



Families, Health and Social Care Cabinet Member Bulletin Councillor Jane Avis April 2019

Welcome to my April Bulletin, I am delighted and so proud that the One Croydon Alliance, formed of the council, local NHS and Age UK, won the Health and Social Care category at the Local Government Chronicle (LGC) awards ceremony on March 13.



The One Croydon Alliance is a great example of what's possible through partnership working, it brings together the council, Croydon Clinical Commissioning Group, Croydon Health Services NHS Trust, Croydon GP Collaborative, South London and Maudsley NHS Foundation Trust, and Age UK Croydon to deliver an integrated health and social care system that puts our residents first.

Its success is something we continue to look to, and learn from, as we deliver services in our local communities – well done to everyone involved.

Dementia awareness roadshows in Croydon



We are making great progress for Croydon to be a fully inclusive dementia-friendly borough.

Throughout March, the Croydon Dementia Action Alliance hosted its first dementia awareness roadshows. Information sessions took place at Croydon Town Hall and Purley Fire Station and there will be one on Monday 25th March at Thornton Heath leisure centre from 1pm to 2pm.

People came to the free drop-in sessions to learn more about what they can do if they see someone who may be struggling or appear confused out in the community, in a shop or on public transport and when to be patient in a queue.

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They were also made aware of the Herbert Protocol, a national scheme by the Metropolitan Police and other agencies for quick interventions when vulnerable people go missing.

More roadshow events are planned in Croydon for Dementia Action Week 20th – 26th May and during the autumn.

Find out more - <http://news.croydon.gov.uk/dementia-roadshows-get-people-thinking-about-how-to-be-considerate-in-their-communities/>

Dementia friendly cinema

We have also started showing free dementia friendly films at Croydon's David Lean Cinema.

This is a great example of how local businesses, health services, public transport and other venues can make small changes to welcome people with dementia and those who care for them.



People with the condition often have to give up the things they love due to inaccessible and unsupportive environments.

The David Lean cinema will be screening popular musicals on the first Tuesday of the month throughout the year. The lights are left on low, there are no adverts or trailers and the audience is allowed to move around or even sing along to any musical numbers if they would like to.

The screenings aim to be a fun and inclusive experience to enable people living with dementia, their families and carers to attend the cinema in a safe and welcoming environment.

The film first dementia friendly film was Viva Las Vegas (1964), starring Elvis Presley and Ann-Margret. The last film in the series will be a pre-Christmas show in December of A Christmas Carol (1951), starring Alastair Sim, where all the family are welcome, including the grandchildren.

For more information and bookings visit www.davidleancinema.org.uk/dementia-friendly-screenings/

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Changes within adult social care

We know that there are more people than ever before in need of services from Adult Social Care. Within health, wellbeing and adults we are making changes to ensure staff are in the right place at the right time to meet our resident's needs.

It has been evidenced by Councils across England that when we provide good information, advice and guidance the first time someone contacts us for assistance, that we can support people to remain independent for longer. We have restructured our 'front door' into a multidisciplinary team including mental health, occupational therapy, domestic violence, health and well-being assessors & officers, social workers, advice and early help leads and Gateway colleagues. Using a holistic approach the team look at the whole person, not just the presenting issue.

The team will be applying Community Led Support principles providing timely access to relevant information, connecting people to local services and networks within their communities and helping to prevent their problems get worse. The team will also ensure that, if people need wider health wellbeing and adults statutory services they receive them.

We are also, in line with the Council agenda, moving towards locality working. Our first area to change is the Older People service who have moved from North, South and Reviewing, to work in the following areas that are aligned to existing Integrated Community Networks (ICNs):

- New Addington
- East Croydon
- Woodside & Shirley
- Mayday
- Thornton Heath
- Purley
- Along with a team based at Croydon University Hospital

I will be keeping you updated with future changes via this bulletin.

New shopping bus service for the over 60s in Thornton Heath



Councillor Patsy Cummings and I went along to the first shopping bus trip to Sainsbury's in Purley Way on Monday 11th March.

Croydon Council is piloting the service in Thornton Heath to support the health and wellbeing of residents over 60 years and tackle isolation and loneliness among this age group.

