



Haringey Council

Adult Social Care Local Account



**Our key achievements in
2012-13**

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Foreword

Director of Adult and Housing Services - [Mun Thong Phung](#)



The year has rolled by extremely quickly - the team and I have been extremely busy. Social care is being transformed for the better in Haringey and the momentum for change will continue. Throughout the developments I still bear witness to the dedication and sincerity of the staff who work in Haringey. We have recently said a temporary goodbye to the Lisa Redfern for 1 year; she was the Deputy Director of Adults and Community Services. Beverley Tarka is now Acting Deputy of Adults and Community Services. She brings with her 20 years of service including 4 years as Head of The Learning Disabilities Partnership. I am very pleased to announce Beverley's appointment; like so many of our staff, Beverley has a personal interest in Adult and Community Services, and it is dedication such as this which drives us to provide an excellent service and go over and beyond the requirements of the role. I, and the rest of the staff, remain committed to providing and improving services to the most vulnerable adults of Haringey.

Cabinet Member for Health and Adult Services – [Councillor Bernice Vanier](#)

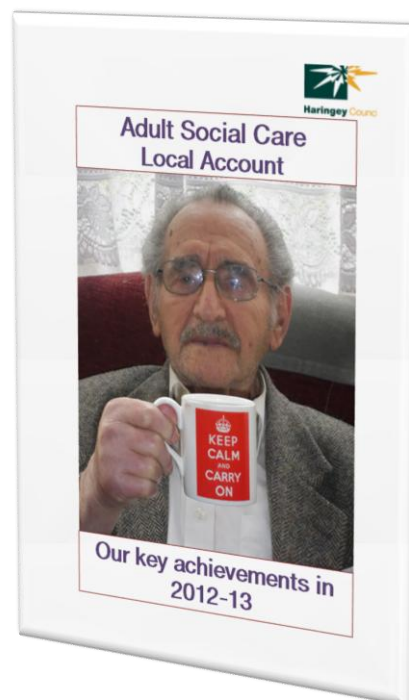


I am Cabinet Member for Health and Adult Services and also Deputy Leader of the Council. I continue to be the voice of our community for Adult Social Care and have personally overseen a number of significant changes. We have continued to provide value for money services, and meet the needs and expectations of our residents. I am very grateful to the Adult Social Care Team for their continued hard work. I also commend Beverley Tarka as Acting Deputy Director of Adults and Community Services and am convinced that she will continue to drive through the many positive improvements the Service has been implementing. There have been many changes and challenges to the service during 2012/13, and we are proud to share some of these in this year's Local Account.

Introduction

Adult Social Care enables vulnerable people to feel safe and to receive the personalised support they need to live independent and healthy lives. This is our third **Local Account** and we are proud to demonstrate that we continue to provide a valuable service to our most vulnerable residents.

Our front cover features a very special gentleman aged 101 years old. Our Reablement programme worked with him after he had several falls and had been hospitalised a few times. With the regular support he was given over a six week period, with the aid of Occupational Therapy, Physiotherapy, the Assessors and our in-house Community Reablement Service, he made remarkable progress and is now back to doing things for himself - even cooking and going out to the local cafe for lunch.



Increased demand for our services

The number of residents we provide a service for continues to grow year on year. During the period 2012-13 we saw an increase of 6% in the number of clients receiving a service provided or commissioned by us compared to 2011-12, this is an increase of 279 people.

Excellent service provision

Despite the growing demand for our service, we continue to receive positive reviews.

We have continued to reach out to our residents during 2012-13 to make sure we support people who need our help to get back on their feet, by providing a range of services; some of which we are able to share in our Local Account.

Our inspectors the [Care Quality Commission](#) on our residential care home [Osborne Grove](#) said: "All of the people we spoke with told us that they were happy with the care and support provided to them, and that they were treated with respect by staff... 'They do a wonderful job'".

