

# Overview and Scrutiny



## Healthier Communities Select Committee Supplementary Agenda

Thursday, 2 November 2023

**7.00 pm**, Civic Suite

Civic Suite

Lewisham Town Hall

London SE6 4RU

For more information contact: Nidhi Patil (Tel: 020 8314 7620)

This meeting is an open meeting and all items on the agenda may be audio recorded and/or filmed.

### Part 1

| Item |  | Pages   |
|------|--|---------|
| 3.   | Lewisham Learning Disabilities Implementation Plan<br><i>Presentation delivered at the meeting</i> | 3 - 20  |
| 5.   | Adult Social Care- Performance Highlights<br><i>Presentation delivered at the meeting</i>          | 21 - 30 |

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# Learning Disability Implementation Plan 2024 - 29

Healthier Communities Select Committee

2<sup>nd</sup> November 2023

Heather Hughes, Assistant Director Complex Care

Jacob Walsh, Joint Commissioner

# Is it a Plan?

- **Work in progress**

**Currently:**

- Set of statements of intent.
- With a list of actions.
- Which need clear statements of outcome, responsible officers, financial implications & timescales.

**Next steps:**

- Set up the working groups.
- Led by the appropriate senior officers & organisations.

# The Power of the Written Word?

| Priority – A good Place to Live   |     |        |   |        |
|---|-----|--------|---|--------|
| Action  | Who | By     | Current Position  | RAG    |
| 4. Repurpose three residential properties surplus to current requirements, into new services, designed to meet the needs of young people in transition. | HH  | Mar 24 | Properties identified. 1 opened Oct 23. 1 with refurbishment completed, and provider transition plan and costs agreed opening December 23. 1 identified with landlord, 'invest to save' refurbishment discussions underway, lease issues to be resolved, transition costs with provider in development, potential delay for refurbishment | Green  |
| 5. Open the Mayow Road supported living service in 2023.  | TB  |        | Opening delayed till 09.23 because of build issues. 4 residents move in. 2 to move (1 in 12.23 and 1 in Jan 24). Issues of enhanced housing management to be resolved.  | Yellow |

# The Power of the Written Word?

| Priority – Developing a Sustainable Workforce   |                       |        |   |     |
|---|-----------------------|--------|---|-----|
| Action  | Who                   | By     | Current Position  | RAG |
| 4. Establish a Learning Disabilities Provider Forum.  | JW                    | Mar 24 | Forum in place. Met twice and will meet 6 monthly. Need to increase provider range/ attendance. Next meeting Feb 24                                 |     |
| 7. Co-ordinate a job recruitment fair twice a year and support providers to engage in the new Wellbeing Worker recruitment process. | Provider Forum/<br>JW | Mar 24 | First Job fair held 15.10.23. Many lessons about how to do it better – to be written up and agreed by 30.11.23. Next Fair to be scheduled April 24. |     |

# The Power of the Written Word?

| Priority – Developing support for family carers   |                  |        |  |     |
|---|------------------|--------|--|-----|
| Action  | Who              | By     | Current Position   | RAG |
| 2. (a) Identify all older carers and<br>(b) develop and agree a plan for the long-term future of their relative.                          | IMAGO<br>& HA    | Jan 24 | List of carers pulled off LAS and reviewed to identify carers believed to be aged 70+  |     |
|   |                  | May 24 | List to be reviewed with Mencap/ LSU/ Community Connexions and other partners and letter written to carers by 30.11. 23. Outline plans to be completed by 30.04.24<br><br>Emergency Planning to be included at the Carers Rights Day on 23.11.23 including distribution of Emergency Contact Cards |     |
| 3. (a) Offer all carers a Carers Assessment and<br>(b) use the information provided to develop the support people have told us they need. | IMAGO/<br>HA/ HH | Mar 24 | List of carers of people at home pulled off LAS.   |     |
|   |                  | Jun 24 | List to be reviewed with Mencap/ LSU/ Community Connexions for agreement to be referred on to IMAGO.<br><br>IMAGO/ ASC/ Commissioning to review and identify stated support gaps. To be considered by the Carers co-production group and prioritised.  |     |

# Citizen Space Survey

**13/09/2023 to 24/10/2023**

**16 responses**

| Priority  | Agree/strongly agree % |
|---|------------------------|
| 1. Choose where to live and with who                            | 93.75                  |
| 2. Access to Healthcare   | 100                    |
| 3. Take part in their communities, try new things and get a job | 93.75                  |
| 4. Listen to families and unpaid carers                         | 100                    |
| 5. Managing risks and staying safe                              | 100                    |
| 6. Staffing – skills attitudes and training                     | 100                    |
| 7. Developing the local market                                  | 93.75                  |



## Are there any other priorities that you would like to see us working on?

- To have much more changing places toilets across the borough.
- Providing quality supported living accommodation with motivated well-paid staff in the area of choice.
- More support to find suitable and properly skilled PA's/support workers and adequate rates of pay for them for people using Direct Payments to implement their packages.
- A greater integration of opportunities, for greater inclusion within our communities, to break down barriers, and discriminatory and prejudices about people with a learning disability.
- Sufficient funding for a wide range of services for children, young people, and adults with LD to live active and fulfilling lives and to be part of their community.
- Just put things into practice rather than more bluff and fluff without providing any support of value. Lost count of how many surveys Lewisham have sent over the years while providing no actual service and acute staffing problems.

Page 9 Young adults with learning disabilities need the same further education opportunities as their non-disabled peers. There is no adequate post-19 educational opportunities in Lewisham for young adults with severe or profound learning disabilities. This must change.

