



Families, Health and Social Care Cabinet Member Bulletin Councillor Jane Avis October 2018

LATEST NEWS

Korean food delegation visits Croydon

We recently welcomed a delegation from South Korea who made a special visit to Croydon to learn more about our Food Flagship programme which supports residents to be healthier.



The Seoul Food Committee is made up of representatives from the Seoul Metropolitan Government, Food Council and Ministry of Agriculture. They came to London to further develop their own country's food strategy by finding out what the capital's policy makers are also doing in this area of work.

Their trip to the borough was arranged through the Greater London Authority, which recommended our Food Flagship programme as an example of good practice for working with communities to improve their health and wellbeing.

You can read more about their visit here <http://news.croydon.gov.uk/croydon-serves-up-seoul-food-highlights/>

Senior management in adult social care & all age disability



Pratima Solanki

Our Director of adult social care & all age disability, Pratima Solanki is recovering well from her operation.

In the interim, Annette McPartland will be acting-up into the Directors role. Annette has a wealth of experience and along with the senior management team, I feel confident the service is in very safe hands.



Annette McPartland

AMBITIOUS FOR CROYDON

Know Your Numbers!- Get your blood pressure checked



We supported this year's Know Your Numbers! Week, which is the UK's biggest free blood pressure testing event that took place from 10-16 September. The week is organised by the charity Blood Pressure UK and we set up pressure stations where residents could pop in for a free blood pressure check with a Croydon Live Well advisor. Knowing what your blood pressure levels are can help to reduce your risk of having a stroke, heart attack or heart failure.

Those who visited a pressure station also received information and advice on simple steps to keep blood pressure under control like maintaining a healthier weight, reducing salt intake, eating plenty of fruit and vegetables, drinking alcohol in moderation and exercising more. Some of you may have seen Croydon on London Live on Channel 5

You can get your blood pressure checked throughout the year at your GP surgery or at a pharmacy. It is also offered as part of the NHS Health Check for people between the ages of 40 – 74 years.

Visit our website to see what we did during Know Your Numbers! Week
<http://news.croydon.gov.uk/get-a-free-blood-pressure-check-in-croydon-and-know-your-numbers/>

Ensuring our services are accessible

There are currently 1,344 Croydon residents registered as British Sign Language (BSL) users or hard of hearing.

The majority of deaf people are under 65 and have been deaf from an early age or birth. This means that for many English isn't a first language - which can cause difficulties with reading and writing.

Croydon Deaf Access is a British Sign Language (BSL) information & advice service provided by DeafPLUS in Access Croydon. This valuable service enables deaf Croydon residents to have better access to council services, for example, council tax, housing, welfare benefits, travel, health and education and employment



The service began in April 2018 and during the first quarter of 2018 the service supported a total of 52 residents. The most queried topic was welfare benefits (47) with housing (44) and health (26) queries also in the top three.

The need for this service shows that there can be a lack of interpreters in the community. As an example, one client shared with us that they did not have an interpreter for four job centre appointments and another did not have an interpreter for six GP appointments. Both these matters are now being taken up with the respective organisations.

Croydon Deaf Access is staffed by [Sue Brown](#) and typically based at one of the private rooms in Access Croydon.

Opening times

- Monday: 10am – 4pm
- Wednesday: 10am – 4pm
- Friday: 10am – 4pm

Support is also available via Skype during other times of the week. For more information visit: <http://www.deafplus.org/what-we-do/bsl-advice-helpline/>

DELIVERING OUR AMBITIONS

Ready to make a change?



As we step into autumn and as most of us return to our normal routines, we have put up a few posters in some areas of Croydon to encourage residents to be healthier by giving up smoking, keeping to a healthy weight and exercising a little more. The support to achieve this is available on Croydon's health website www.JustBeCroydon.org Anyone can go to the website where you will get top tips to help you to improve your health and wellbeing. After completing the online health MOT on the website, some residents could be eligible to receive a face-to-face service offered by the council's Live Well advisors.

Drop-in health hubs - There are health hubs around Croydon where you can drop in and have a quick chat with one of our Live Well advisors, without the need to make a prior appointment. Visit our website to find a health hub near you -

<https://www.justbecroydon.org/just-live-well/>

Digital support for our residents

AskSARA

Croydon Council have worked closely with the [Disabled Living Foundation](#) to introduce AskSARA.



Ask SARA is a free and easy to use online service which helps and supports older people, adults with disabilities and children and young people with disabilities to lead independent lives.

AskSARA quickly guides users to a range of devices and advice which will help to improve their quality of life and make tasks such as cooking, bathing, taking medication, eating and drinking, reading and household chores easier to perform.

Anyone can use **AskSARA**. Firstly, you choose a topic from one of the headings - health, daily activities and home. You then choose a category such as medication management, stairs, clothes, shoes and dressing and work through some simple questions.

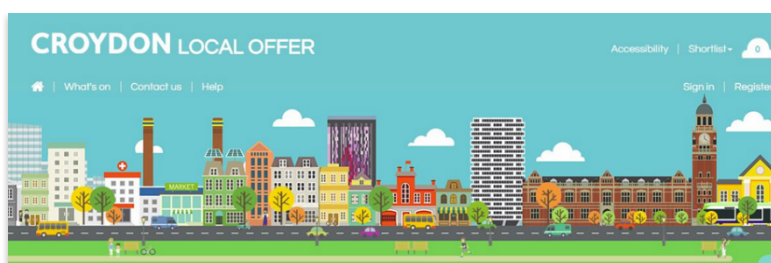


Lastly you will have your report giving advice and recommending products. You can decide if you want national or local information and either shop straight away, email or download a copy.