On our second residential home, [Linden House](#), the Care Quality Commission noted "People appeared to be well supported within the home. They indicated that they were provided with the care that they needed, and had formed good and supportive relationships with staff members. People were protected from the risk of abuse, and their medication needs were being met appropriately."

Last year we said we would.....so we did



Support the opening of new extra care scheme:

Haringey has supported the opening of an extra care scheme with 40 apartments: Roden Court. Extra care offers very intensive care, the type of care you may get in residential care, but in your own home, so you have your own front door and, retain as much control and independence over your life as possible.



Prevention Strategy to keep people safe:

Safeguarding is everyone's business. We wanted to get everyone involved in creating a new Prevention Strategy. That's why the 'Safeguarding Adults Board (SAB) Draft Prevention Strategy' was put out for public consultation in July 2013. We will keep you up to date on its development through our website.

Personal Budgets:

In October 2012, the Department of Health revised the 2012/13 personal budgets target to 70% rather than 100%.

In Haringey, there were 3,219 service users receiving a Personal Budget as at 31st March 2013. This means 68.6% of people receiving a community service have a Personal Budget or a direct payment.

Accreditation:

We have now accredited 35 Domiciliary Care Providers (Our accreditation confirms that we have carried out various checks on the care provider, so that you can be confident of the standard of care that you can expect to achieve and know upfront how much it is going to cost). We are planning on going even further; we are aiming to start accrediting Supported Living organisations in 2013/14 to allow you to have the same confidence when seeking additional support.

Voluntary Sector Commissioning and Funding Framework:

Working with the NHS and the Clinical Commissioning Group we have developed joint priorities for Haringey, including integrated working where this makes sense, to deliver better health and social care outcomes for residents

New contracts to successful organisations commenced 01/09/2012.

Campsbourne Developments:

On Christmas day, the Mayor visited four of our residents we housed together, following the closure of one of our residential homes. They shared cups of tea, some laughs and a tale or two of previous Christmases.



In keeping with Haringey Council’s *One Borough, One Future* vision, we are committed to providing all residents in the borough with high quality services. This will encompass improving outcomes and reducing costs, reducing inequalities, tackling disadvantage, improving life chances and empowering communities. We intend to keep transforming social care in Haringey by making optimum use of the opportunities for joint programme planning and procurement.

Integrated Working

Working in partnership with our clients and their carers, independent providers, health services, housing and the voluntary and community sectors is important. We have strengthened our strategic commissioning; especially in the way we work with the voluntary and health sectors. Working more closely with our partners allows

We’re working with:
Community Groups
Health Centres
Hospitals
Pharmacies
Dentists
Opticians
GP surgeries
Care Homes

us to maximise our shared resources and identify areas for improvement. We are working across sectors to provide information and advice, and promote access to preventative services, to reduce take-up of statutory services, increase value for money and promote the care and independence of individuals in their communities.

Integrated Care Programme

We have undertaken a number of joint initiatives with our health colleagues:

A virtual Multi-Disciplinary Team (MDT) covering the North East Haringey GP Network meets every 4 weeks by teleconference. This has included the roll-out of a risk stratification tool. Network coordinators are in the process of engaging practice managers, GP Principals and network Clinical Leads. It allows discussion of patients presenting repeatedly at Accident & Emergency or identified by GPs as complex/vulnerable.

The Integrated Community Therapy Team at Whittington Health provide a new community-led falls prevention and exercise service. Also, a consultant at North Middlesex hospital runs a falls clinic and works to identify patients in wards and A&E who would benefit from this service.

The Admissions Avoidance team at North Middlesex Hospital have a dedicated social worker and a seconded community matron.

Integrated approach to providing services

Planning and joint social/health care training for installation and use of the planned Telehealth remote monitoring of patients with long-term health conditions commenced in mid 2012/13 and has been actively progressing. The Telehealth systems are being hosted by Community Alarms, and will operate in partnership with the nurses and clinicians in the Health service. The anticipated start date for the new service will be August 2013, when the first patients are expected to begin dispatching data on their vital signs to the central control, where it will be monitored by community health staff. It is anticipated that this new development will enable significant numbers of patients to be supported in their own homes and also that it will prevent unnecessary admissions to hospital due to sudden and unanticipated deterioration of their condition.