## Are there any other priorities that you would like to see us working on contd.?

- Lifelong learning opportunities
- Another priority maybe to feel valued and happy within their community (living circumstances). To understand that ALL families have difficult times and sometimes don't get on, that this is perhaps reflected within a residential care situation too.
- All these 7 priorities are essential. People with Learning Disabilities need to be able to develop their OWN potential.
- Providers of care, for example, supported living, need careful and regular monitoring to ensure they are neither too small to deliver or too large to deliver.
- There is a need to be mindful that mergers do not always result in strengths being shared. Sometimes the strong staff leave with the remaining larger organisation becoming weaker by the day.
- Being open, honest and truthful when a family member asks a question or for information regarding their family member who lives in supported living accommodation. Even when information is withheld for the best intentions, in my experience, it can cause upset and distress.

## Tell us three things that you think Lewisham does well for people with a learning disability?

### From:

- Absolutely nothing - talks about doing a lot but relies on poor provision from charitable sector.
- I am struggling to find three things Lewisham does well for people with learning disabilities. You need to rephrase your questions.

### To:

- Funds support to agencies that try hard against the odds.
- Groups that are supported to provide social gatherings where people can meet other people in the wider community, have an opportunity to develop skills and talents in a safe space and have a say in decisions and opportunities about their lives, and break down social isolation. E.g. Adult Learning classes, Heart n Soul, Lewisham Speaking Up, Evening Clubs. This helps people with learning disabilities to have a life outside their home, see their friends.
- A multi-disciplinary team which is well trained and can support individuals when they are having a difficult time. Access to speedy healthcare taking into account NHS cutbacks.
- Providing safe and caring living accommodation in small family-sized homes via various organisations. Through them (the providers) Lewisham provides a place for my relative to speak up for herself and those like her.

## Three things Lewisham does well contd.

- A strong ethos to deliver a high-quality package of care.
- Day centre services and transport to these services.
- It is great to have support for families and carers at home, to have few hours to work, do shopping etc.
- Improved opportunities for voices to be heard; both the loud and silent voices

## Tell us three things that Lewisham needs to change or get better at doing, for people with a learning disability.

- Make the Borough more accessible.
- Pay a decent wage to support workers to attract the right people (including people employed through Direct Payments).
- Make the care assessment/re-assessment process less stressful and threatening and employ social workers who don't make you feel guilty.
- The assessment should look at needs in a positive and holistic way rather than using a very medical model of disability.
- Social Workers don't always seem to know their service users well. The quick turnaround of staff needs to be somehow addressed.
- A more flexible approach to what a person actually needs to live a good life, developing skills, friendships and being part of the community.
- Make financial contributions transparent and fair for all.
- Increase quality activities for those who are unable to have paid employment and for whom work is not appropriate.

## Three things that need to change contd.

- Better opportunities for families, carers and learning disabled people to have a say in where they would like to live and how they would like to be supported.
- Although budget restraints must be taken into consideration, person centred planning must be a reality.
- No one should have to sit indoors with nothing to do because of shifts and rota priorities.
- More inclusive activities and opportunities that people can join in with reasonable adjustments.
- More support for parents and carers. It is very difficult to understand the situation as a carer, for individuals who have never experienced it.
- Funding for assessments.
- Provide good post-19 education opportunities.

## Three things that need to change contd.

- Provide good quality care and support.
- Provide high quality, interesting and varied day-centres for adults past education age.
- Communicate better with the providers and relatives. This has been disjointed and at times wholly ignored.
- Words into deeds please. High powered and quality thinking and PowerPoint presentations are useful but must translate into sustainable actions.
- Clear and transparent funding budgets available for all to see and engage with.
- Ensure that the ethos is funded for the long-term to provide stability and peace of mind for all stakeholders.
- The day services are not a luxury and need to be protected. They are desperately needed support for carers to survive.

## Anything Else You Would Like to Tell Us?

- More support is needed for families using direct payments, particularly for recruitment and paying the living wage.
- More co-production in the planning and implementing of services. Supported by e.g. LSU.
- Contracts should be fully assessed based on quality not price.
- This is another pointless waste of money. Concentrate on getting staff to deliver the current provision. People are suffering.
- You need to explain what the steps are after the consultation and how you are going to involve people with a learning disability and their families and carers in the next steps.
- Not everybody is seeking or capable of doing a job or of making a choice of who to live with.
- I don't like the term 'market' in the context of 'market management'.
- The Lewisham Money Management team is too remote from residents and their needs to make decisions about how their money should be spent. The provider should manage the person's money.



## Anything else contd.?

- Support workers should be better remunerated and trained. At present, the level of ability is poor, and the job commands little respect, so doesn't attract high quality employees.
- This exercise is a covert way of reducing funding for vulnerable people in Lewisham.
- Communications need to be clear about whether a service or idea is funded or is currently unfunded.
- My family member is well cared for, especially when compared with other boroughs.
- Everyone's experiences and needs will be different.
- Listen carefully to those involved and provide them/us the support we need to live this life.
- Particularly for family carers, this is a complex and challenging life that we have live everyday. There is no break from it. We appreciate every bit of help we are given.
- Don't cut or stop these services. Particularly day services. We cannot imagine life without them.
- Our experience during the Covid lockdown resulted in my sister's mental health deteriorating.

## Face to Face Sessions

- 3 sessions – Morning, Afternoon and Evening.
- 11 people attended.
- Didn't quite work out as we planned.
- A lot of issues raised including.
  - The day centre buildings look run down and in need of refurbishment & issue of sewage smell at one and need appropriate equipment at another.
  - Need a 'mystery shopper' type process to review the quality of provider staff when out and about.