The Croydon BME Forum is managing the door-to-door service. For £3 per trip, residents who need help with their shopping can be picked up from their home and receive return transport to Sainsbury's supermarket in Purley Way. Volunteers will be on-hand to accompany them around the shop, if this is requested.

People will also have the opportunity to sit down for a chat over a cup of tea or coffee and be informed about other local activities they can participate in.

Advance bookings are required for a seat on the shopping bus. To reserve a space, contact Anna D'Agostino, at Croydon BME Forum – Email: anna@bmeforum.org or telephone, 020 8684 3719.



Read more here <http://news.croydon.gov.uk/get-on-board-the-new-shopping-bus-for-over-60s-in-thornton-heath/>

Telemedicine Service for a number of Residential Care & Nursing Homes in Croydon



We are always looking for technological solutions that can enrich our resident's lives, ensuring they are safe and looked after in the best way.

The management team in Health, Wellbeing and Adults have been meeting with Neil Williams, our Chief Digital Officer, to look at ways we can utilise technology to support our staff and residents.

An example is One Croydon, the local health and care partnership between NHS organisations, Croydon Council and Age UK Croydon, who are offering a Telemedicine Service to a number of Residential Care & Nursing Homes in Croydon. The service will be provided on a fully funded basis and we anticipate it will extend our local capacity and deliver benefits across our local system.

The Immedicare Care Home Telemedicine Service is provided as a joint venture between Airedale NHS Foundation Trust and Involve Visual Collaboration Ltd.

The service has been operational since 2011 and is currently supporting several hundred Residential Care & Nursing Homes throughout the UK.

Key elements of the service are:

- Secure high definition video links, established between our local Care Homes and the Airedale Digital Care Hub, which is based in Airedale General Hospital.
- 24/7 clinical assessment & support service, provided by an experienced team of nurses and therapists.
- Onward referral when appropriate and clinical engagement with local services in Croydon.
- Documentation of assessments and referrals, copied to the local Primary Care Electronic Patient Record.
- Fully managed service, with a comprehensive technical support wrap.

Aims of the Immedicare Telemedicine Service in Care Homes are:

- To support and promote the wellbeing of Care Home residents.
- To support effective local pathways, enabling early intervention and support for Care Home residents, especially those at increased risk of attendance at the emergency department or acute admission to hospital.
- To reduce calls for ambulances.
- To reduce conveyances to the emergency department.
- To reduce unplanned hospital admissions.
- To help manage increasing demand for primary and secondary care resources.
- Prevent unnecessary disruption for Care Home residents.
- To enhance effective joint working between those services providing support in the community to ensure smooth transition between services and optimum use of the resources available.

Through good engagement with local services, the Immedicare Telemedicine Service has been shown to reduce ambulance conveyances, attendances at the local emergency department, unplanned hospital admissions and GP visits.

Over 60% of the cases managed by the Digital Care Hub require no onward referral. In over 90% of cases the care home resident is able to remain in their place of residence.

Tackling health inequalities in Croydon

Croydon's Health and Wellbeing Board has recently published a new Health and Wellbeing Strategy that aims to create the best conditions for residents to live longer, healthier lives from housing and employment to health and social care services.



The strategy focuses on eight key areas to improve health and wellbeing, and reduce inequalities for everyone living in Croydon.

The Health and Wellbeing board includes representatives from Croydon Council, Croydon Health Services, Croydon Clinical Commissioning Group, Healthwatch Croydon and South London and Maudsley NHS Trust. Croydon Voluntary Action represents the community and voluntary sector on the board.

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To deliver the strategy outcomes, the Board will also follow up actions from the health and care plan event that took place last year. The event was attended by a cross-section of residents, including young people and health and social care professionals. They discussed how to improve services in this area to better meet residents' needs. The final health and care plan will be published in the summer.

Read more about the new Health and Wellbeing Strategy here
<http://news.croydon.gov.uk/health-inequalities-in-croydon-tackled-in-new-plan/>

Watch our short film of the health and care event here
<https://www.youtube.com/watch?v=Crg5k-rMges&feature=youtu.be>

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

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