CASE STUDY

Mr A lost his brother who he spent his whole life with last year and with no other family, he was very much on his own. His **social worker** arranged the funeral with Mr A and this was paid for by the Department of Work and Pension and his Personal Budget. Several members of the team attended to support Mr A through the very difficult day. Mr A suffered a very difficult time afterwards with depression, bereavement and self harming. The team came together and with input from **Psychiatry, Psychology and Nursing** helped him to improve both his emotional and physical health. Mr A was then supported to move to a new property with his own support package so he could continue to live with his brother's dogs. Mr A is now very positive about his future and happy with the progress he has made in his life. 'The **team** have been brilliant; they have really supported me'

Safeguarding Adults Board

The Adult and Housing Services' Directorate is committed to safeguarding all children, young people and vulnerable adults that come into contact with our work. We believe that all children, young people and vulnerable adults have an equal right to protection from abuse, regardless of their age, race, religion, gender, ability, background or sexual identity and consider the welfare of the child, young person or vulnerable adult is paramount. Children, young people and vulnerable adults with autism will be supported particular to their individual need.

The Safeguarding Adults Board (SAB) is a robust and motivated board, empowering people who use services and their carers to have a clear understanding of safeguarding. It helps to raise awareness of safeguarding in the community and to ensure that safeguarding adults' issues are on agendas of all partnership boards.

Haringey Safeguarding Adults Practice sub-group The sub-group coordinates and supports the development of safeguarding adults work in Haringey with particular emphasis on developing best practice in safeguarding work and learning from experience. This Practice Group was established in July 2012.

Safeguarding means protecting adults at risk from abuse or neglect and putting systems in place to prevent abuse or neglect from happening in the future.

Haringey Prevention sub-group ensures that there are strategic plans in place to promote awareness, use information to focus resources where it is needed most and work collegially with statutory partners, voluntary organisations, carers and service users to prevent abuse.

Haringey Training and Workforce Development sub-group has the responsibility for the development, planning and coordination of multi-agency safeguarding adults training provision.

The SAB Business Plan 2012-2013 set out the Board's plans to support, monitor and review what partner agencies do individually and collectively to fulfil their safeguarding duties. The Business Plan set out five keys priorities for safeguarding adults work. These were:

- Strategy and Leadership
- Safeguarding Practice
- Prevention
- Training and Workforce Development
- Communication

Safeguarding Adults and Deprivation of Liberty Safeguards Member Panel Report

The panel provides an added tier of scrutiny for adult safeguarding in Haringey, and is a very good sounding board to further discuss the various areas of safeguarding.

Integrated working

We have continued to consolidate safeguarding partnerships with NHS colleagues and GPs. All local health partners are represented on the SAB. Haringey's Safeguarding Team continues to work in partnership with NHS Haringey's Care Home Support Team and Tissue Viability nurses. The SAB agreed to adopt the Whittington Health pressure ulcer protocol; and good links are maintained with the London Ambulance Service which continues to be a major referrer of safeguarding adults' referrals.

Launch of the Joint Establishment Concerns Policy and Procedure

Haringey's Joint Establishment Concerns Policy and Procedure has been launched. The launch event was attended by over 100 people including commissioners, providers and Health colleagues. The policy and procedure has been developed as a means for managing large scale investigations of Care Providers.

To download the Joint Establishment Concerns Policies and Procedures, go to: http://harinet.haringey.gov.uk/index/social_care_and_health/safeguardingadults.htm

Proportion of people who use services who say that our services have made them feel safe and secure:

Haringey 83.4%

London 73.1%

Haringey has a better average than England and London.