# What we've agreed to do

| Priority - Various   |   |          |  |     |
|--|---|----------|--|-----|
| Action   | Who   | By       | Current Position   | RAG |
| Get access to a warmer swimming pool for people with profound LD and physical disability one Saturday a month. | SEN/ Leisure/ Commissioning                 | May 24   | <p>HH has written re possibility of accessing school pool (31/10/23)</p> <p>HH to contact Leisure contract manager.</p> <p>Commissioning &amp; ASC (JW &amp; HA) to develop business case – staffing &amp; capital/ equipment costs for agreement by DMTs (x2)</p>   |     |
| Set up a half term/ summer holiday activities programme (18-24)  | Commissioning / ASC                         | Jul 24   | <p>Drawn up list of potential locations with appropriate disability facilities (HH)</p> <p>Review what is happening in other boroughs e.g. Southwark re activities and costs (JW)</p> <p>Commissioning &amp; ASC (JW &amp; HA) to develop business case –for agreement by DMT by 31.01.24</p> <p>Commissioning &amp; ASC (JW &amp; HA) with carers group (tbc) to draft Service Spec ready for expression of interest by 28.02.24</p> <p>Commission from LD/ MWAH providers by 30.05.24 (JW)</p> |     |
| Scope the options and costs to commission a Saturday Club 2 days a month and Pilot an offer                    | Carers Group / Commissioning (JW)/ ASC (HA) | April 24 | Not started  |     |
| Develop Information Sheet that highlights the information questions raised in the Consultation                 | Carers Group / Commissioning (JW)/ ASC (HA) | 31.01.24 | Not started  |     |

## What we've agreed to do contd.

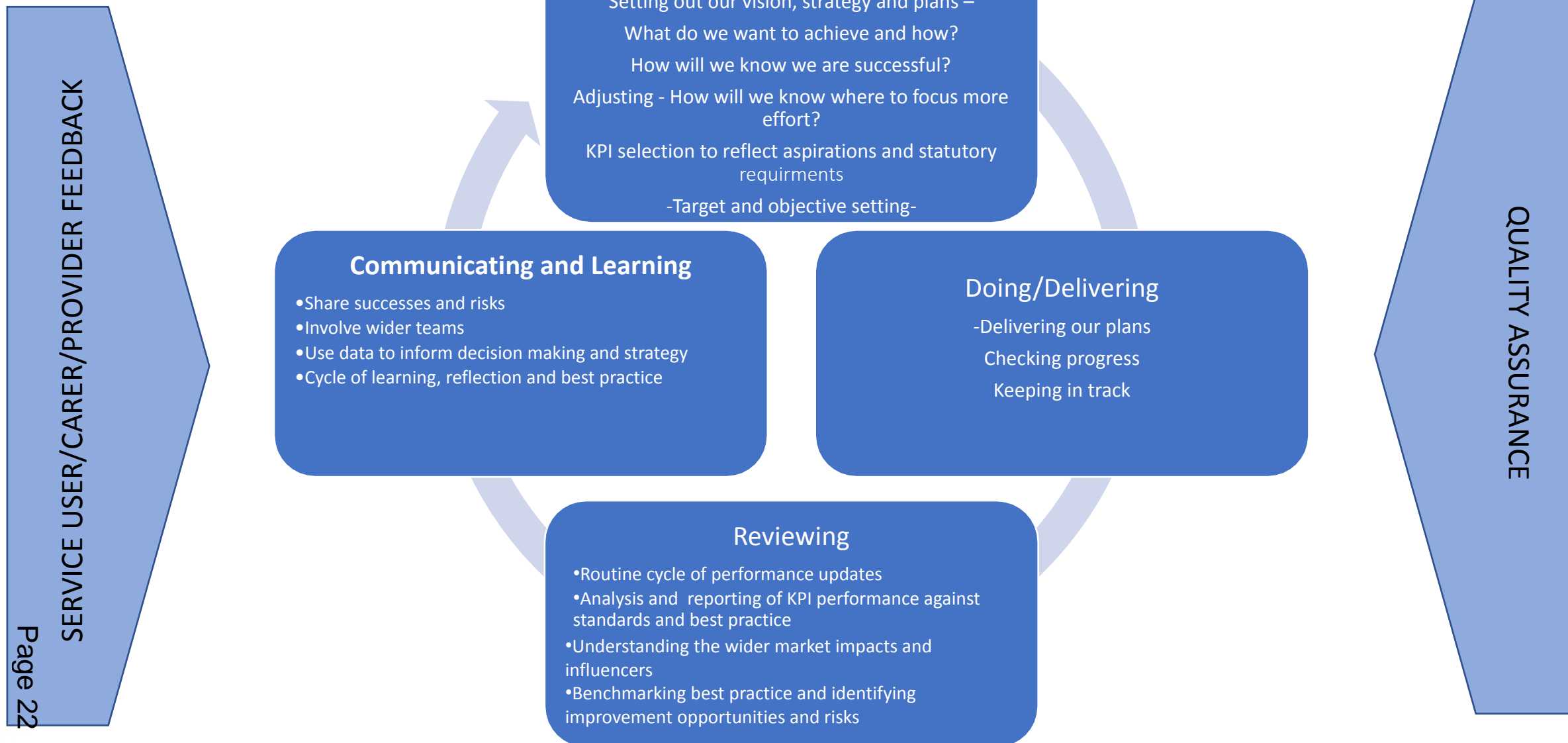
| Priority - Various   |  |          |   |     |
|--|--|----------|---|-----|
| Action   | Who                                    | By       | Current Position                                      | RAG |
| Walk around the various day service buildings and audit works required | Carers Group/<br>Commissioning<br>(HH) | 30.11.23 | HH to email families with suggested dates by 03.11.23 |     |
| Visit new wheelchair respite bed                                       | Carers Group/<br>Commissioning<br>(HH) | 30.11.23 | HH has advised provider. To suggest dates by 03.11.23 |     |
| (Re)convene the carers group for mid December (post M&C)               | JW/HH                                  | 10.11.23 | Outstanding   |     |

A hand holding a blue pen is positioned over a document. The document features a bar chart with stacked bars in yellow, red, and teal, and a line graph with a green line and a red line. The background is a wooden surface.

