of needs and cost of living challenges. The most common types of concerns reported are generally around risk of neglect and acts of omission and the most common places where concerns are reported are in the person's own home.

- 3.2. We carry out regular audits of our safeguarding practice. Sharing of good practice and learning and improvements are monitored and delivered through our quality assurance work. Our Social Workers have recently been commended on their approach to multi disciplinary working when working with people to help them stay safe and when carrying out safeguarding investigations.
- 3.3. One of the improvements we are making this year is to develop a Safeguarding Outcomes Framework which will set out an agreed set of standards for what *good* looks like in safeguarding in Camden. We are also reviewing the learning from four most recent Safeguarding Adult Reviews to ensure that learning and recommendations are firmly embedded in our day to day practice and that these will be included in a refreshed learning and development plan for our staff.
- 3.4. A Provider Oversight Board meets on a monthly basis, ensuring Camden continues to take a robust approach to understanding and responding to any risks, issues and trends for our providers delivering care for Camden residents. Commissioners, health and operational teams work closely together with provider partners to manage risk, identify best practice, assure safety and seek continuous improvement through regular contract monitoring and quality assurance. An updated set of documents and processes that capture this work between Camden council officers and the provider market is being developed for publication in 2024.

#### **4. Adult Social Care Waiting Lists**

- 4.1. Whilst we are continuing to see significant service pressures, there is nonetheless a continued gradual reduction in numbers of people and carers who are waiting for an assessment or review as the management action plan continues to take effect. Overdue care and support reviews in our Neighbourhood services has reduced significantly over the last 6 months, from 836 overdue reviews in Oct 23 to 179 in June 24. We continue to source additional staffing capacity to assist us with completing overdue reviews and assessments and we are confident that the numbers of people waiting will continue to fall over the coming months.

- 4.2. We are seeing the number of people who are waiting for Occupational Therapy (OT) assessments begin to increase again. As well as completing our own complex OT assessments as quickly and thoroughly as we can, we also continue to allocate work via an external contractor to complete on our behalf.
- 4.3. 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. We continue to perform well in supporting NHS colleagues with hospital discharge and the numbers of people waiting for a package of care before discharge remain comparatively low

## **5. Camden Shared Lives**

- 5.1. Shared Lives is a nationwide scheme which brokers homes for people with learning disabilities and autism with host carers in the community. In Camden the scheme is currently being expanded to include people with mental health conditions. Host households offer a room and carer support to individuals who struggle to live independently and the relationship is brokered by the Shared Lives team.
- 5.2. Shared Lives Camden is a critical component of Camden's ambitions to encourage more of our residents to contribute to our 'We make Camden' ambition that our communities themselves support good health, wellbeing and connection for everyone.
- 5.3. Shared Lives is not supported accommodation; Camden Council do not run the placement, the carer provides the placement and Camden acts as a broker. Carers can live alone, with their partner or with other family members. Carers are recruited, trained, DBS checked and carefully matched to adults with learning disabilities and/or autism with whom they share their home and provide support to help them live well and gain skills that will enable them to live independent lives. Carers receive ongoing support from Camden Council and a peer group of carers and training is refreshed annually.
- 5.4. Carers receive an income between £506 - £611 per week, part funded out of ASC budget with the rest consisting of local housing rate (£331 per week for over 35s, or £163 per week for those under 35 without disability benefits). Carers also receive tax relief (£18,000) and are exempted from having to pay 100% of their annual Council Tax charge. Currently there are 6 registered carers in borough and 8 out of borough carers. A project manager is in place and the model is currently being adapted to support people with poor mental health and develop a Camden & Islington deliverable training offer.

5.5. Officers are scoping the development of an extension of the Shared Lives scheme to support asylum seekers. Refugees are increasingly being made homeless as a result of the fact that from the point at which an asylum seeker receives a positive decision and becomes eligible for support as a refugee, to the date they must vacate the contingency hotel, there is insufficient time to assess their needs and support them into sustainable accommodation. This situation is exacerbated by a range of other inadequacies in the systems delivered by the Home Office and the shortage of accommodation, especially temporary accommodation, in Camden.

5.6. Initial scoping of what a Shared Lives scheme for asylum seekers could look like has been carried out by officers from across teams and some draft principles identified. Officers propose that an adapted scheme for asylum seekers should:

- be part of the suite of possible housing options for refugees which aim to prevent homelessness of contingency hotel leavers.
- Be capable of being a relatively swift process and responding to immediate challenges, but not be an emergency response to homelessness presentation. It will be important to balance the need to broker the right placement for hosts and participants, whilst delivering a quick housing solution for someone who is either homeless or at imminent risk.
- be targeted for single asylum seekers, male and female and housed across Contingency Hotels located in Camden, where a positive decision has been issued or we have a reasonable expectation that one will be.
- Be targeted for those who don't meet the priority need threshold in homelessness terms and do not have support needs (for example, would not be suitable for our supported housing pathways)
- be for a maximum of 12 months to provide some stability for individuals that have experienced trauma and fled their home countries and enable them to benefit from welfare, training and employment support with a view to maximising independent living at the end of the placement period.
- be supported by a carefully designed programme of one-to-one, trauma and culturally informed training for the host and for the asylum seeker.
- include a programme of targeted outreach with faith and other community groups to recruit hosts from countries and backgrounds that we know our participants are likely to come from.