Case Study B

An alert was raised for 61 year old Mr B who has with mental health problems. His neighbours had been stealing his money and belongings; and had been physically and mentally abusing him.

Our Safeguarding Team worked with the Mental Health Team, Housing Management Services, Anti-Social behaviour Team and the Police, to ensure Mr B was safe.

Mr B finances have now been protected and he has been moved to alternative supportive accommodation. Mr B's family were also given support to ensure their safety with the installation of new locks and a community alarm for their property.

Commissioning



The Safeguarding Adults Team is pleased to announce Georgia Preston to the new role of Commissioning & Safeguarding Monitoring Officer from 3rd January 2013.

The Commissioning & Safeguarding Monitoring Officer ensures we have good partnership working and excellent care provision across the borough by certifying that providers are working within the Care Quality Commission's (CQC) essential standards of

Quality and Safety. Working closely and proactively with providers to achieve best outcomes is key, as well as having a close relationship with the CQC on compliance issues.

Haringey's Adult Commissioning Team manage our accreditation process, which addresses various safeguarding matters for our Personal Budget clients:

- Since the launch of the accreditation process, we have reviewed **seven** accredited suppliers, which make up approximately **81%** all care packages. The reviews involved unannounced spot checks, a review of policies and the review client and care worker records. We also observed how care is delivered to individual clients and interviewed residents using care, to find out whether the services they received improved the quality of their lives.

Winterbourne View:

Incidents at **Winterbourne View** have sent a powerful message that such abusive behaviour will not be tolerated. The Winterbourne View Report has been discussed and key messages disseminated through Adult Social Care and commissioned organisations. Monthly Winterbourne View Project Boards were set up - to manage, steer and oversee the implementation of the Joint Action Plan.

In response to the Winterbourne View findings, we looked at care for adults with learning difficulties in Haringey and have been re-assessing all placements to ensure that they are the best for the client.

Joint Action Plan

1. Register all people with learning disabilities or autism. **(Completed)**
2. Review the care of each person. **(Completed)**
3. Facilitate the transition of clients to community based services if appropriate. **(In Progress)**

Where we want to get to in March 2014

- Full reintegration of people who use services into meaningful life roles.
- Identify the level of need for current service activity.
- Full incorporation of Continuing Health Care into the Learning Disability pathway.

Training

We enable all our staff and those who work with us to make informed and confident decisions regarding safeguarding. All our staff receive training in general awareness of safeguarding matters.

We reviewed the **adult safeguarding training programme**, giving more emphasis to specific training such as dealing with financial abuse and ensuring that higher numbers of independent sector staff receive training. New financial abuse courses were provided for staff. Free training was offered to local providers of care services and new online training courses for staff and partner agencies has also begun.

Training sessions to **promote awareness of adult safeguarding and risk assessment** were provided for staff in the mental health teams, the Joint Learning Disability Community Team, and for elected Council Members.

Safeguarding Adults Newsletter

Adult Services produced its first Safeguarding Adults newsletter designed for Haringey staff and other partner agencies. The aim of the newsletter is to keep everyone up to date with what is happening with local and national safeguarding issues, and to draw attention to specific news items from the Safeguarding Adults Board.

Promoting Awareness

An **Alert** is the first time we are told that someone thinks a person is being abused or has been abused. There were a total of 1,427 Safeguarding **alerts** raised in 2012/13, a 48.64% increase in the number of alerts raised in the previous year. When we are told someone thinks a person is being abused we will look into it. Sometimes people make a mistake about thinking a person is abused, this is ok, we will either:

- (1) Show them where to get other help,
- (2) Give them advice to help keep them safe or;
- (3) Look into it in more detail.

When we need to look into it in more detail, we call it a **referral**. 537 **Referrals** were sent to the Adult Protection Team for more investigation in 2012/13.