# ASC PERFORMANCE 6 month Review

HCSC 2 Nov 2023

# Performance Management – A cycle for improvement



# Plans



South East London NHS Lewisham's priority objectives

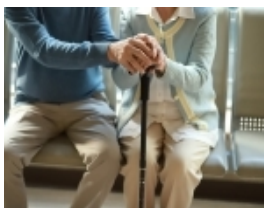
**Our LSP priorities**

The LSP has agreed four priorities. They are:

- Race and equality
- Opportunities and investment
- Cost of living
- Climate emergency

The priorities will be in place until spring 2024.

The LSP will work with communities to produce a new community strategy. The community strategy will set the LSP priorities from spring 2024.



A Vision and Strategy for Adult Social Care in Lewisham 2023

# Hierarchy of Data

National Government

Regional & Wider System

**LBL**

The Councils corporate strategy sets out our 7 key priorities Cleaner & Greener, A strong local economy Quality Housing, Children and Young people, Safer communities, Open Lewisham and health and Wellbeing

**ASC**

We have a vision, strategy and are developing our plans for ASC which shows what we want to achieve and our key priorities

**Team, Project & Individual**

Each member of staff contributes towards objectives in our plan

# Performance Management



- SALT
- ASC-FR
- DOLs
- SAC
- SU and carer surveys
- SSDA702 guardianship return
- CLD
- OfLOG

SEL; BCF; Home First

**Lewisham Corporate Performance Report**

Lewisham Borough Profile | Priorities | Corporate Health | Dashboard user guide

Health and Wellbeing Pg.1 Pg.2 2022/23 Q3

**Admissions to res. & nurs. homes (65+)** (\$)  
Permanent admissions to residential and nursing care home: Lower is better  
Adults aged 65+ per 100,000 population (cumulative)  
Target: 322.5-100,000 December 2022  
403.48

**% 65+ still at home after discharge** (\$)  
Higher is better  
% of adults aged 65+ still at home 31 days after discharge from hospital into rehabilitation services (left of the service)  
Target: 89.2% 1-31/12/21 September 2022  
89.2%

**Average sickness days per employee**  
Lower is better: 11.93  
Target: 11.00  
November 2022

**Facilities**  
Higher is better: 13.3%  
Target: 12.00  
November 2022

**Resident's Survey Autumn 2021**  
Lewisham Borough of Lewisham

**ASC Key Performance Indicators** Quarter 3

Overview  
Our ambition for Lewisham is to be one of the most successful boroughs for adults and carers in need of support across the region, where every first call, included and a key part of our community. Our key ambition for Lewisham is to be one of the most successful boroughs for adults and carers in need of support across the region, where every first call, included and a key part of our community. Our key ambition for Lewisham is to be one of the most successful boroughs for adults and carers in need of support across the region, where every first call, included and a key part of our community.

Key Indicators: [Graphs and charts showing performance metrics]