5.7. Officers are working on the development of a small pilot of around ten individuals, from which we can learn what works and pragmatically respond and react to the opportunities and challenges encountered.

## **6. ASC CQC (Care Quality Commission) Assessment**

6.1 Camden received our notification of the commencement of CQC's ASC Assessment on the 24 June 2024. This continues with CQC's two-year programme of Local Authority Assessments. In North Central London ICB

pall Councils have now been notified. Our preparations have reached maturity having undertaken focussed work to prepare over the last year.

- 6.2 We have recently shared our draft self-assessment internally where feedback and advice was shared on our approach. Staff engagement sessions have taken place and will continue to take place as we seek and receive feedback on an ongoing basis. The Self-Assessment is an iterative document which will now be finalised for submission to CQC by 12<sup>th</sup> July.
- 6.3 We have made very good progress in gathering the evidence and supporting narrative to respond to CQC's Information Return and continue now working intensively to ensure that we respond in full the information CQC have requested within three weeks of their notification.

## 7. Update on Food & Healthy Weight

- 7.1. A major focus for **Camden's Food Mission** has been considering the future of the School Meals Service from April 2025 at the end of the current contract, as well as the potential strategic opportunities from a potentially insourced service in the future. Cabinet agreed in June for a short-term procurement of the Service to build on the current ambitious specification and to allow time to work through future options. The updated specification maintains Camden's Enhanced School Food Standards (which go beyond national requirements), has a stronger focus on pupil voice on the meals they eat, enhances climate-conscious meals, ensures confidence of families in the quality of Halal meals, and has the flexibility to further develop healthy breakfast and break time options. The contract will go out to procurement in July and will include enhanced social value - promoting local employment, more apprenticeships, and ensuring that any surplus food from the service is regularly available to local community food providers.
- 7.2. Supporting populations with greater needs is one of the five workstreams for **Camden's Healthy Weight Acceleration Plan**. Building on the recent HASC review on addressing health inequalities among Camden's Bangladeshi community, a proposal has been developed for a Community Champions programme in Kings Cross which would include action on healthy weight. Camden's weight management service is working with KCBNA to pilot a bespoke course in the Autumn for the Bangladeshi community, and the Sport & Physical Activity Service is promoting new and existing physical activity sessions with South Asian communities, including women and girls only sessions, led by female instructors. This forms part of ongoing local engagement.
- 7.3. Enrolment on Camden's **Active for Life physical activity campaign** for residents aged 60+ has now closed. The campaign was set up to promote the range of free and low cost activities in Camden available to all, as well as give 12 weeks of support those signing up to develop an active habit. More than 600 residents signed up, well above expectations, and ongoing communications have had a much higher opening rate than usually experienced for Council newsletters. The campaign was promoted via digital and printed material, through events, and through the seven VCS partners

detailed below who bid to be part of the campaign. Evaluation of the campaign's impact on physical activity levels will be completed in the Autumn.



## 8. Establishing the East Integrated Neighbourhood Team (INT)

- 8.1. There's been a huge amount of work undertaken across local partners to establish Camden's first INT at Kentish Town Health Centre. INTs are an initiative aimed at co-locating staff and practitioners who deliver health and care services in Camden. They will operate at a neighbourhood level and deliver integrated and coordinated care for adults with a range of support needs. The INTs will bring together primary, secondary and social care, as well as aspects of community services, to ensure that the support people receive is holistic, strengths-based and builds their independence.
- 8.2. In June the Council's new Adult Social Care Neighbourhood service structure went live, with staff meeting their new colleagues and managers for the first time. A similar service reorganisation has also gone live within the CNWL NHS Trust's Adult Community Health service. This means that from summer 2024, adult social care, adult community health and community mental health staff will all deliver support on the same geographical footprints, making it easier to build relationships and coordinate care. It's an important pre-requisite for the East INT test and learn in Kentish Town.
- 8.3. A group of multi-agency staff 'Change Champions' have met several times to co-design how the East INT will work in practice. Together they have identified the existing challenges and opportunities, and began to design the solutions that will be trialled through the INT. They have been supported by their team and service managers, as well as a specially recruited Head of Integrated Neighbourhood Teams. Meanwhile, good progress has been made to prepare the space at Kentish Town Health Centre for co-location of staff. The lease will be signed by the LB Camden and this is expected to happen imminently following due diligence and negotiation of operational details between partners. Once the lease has been signed, a date for co-location will be set and the test and learn will commence. An induction programme is planned for multi-agency staff in September.

- 8.4. We continue to make good progress with regards to operational readiness for the East INT in Kentish Town. The lease has not yet been signed due to the Landlord engaging with tenants with regards to extending the operational hours of the building; from 5.5 days per week, to 7 days per week. We favour the building being open over 7 days per week; Central and North West London (CNWL), our key INT partner, operate 7 days per week. This has meant a delay to signing the lease until we understand the additional lease costs and confirmation of the new opening hours. We are working closely with the Landlord to conclude this process as quickly as possible. The Landlord will confirm the timeline for varying the lease and we can then plan the timeframe for the staff moves into the building.