Anti-Hate Crime

We are raising awareness of the importance of tackling hate crime, collecting and presenting data, encouraging and highlighting examples of best practice and giving victims better protection under the law and has an action plan in place which has been framed around the Home Office's national direction to combat hate crime. The three key areas are:

- **Preventing Hate Crime:** including working with schools and voluntary sector partners to change attitudes and behaviour).
- **Increasing Reporting and Access to Support:** making it easier for victims of hate crime to come forward and report offences.
- **Improving the Response to Hate Crime:** Councils and other local partners work together with the criminal justice system to bring offenders to justice.

Distribution of Information Cards to Haringey Pharmacies



As part of the Safeguarding Adults Board priority of promoting awareness of adult abuse, thousands of credit card sized information cards were printed and distributed to Pharmacies across Haringey.

The information card gives details about 'what is abuse?' and most importantly how to contact the council in the event of abuse happening.

Safer Travel for Older People

Two main risks for Older People on public transport are falling or having items stolen by pickpockets. This project aims to increase the safety and awareness of older people on both the bus and tube and has support and endorsement from Transport for London.

We did an initial leaflet drop through every letterbox plus put up posters about the schemes. We will continue to work closely with the police and safer neighbourhood teams to ensure the safety of older people on public transport.

Future developments...what next?

Haringey's Multi-Agency Safeguarding Hub (MASH) – is primarily a children's oriented service, that brings together representatives of key local agencies. The aims are to provide a confidential and secure setting where agencies can share information about children so that an informed decision about intervention can be made. Work is currently being undertaken to expand this to include Vulnerable Adults.

Haringey Multi Disciplinary High Risk Panel

The High Risk Panel (HRP) is being established to provide a multi-agency way of supporting work on complex and high risk cases, including but not limited to hoarding, fire risk, and self-neglect. The HRP will support agencies in their work to lower and manage risk for both customers and their immediate neighbours.

Quality Assurance for Deprivation of Liberty Safeguards

From the 1st April 2013, the operational management of the Deprivation of Liberty Safeguards (DoLS) became the sole responsibility of the London Borough of Haringey. If someone is in hospital or a residential home and they are a Haringey resident, it is the responsibility of Haringey Council to manage the request and authorisation for a DoLS.

Promoting Independence

We have empowered people through self-directed support and personalisation, to take greater control over their care. We want everybody to enjoy the greater independence and choice associated with having their own personal budget.

There are now a total of 3219 service users receiving a Personal Budget as at 31/03/2013. This means that 68.6% of people receiving a community service have a personal budget or direct payment. There were 3259 clients receiving Self Directed Support (SDS) in 2012-13 compared to 1966 in 2011-12. This is an increased of over 60%.

What is a Personal Budget?

A Personal Budget is an amount of money offered to people who have high care needs, to help them stay independent, safe and healthy. With a Personal Budget a person requiring care can have more **choice, freedom and flexibility** over how and when their care is arranged.

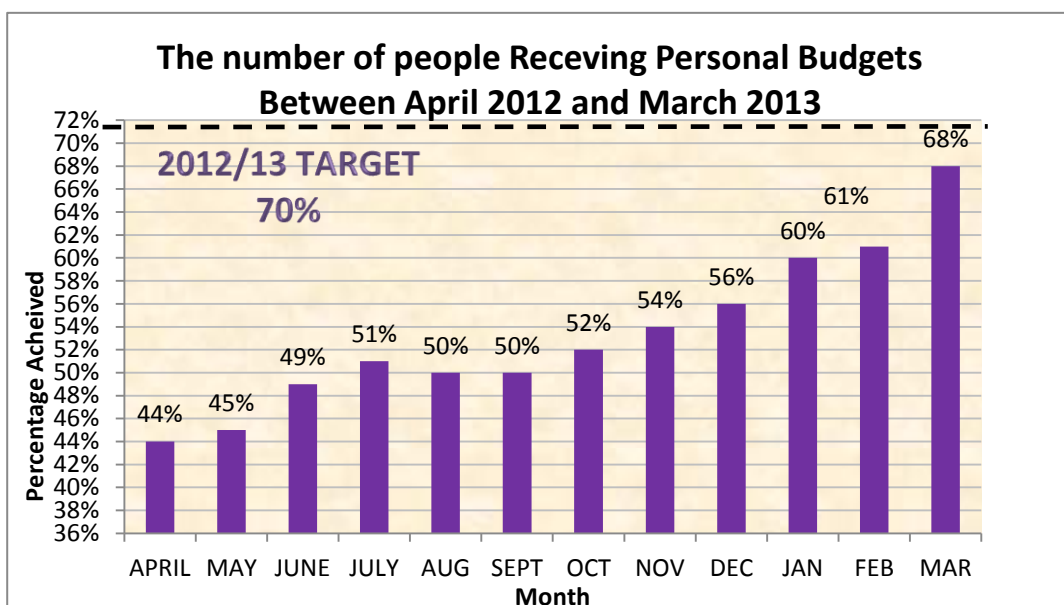
“Where do I direct my queries about my care?”