Page 23  
Team Plans

Project PIDs

Appraisal

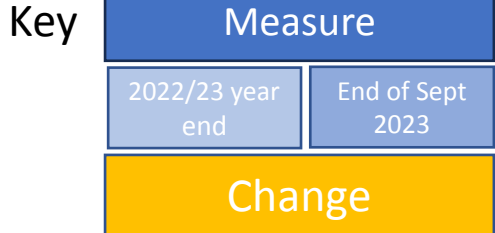
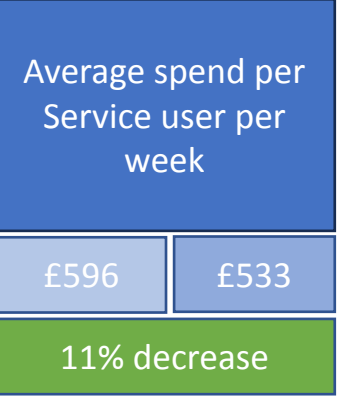
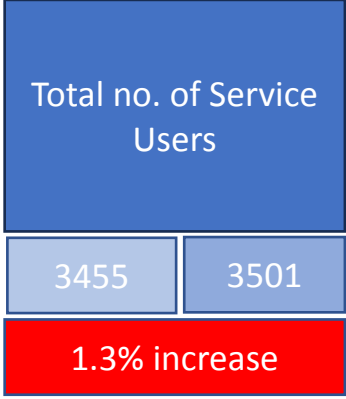
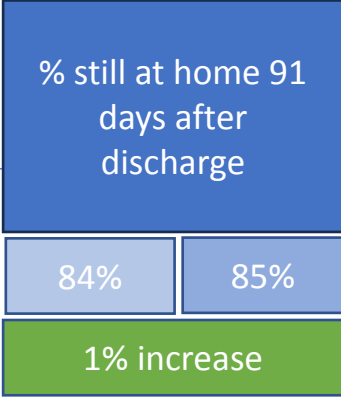
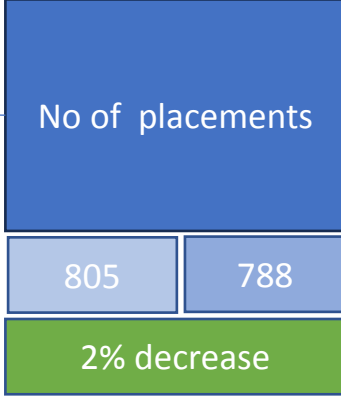
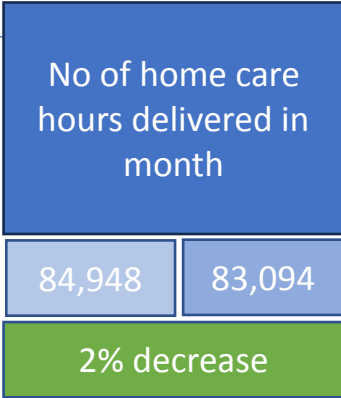
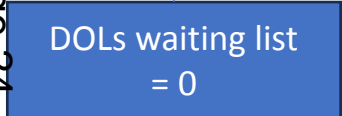
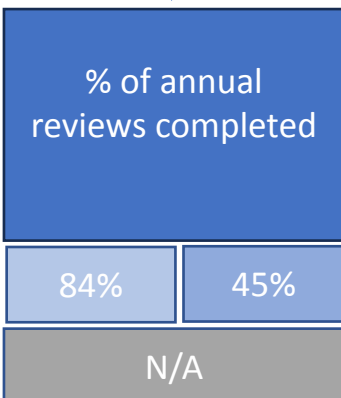
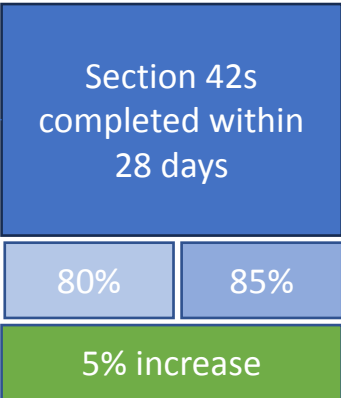
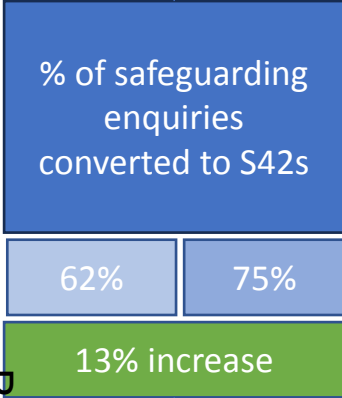
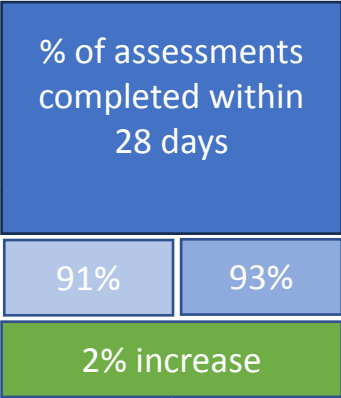
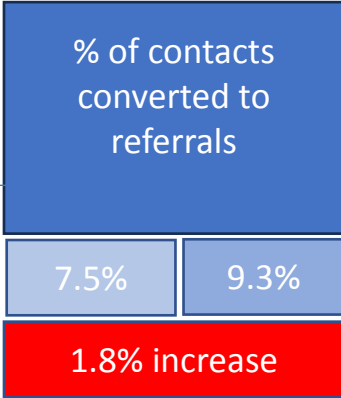
Power BI Reports

Project KPIs

Supervision and Appraisal

# ASC CUSTOMER FLOW DATA

## 2022/23 year end and end of Sept 2023





ASC SURVEY 2022/23

Questionnaire sent Jan to March 2023

Published 19<sup>th</sup> October on NHS digital

[Microsoft Power BI](#)

Select question

Question 01 combined - Overall, how satisfied or dissatisfied are you with the care and support services you receive?

Select region to compare council responses to the national value

- 0 - England
- East Midlands
- Eastern
- London
- North East
- North West
- South East
- South West
- West Midlands
- Yorkshire and the Hu...

Select council(s)

