

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

Health and Adult Social Care Committee 9th September 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. Supporting our residents and provider partners during the racist and Islamophobic activity in the UK

- 2.2. During the recent racist and Islamophobic activity taking place across the UK, officers in the Adult Social Care commissioning team worked closely with care providers to ensure that both staff and residents were safe. This included regular email updates and an urgent meeting arranged to discuss providers' concerns, discuss business continuity planning and offer an opportunity to share good practice. Officers also worked with our care and nursing home providers to offer a network of safe spaces in their buildings across Camden. This ensured that care workers from homecare and other commissioned support services who were working in the community could access any one of the venues if they felt unsafe.

2.3. Safeguarding

- 2.4. The Safeguarding Board met on 15th August 2024. Data from each partner organisation about Safeguarding activity was provided along with some examples of the work they have been doing during Quarter four of last year.
 - The number of reported safeguarding concerns and enquiries across the partnership has remained broadly consistent with the previous quarter, with the

most common type of concern being about acts of omission or neglect¹ or financial abuse, with this mainly taking place in a person's own home. This is in line with national trends. The majority of concerns have been raised by NHS staff, followed by emergency services and social care staff.

- In January 2024, Trading Standards received three complaints and enquiries concerning cold callers approaching residents to jet wash moss and driveways at their homes. Trading Standards contacted the Press Office, worked with Safeguarding Adults and libraries to ensure they had sufficient materials for residents advising that Camden Trading Standards warn residents against cold calling traders.
- London Fire Brigade carry out Fire Safety visits to homes across Camden. In Quarter four, firefighters from Euston made 45 visits, Kentish Town 81 visits and West Hampstead 160 visits, 286 in total. The top causes for fires in the Borough last year were cooking related, electrical distribution and smoking related
- The Safeguarding Board continues to report on and monitor the numbers of safeguarding concerns that relate to cuckooing (a process where people target the homes of vulnerable adults, resulting in them losing control of their property) and these numbers have remained broadly consistent throughout the year.
- A presentation about the range of services supporting people who are experiencing homelessness and need support with drug and alcohol misuse was also brought to the Board
- One new Safeguarding Adults Review was commissioned in Quarter four and this related to a man in his 40s who died unexpectedly in a Camden hostel. This review is underway and the findings will be published in late Autumn 2024.

2.5. **Waiting Lists**

- 2.6. Work to address the numbers of people waiting for services continues to be a priority in Adult Social Care. The overall rate of reduction in numbers has slowed during the Summer months and whilst this is likely to be due to staff annual leave, we will be monitoring this carefully over the coming weeks and months. A recent restructure in the way our social care teams are configured has been completed. With the majority of our teams now configured in neighbourhoods it is hoped that new enquiries and referrals to Adult Social Care will be dealt with in a more timely way and that teams will be in a much stronger position to address the numbers of people waiting for assessments and reviews. It is worth noting that safeguarding work always takes priority and that the numbers of people waiting for safeguarding interventions remain consistently very low.

¹ **Neglect/acts of omission:** When a person(s) fails to do something, leading to the individual potentially being harmed. This includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support, or educational services, and the withholding of the necessities of life, such as medication, adequate nutrition, and heating.

2.7. **Care and Support at Home**

- 2.8. Approximately 3,500 residents draw on care and support at home each year, enabling them to live safely and maintain independence within their local communities. In addition, around 1,250 residents draw on short-term reablement services in Camden each year.
- 2.9. The current local commissioning model of care and support at home commenced in 2018, and includes five neighbourhood contracts for ongoing care² and two locality-based reablement³ contracts (which increased to three reablement contracts in 2023). The eight contracts within the current commissioning model of care and support at home are in place until 31 March 2025. A report is scheduled for Cabinet in October 2024 to propose that we negotiate all eight contracts with the existing providers for a further contract period of 18 months, running from 1 April 2025 to 30 September 2026.
- 2.10. A report was discussed at the Health and Adult Social Care Scrutiny Committee in February 2023 about the programme of transformation underway to explore innovative approaches to care and support at home. It is anticipated that the care and support at home transformation will take place over a number of years and the negotiation of the current contracts falls within the first phase of the transformation project. It will allow for important test and learn approaches to be embedded in well-established services.
- 2.11. The anticipated transformation will align with other key and interconnected projects such as the development of integrated neighbourhood teams, the Supporting People Connecting Communities Accommodation Plan and the expansion of a strengths-based approach that focusses on what matters most to residents, their networks and community.
- 2.12. The negotiation of the current contracts will ensure that the market retains stability during this transformational period. Negotiation will also offer additional