Haringey’s **Integrated Access Team** provides a single point of contact for all enquiries about care and support. They advise Haringey residents and carers on the right service for them and/or directed them to the best solutions for their care needs.

We have invested in preventative measures and put in place additional support that enable people to remain in their own homes following a hospital admission; or other risks that might

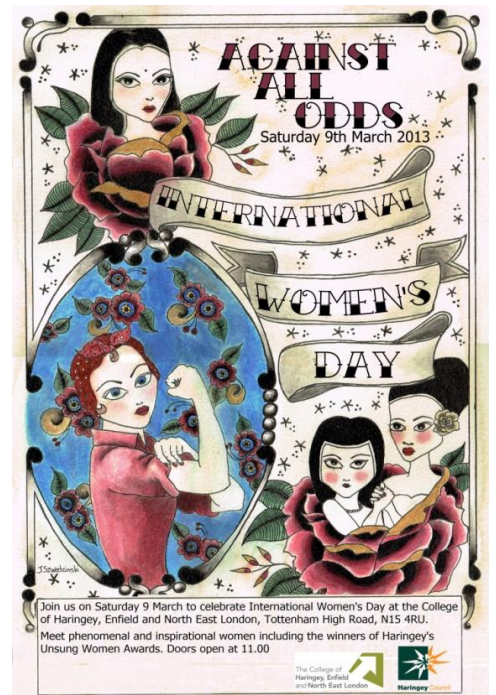
196 people regained independence total independence in just 29 days in 2012/13.

otherwise increase their need for long term social care intervention. This includes things like assistive technology, reablement packages and better housing options. In keeping with our *Better Council* key outcome to deliver responsive, high quality cost-effective services; and encouraging residents who are able to help themselves. We continue focusing on recovery, recuperation and rehabilitation for the individual; and to market development and procurement for the service providers.



**Transforming the care experience for:
Our community**

The College of Haringey, Enfield and North East London, entertained over 300 women for International Women’s Day on Saturday 9th March on behalf of Haringey Council and Haringey Women’s Forum. The event brought women together to celebrate achievements, health and wellbeing. Councillor Vanier, **Cabinet Member for Health and Adult Services**, attended and said: “I’m very pleased these inspiring women have been recognised for the contribution that they have made to life in the borough in so many different ways. They provide great motivation to us all.”



The **Neighbourhoods Connect** volunteer-led social media project in 2012-13 has continued to help ensure all of Haringey’s residents are able to live more independent lives in the community. On 28 January we launched **Tottenham Connect** at Tottenham’s Living Room (formerly known as 639b High Road) with residents, business people, and representatives from the local public and voluntary sectors.



Our **staff** raised £560 for the Macmillan Fund.

We baked, cooked, grilled, poached and scrambled ... then of course everyone bought the goodies and donated money!