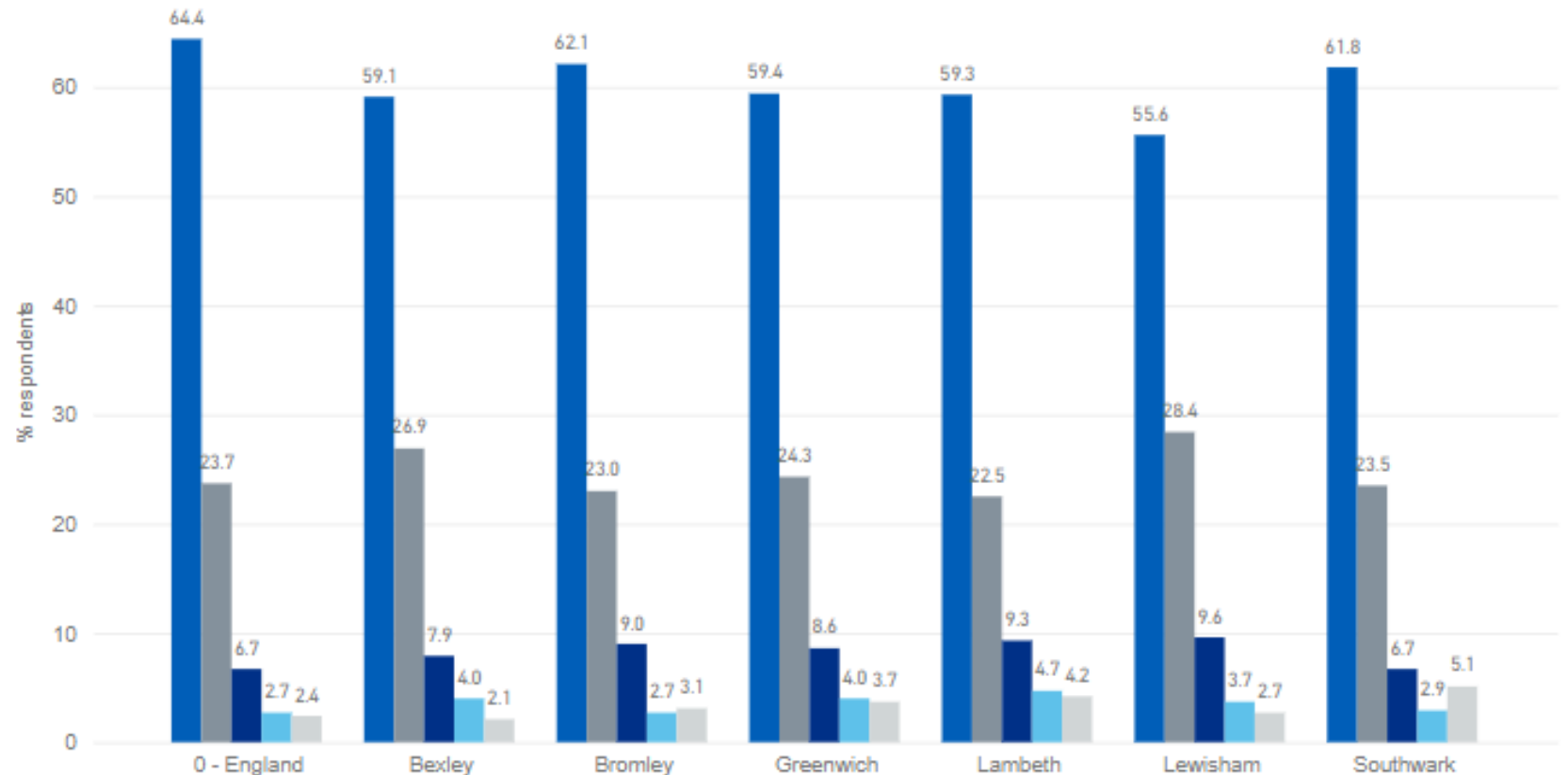
Multiple selections

Question response options

- 1 Extremely or very satisfied
- 2 Quite satisfied
- 3 Neither satisfied or dissatisfied
- 4 Quite dissatisfied
- 5 Extremely or very dissatisfied

Question responses by council for selected region

Question response options 1 2 3 4 5



Note: Whilst Lewisham scores lower than its neighbours on extremely satisfied with the care and support respondents received, combined extremely and quite satisfied is more closely aligned at 84%

Select question

Question 02 combined - Thinking about the good and bad things that make up your quality of life, how would you rate the quality of your life a... ▾

Select region to compare council responses to the national value

- 0 - England
- East Midlands
- Eastern
- London
- North East
- North West
- South East
- South West
- West Midlands
- Yorkshire and the Hu...

Select council(s)