You can access **Ask SARA** at www.croydon.gov.uk/asksara

Our Local Offer website

We have an updated local offer website available, with information and advice about help and support, for children and young people in Croydon with special education needs and disabilities (SEND).



People can use it to view services and organisations via a searchable service directory, and register for an account so they can save their own personal shortlist of organisations they are interested in. There is also a 'What's on' calendar showing a variety of things to do.

The Local Offer website has accessible options, including Browsealoud – a tool that can read information on the screen out loud along with Google Translate, so the website can be translated into different languages.

You can access the Local Offer at <https://localoffer.croydon.gov.uk/>

Update on the new Cherry HUB

The development of Croydon's new all-age, all-disability hub, called The Cherry Hub is progressing well.



Phase one was completed on time and the first service to utilise the building is the Autism service who have relocated from Chatsworth Hall, in Chatsworth Road. All the staff expertly supported our clients during the smooth transition and everyone is already benefiting from the new location.

Phase two is due to be completed in the autumn, with a new sensory room, training kitchen and a variety of activity rooms along with space for people to meet.

During the redevelopment we have been able to recycle a lot of the old equipment and furniture, which not only prevented it going to landfill, but also saved money. For example, surplus items were donated to:

- The British Heart Foundation
- A local second hand furniture shop who made a donation to the Mayors Charity.
- Our Gateway Welfare & Enablement service who then donated to Salvation Army



A group of keen photographers, from the Whitehorse Centre, have been documenting to progress and we plan to display these in the Cherry Hub.

For more information: www.croydon.gov.uk/disabilityhub or annette.mcpartland@croydon.gov.uk

50-year smoking habit ends

Hakki Ahmer was a heavy smoker for more than 50 years, having up to 40 cigarettes a day. Due to poor health, in February he went to a health hub to speak to a Live Well adviser about quitting. He also found the habit expensive and knew that smoking impacted his family's health too.

Hakki had tried giving up smoking a few times using nicotine replacement therapy, but the lack of personal support would mean that he always went back to it. He did not think that he could give up smoking but Hakki was willing to try his best.



He attended regular appointments with the Live Well adviser. They carefully selected the best nicotine replacement therapy for him to use and he was taught how to deal

with withdrawal symptoms. Hakki was delighted to see his carbon monoxide (CO) readings reduce at the appointments.

He has now completely stopped smoking and, as a result, he can breathe better, his taste buds have improved, he is more social and also has more energy.

“I couldn’t give up cigarettes without the help of the Live Well adviser. I would strongly recommend this service to other people,” said Hakki.

More information about Live Well: <https://www.justbecroydon.org/just-live-well/>

WORKING WITH PARTNERS

Happy 70th Birthday NHS

The NHS is the backbone of our society and in July we were proud to support the 70th birthday celebration in Croydon. The borough’s health and social care services are committed to improving how we work together better to deliver the best possible care for our residents and those who need NHS services while in the borough. We are already demonstrating this through our One Croydon health and care partnership and the Dementia Action Alliance, which aim to provide wraparound care to help residents live comfortably at home and safely in their communities.



Get Vaccinated - University and College Students aged 18-25 advised to get the Meningitis and Measles-Mumps-Rubella (MMR) jab – Freely available on the NHS

Getting vaccinated and knowing the signs and symptoms to look out for will save lives. Teenagers and young people remain an at-risk group of contracting meningitis and septicaemia, mumps, measles and rubella - of particular concern are those who are off to university for the first time.

If you are a student or a parent of a student attending university/college this year – please ensure you have a completed and up-to-date vaccination status. Your GP should be able to confirm this.

If you work at a college or university – please encourage your students or parents/guardians of your students to check their vaccination status is up-to-date.

Meningitis - The symptoms of meningitis can be easily confused with flu, a stomach bug or a hangover.

Measles is a highly infectious viral illness that can be very unpleasant and sometimes lead to serious complications. The symptoms of measles can include cold-like symptoms, sore red eyes, a high temperature or a red-brown blotchy rash.

Mumps is also a highly infectious serious illness caused by a virus. The symptoms of mumps include discomfort in the salivary glands (in the front of the neck) or the parotid

glands (immediately in front of the ears), difficulty chewing, pain and tenderness of the testicles, fever, headache, muscle aches, tiredness

Rubella (german measles) is a viral infection that's now rare in the UK. It's usually a mild condition that gets better without treatment in 7 to 10 days.

Symptoms of rubella include, a red-pink skin rash made up of small spots, swollen glands around the head and neck, a high temperature, cold-like symptoms such as a cough and runny nose, aching and painful joints.

The symptoms of rubella usually only last a few days, but glands may be swollen for several weeks.

Make sure you know how to protect yourself and look out for your friends. More information: <https://www.nhs.uk/Conditions/vaccinations/>

I hope you find this bulletin interesting, if you would like to contact me about anything, please do so on:

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[Online information](#)