Haringey Carers Rights Day

The annual Carers Rights Day, led by [Carers UK](#), is all about getting the right information to carers. This year's Carers Rights Day (held on the 29th November in Haringey) was about getting carers the information and advice they need to claim benefits, access practical support and finding out how technology could help in their role.

Carers attended the morning drop-in session held at the Winkfield Resource Centre which was also attended by **Councillor Winskill**. All carers who fed back to us said they all found the event helpful for their own personal situation.

Carer of the Year

The 2012 award presentation was the sixth year of the award, and for the first time this year the awards were opened up to include a young carer's category. There were four nominations for young carers and 29 for adult carers. All of the nominations included incredibly powerful and heartfelt stories, so much so that the panel decided to add an Outstanding Contribution to the Community Award to the Carer of Year Awards.

The winners were:

Adult Carer of the Year 2012 – Elizabeth Sillery
Young Carer of the Year 2012 – Kyan Coleman

Outstanding Contribution to the Community Award – Jill Darnborough

Supporting Carers

The number of carers receiving advice and information had an increased by 88.9% when compared with 2011-12. The number of carers receiving different types of services provided or commissioned by Haringey Council as an outcome of an assessment or review has increased to 703.

If you provide regular unpaid care to an adult who is ill, frail or living with a disability in Haringey, you can register as a carer with us. To register as a carer please visit [our website](#) for further details.

Comments from the day included:

It was friendly

It was good to meet other carers and learn of their experiences

There is help that I did not know about

They made me feel comfortable asking questions

I am not alone to face my problems

Well organised event



The Mayor with the Adult Carer of the Year and the Young Carer of the Year 2012

'Social services have been very supportive in getting me paid for what I was already doing. I was unaware that I would be entitled whilst they visited my mother. THANK YOU!'

Feedback from our Carers Survey 2012-13

"I looked after my mother immediately after an operation for bowel cancer and during subsequent chemotherapy treatment. Initially, she needed 24 hours care. Social Services provided someone to come and bath my mother in the mornings and this was invaluable support allowing her to retain her dignity. We also had handrails fitted in her home. I was hugely impressed by the reablement team and the range of services which my sister took as much benefit from as necessary. I would very much like to thank all those who helped my mother and my family at an incredibly stressful time – these services are invaluable..."

'The six week care package my parents received has helped me enormously and has been an invaluable service'

'The social worker who has been dealing with my father and myself has been extremely helpful and a blessing, if it was not for her listening to my needs and understanding where I was coming from, I believe I would have had a breakdown. She has given me helpful advice and a lot of support for which I am very grateful and thankful...She has also helped and supported me through all my problems with my Dad... I wanted to say I am very thankful to her for helping us.'

'I have received a lot of support and advice from Haringey Social Services workers. They have all been very kind and helpful. All the workers at the services which helped my Mum when she got out of hospital they were very kind.'

'Everybody who have been involved regarding my sister have been excellent, very very helpful'

Transforming experiences for our community: The 2012 Olympics

Torch Relay in Haringey - 25th July 2012

Staff at [Haven Day Opportunities Centre](#), situated in North Tottenham

The Haven Day Opportunities Centre provides a service to Haringey residents over the age of 65 with one or more physical disabilities and/or sensory impairment and/or early onset dementia and those over the age of 50 with mental health issues. Staff were

heavily involved with senior managers in organising four separate Disabled Viewing Areas along the Torch Relay route. This was to enable people with disabilities/mobility problems, and some with a learning disability, living in the Borough to enjoy the Torch Relay as it was carried through Haringey. Almost 100 people took advantage of three well-located, cordoned-off, pavement-edge sites, whilst a further 25 people with learning disabilities had an eagle-eye view of the occasion from a balcony area overlooking the Spouters Corner crossroads in Wood Green. Haringey was the only London borough to offer these facilities.