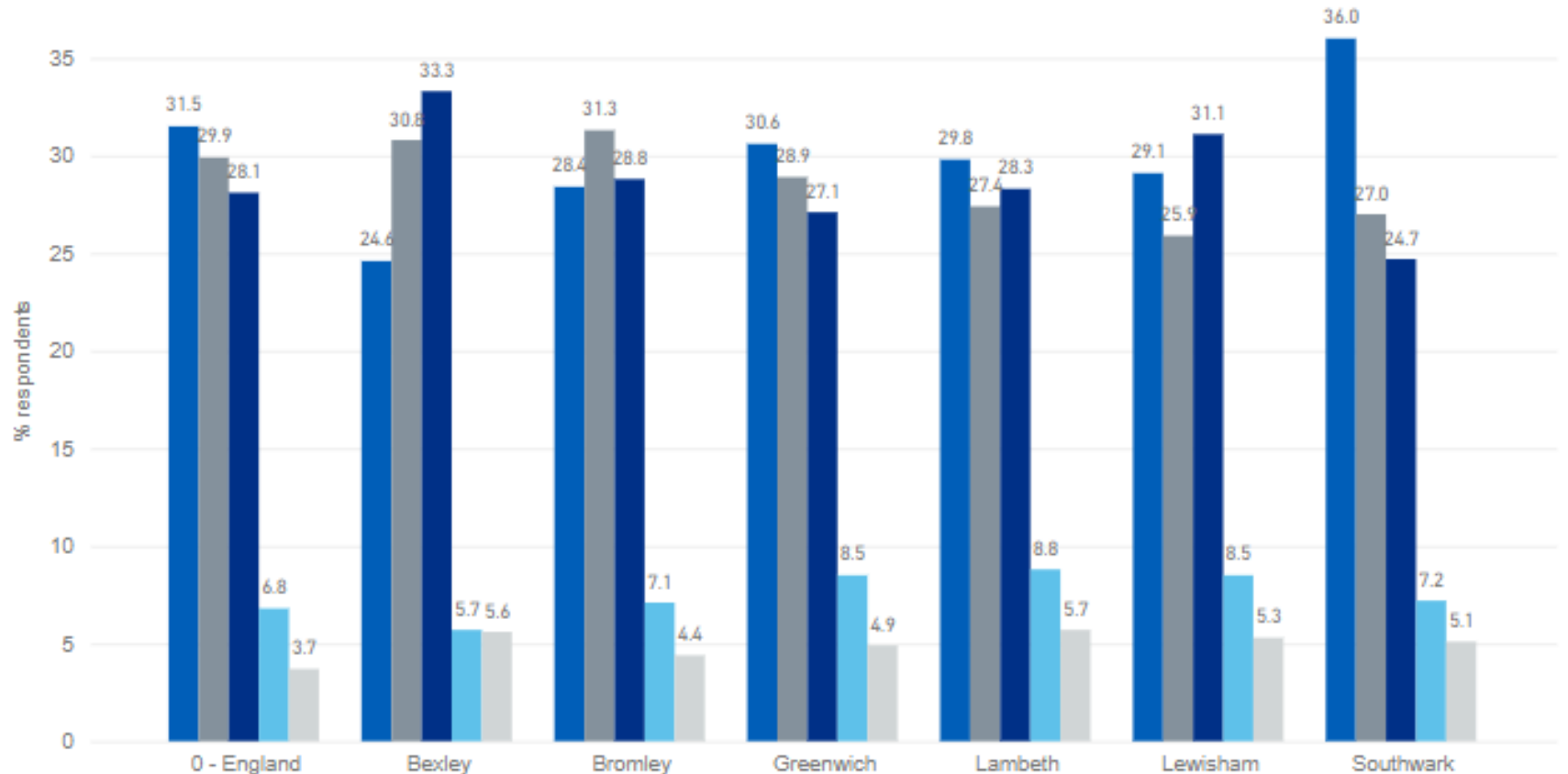
Multiple selections ▾

Question response options

- 1 So good, it could not be better or very good
- 2 Good
- 3 Alright
- 4 Bad
- 5 Very bad or so bad, it could not be worse

Question responses by council for selected region

Question response options ● 1 ● 2 ● 3 ● 4 ● 5



Note: Around 57% of Lewisham's respondents rated their QoL as good or so good it could not be better, comparable to its SEL neighbours. Southwark's 'so good' QoL score at 36% of respondents is an outlier that should be investigated further. As should Lewisham's 13.8% of respondents whose QoL was bad or very bad.

Select question

Question 02b - Do care and support services help you to have a better quality of life?

Select region to compare council responses to the national value

- 0 - England
- East Midlands
- Eastern
- London
- North East
- North West
- South East
- South West
- West Midlands
- Yorkshire and the Hu...

Select council(s)

Multiple selections

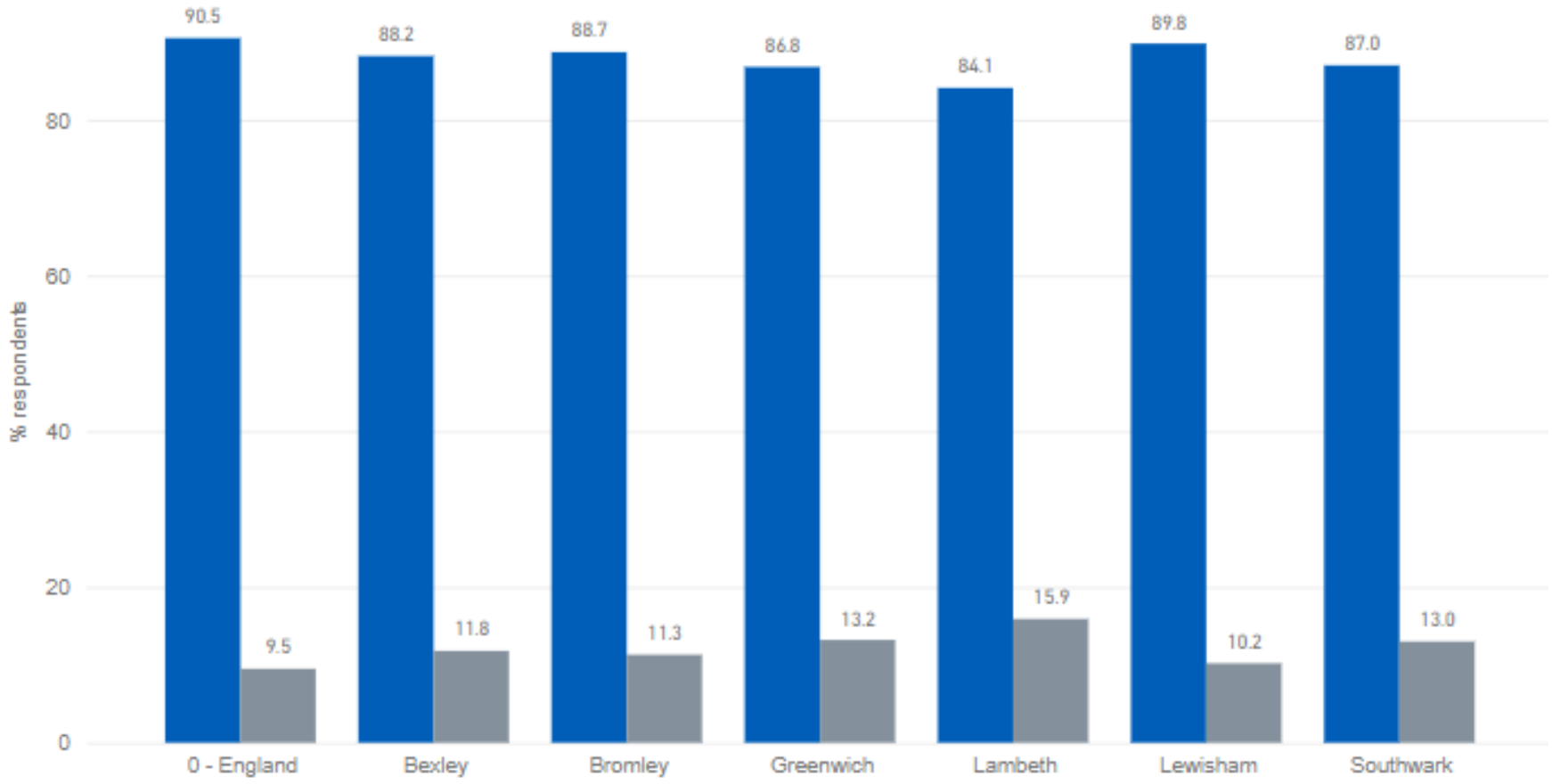
Question response options

- 1 Yes
- 2 No

Note:89.8% of respondents believed their care and support services helped them have a better QofL; Higher than any of our neighbours.