² Ongoing care is the provision of care and support in the home that can be drawn on by Camden residents aged 18 years and above. Provision of ongoing care is currently delivered on a geographical basis comprising of five neighbourhood contracts.

³ Reablement is a short-term service for approximately four to six weeks that supports residents to maintain or regain independence. Approximately 70% of those residents who draw on reablement services do so following hospital discharge. Reablement contracts are organised on a geographical basis comprising of three locality contracts.

time to embed and evaluate test and learn approaches and meaningfully inform the future model of care at home. Additional time will enable co-production with residents so that services reflect the type of support residents want to draw on.

2.13. ASC Care Quality Commission (CQC) Assurance

- 2.14 CQC notified our Adult Social Care Services of their commencement of a Local Authority Assessment on the 25th June 2024. In this notification they requested our Self-Assessment documentation and Information Return, both of which were subject to earlier nationally published guidance.
- 2.15 Adult Social Care had three weeks to prepare and finalise our self-assessment and information return, which were uploaded within the deadline by 12 July.
- 2.16 There will be a further notification within 6 months of the first, to inform us to submit our audit list, to arrange a leadership meeting with the inspection team and the date of an on-site inspection.
- 2.17 A significant amount of our preparation work prior to the first notification focused on preparing our self-assessment and information return (this is including data and narrative in answer to 38 questions set by CQC). This meant that when notified our preparations were well advanced to enable us to meet the first deadline.
- 2.18 Local partners, providers and community and voluntary sector organisations have been informed that our Adult Social Care Services are actively subject to a CQC Assessment and as such, some may be contacted by inspectors prior to a second notification being issued.
- 2.19 We continue to prepare our Audit list of 50 cases in anticipation of a second notification and our engagement with our managers and staff continues in preparation for the on-site inspection.

3. Health and Wellbeing (Public Health)

3.1. Food mission update

- 3.2. The Food Mission is investing in a two-year food growing support programme. A Food Growing Officer started in post in July to stimulate and scale up more food growing in different settings, responding to resident requests and local opportunities. These settings could include growing food on estates, in public green space, in schools and in parking spaces. The post will link in with existing teams to help accelerate their plans, enabling experimentation to inform “business as usual” in the future, and to help draw on capital funding

opportunities like the Community Infrastructure Levy where relevant to a local area.

3.3. **Health Bus**

- 3.4. Camden's Vaccine Bus was launched in 2021 as a way to bring COVID vaccination deeper into our communities, promoted by an outreach team who engaged with residents to address immediate concerns and support those ready to be vaccinated on the day. This mobile service has since developed into two health-related collaborations: the first with clinicians from the Brondesbury Medical Centre on the Camden Mobile Health Service offering free walk in health checks with a focus on diabetes prevention; and the second with clinicians from University College London Hospital (UCLH) offering different vaccinations alongside support to identify health issues like high blood pressure and overweight.

- 3.5. 32 venues across the borough have been visited between April and July 2024, including community centres, libraries, Family Hubs, foodbanks, churches, and one off community events. 358 residents have been seen by the Health Bus over these months, and the UCLH Outreach Service have carried out 222 blood pressure checks over the same period. Evaluation of the Mobile Health Service shows that the service is reaching people from Asian and Black ethnic backgrounds, that a high proportion of these people have an increased risk of developing diabetes, and that feedback from those accessing the service is very positive. Recommendations for improving the service from the evaluation are currently being reviewed.