Question responses by council for selected region

Question response options 1 2



Select question

Question 13 - In the past year, have you generally found it easy or difficult to find information and advice about support, services or benefits?

Select region to compare council responses to the national value

0 - England    East Midlands

Eastern    London

North East    North West

South East    South West

West Midlands    Yorkshire and the Hu...

Select council(s)

Multiple selections

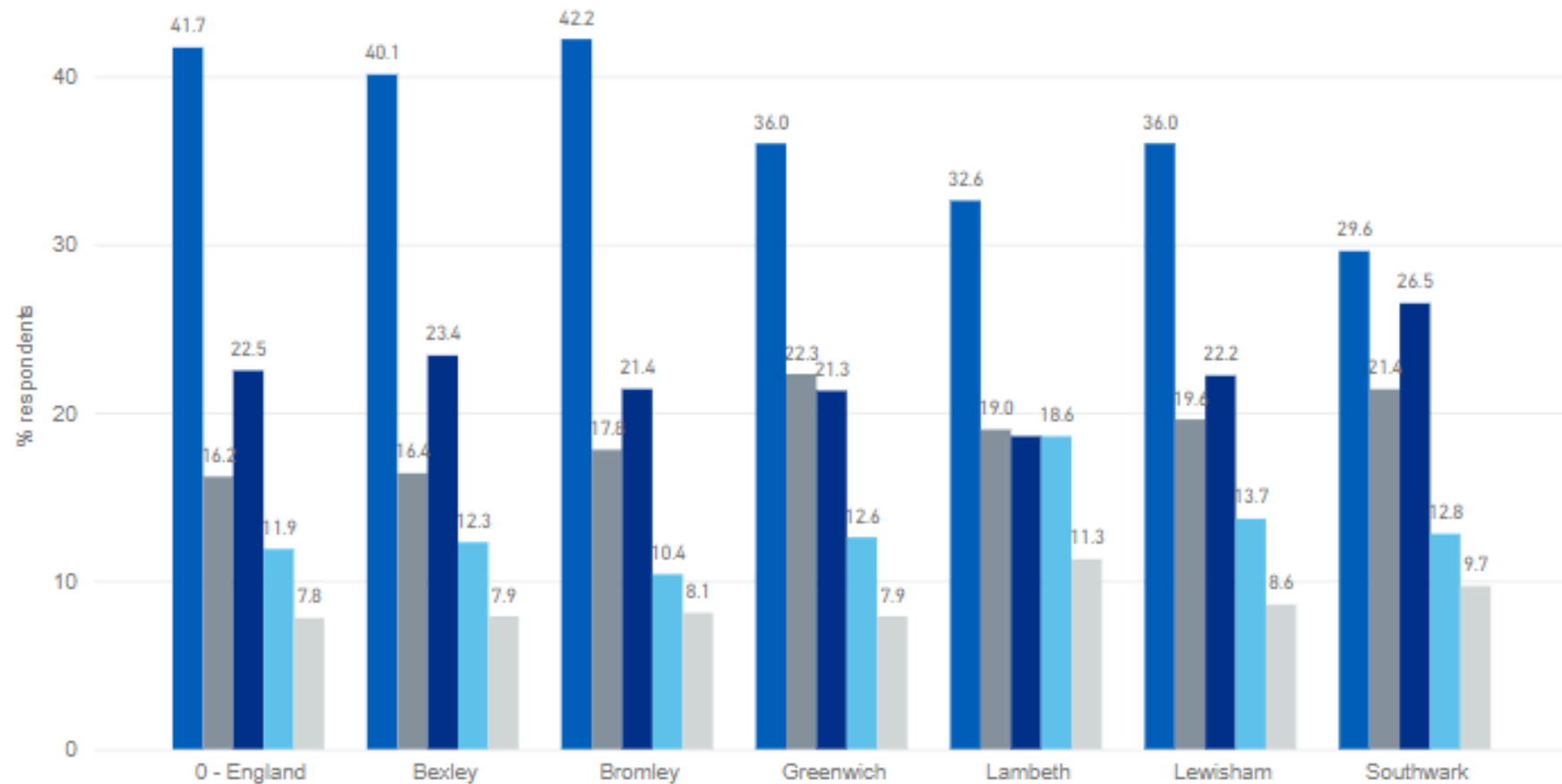
Question response options

- 1 I've never tried to find information or advice
- 2 Very easy to find
- 3 Fairly easy to find
- 4 Fairly difficult to find
- 5 Very difficult to find

Note: 22.3% of respondents found information fairly or very difficult to find with 41.8% saying it was very or fairly easy. We are doing further work on ensuring our info and advice is more easily available and accessible

Question responses by council for selected region

Question response options 1 2 3 4 5



Select question

Question 07c - Do care and support services help you in feeling safe?

Select region to compare council responses to the national value

|               |                         |
|---------------|-------------------------|
| 0 - England   | East Midlands           |
| Eastern       | London                  |
| North East    | North West              |
| South East    | South West              |
| West Midlands | Yorkshire and the Hu... |

Select council(s)

Multiple selections

Question response options

- 1 Yes
- 2 No

Note: Lewisham scores favourably against its neighbours when asking respondents if they felt that care and support services helped them feel safe.

Question responses by council for selected region

Question response options ● 1 ● 2