Once the decision was made to have these barrier areas, specifically in order that people in wheelchairs could have a good view of the procession without being jostled by the ever growing crowds, the fun began as did the planning. Clients in The Haven got busy decorating their flags to wave as the torch bearers went past.

On the day, a game of bowls and a quiz took place before a relaxed lunch, after which everyone took their seats at the Disabled Viewing Area outside to await the

excitement. An old fashioned sing song soon followed and all joined in. Crowds of people lined the street, the anticipation was exciting and the atmosphere amazing as we all waited for our torch bearer to appear. The advance procession was received by rapturous cheers, flag waving and clapping. We were fortunate to be situated next to a “kiss point” so our clients had the best view possible of the entire event.



A long day was made truly memorable by the numbers of people who turned out to welcome the Olympic Torch into Haringey.

Staff and clients were truly grateful to have been given the opportunity to take part in this “Once in a Lifetime” event. The fact that people could feel safe in the immense crowds meant so much to them, and coupled with the fact that Haringey staff



were on hand should they get into any difficulties, maintained their peace of mind and enabled those who

thought they would never see The Torch, to take part in this historic occasion.

Prince Charles and the Duchess of Cornwall paid a surprise visit to the MENCAP Community Centre in Tottenham High Road to show their support and some of our clients were able to hold the torch.



Dear Haven Day Opportunities Centre,

“We want to capture what it was like in London during the Olympics and Paralympics and how Londoners took part in events...it's really important to record their experiences for future generations”

[From: The Museum of London](#)

The Museum of London contacted the Haven Day Opportunities Centre with regard to our activities at The Torch Relay for Older and Disabled people. Staff from the Museum visited the centre and spoke to some clients about the different projects at the museum. Two clients were interested in telling their stories, one about being a member of a family who came to London as refugees and the second about their experience of moving to London from the Caribbean. The end result would be their voices telling their stories as people walk through the museum.

Olympics 27/07/2013 to 12/08/2013



We supported MENCAP in taking 5 of our residents to watch the Olympic games at the stadium. Mencap were given, 5 tickets to the Paralympic athletics by a private donor. We held a draw with clients to select the lucky clients who went. They had to picture message us at Haringey Mencap throughout the day so we could all take part in the visit!

This was a great end to the Olympic events for Haringey Mencap which started with the Royal visit and the Olympic torch relay, then having the chance to hold a Paralympic torch and then making a visit to the Park and Stadium.



Never Too Old To Run

Clients and staff at the Haynes Day Opportunities Centre and the [Grange Day Opportunities Centre](#) were gripped by Olympic fever. On 14 September the “Seniorlympics” came to the Haynes. Two teams squared up for gold; silver or bronze was not an option – all were running to win. Initially it was two teams, but as the competitive nature took over, it became Team HDC versus Team GDC. Clients competed against clients whilst staff went up against each other. The fever pitch was high as staff sweated to win every race. However the real winners were the clients who appeared to thoroughly enjoy our version of “The Games”. Next stop Rio – we are already in training.

Enhancing the Quality of life for Our residents with Mental Illness

We support people with Mental Health issues to live happy, healthy independent lives.

World Mental Health Day 2012

World Mental Health Day raises public awareness about mental health issues. The theme for 2012 was “Depression: A Global Crisis”. We marked World Mental Health Day with a week of activities to raise awareness of mental health and bring people from all walks of life together.

- Mind, Body and Stroll;
- Information stall;
- Football Match with Tottenham Legends;
- Free activities and lunch for staff, patients and carers at St Ann’s Hospital;



- Tea, Cake and Talk;
- Big Day at Bernie Grant Arts Centre;
- Launch of photo exhibition;
- Discounts and Open Day at Wolves Lane Horticultural Centre.

Mind, Body and Stroll

A stroll from Bruce Castle Museum to Downhills Park Cafe, to encourage regular physical activity and enjoy the wonderful green spaces that exist in Haringey. Participants were welcomed with hot soup from the cafe and a band of drummers from Drummunity, a service user-led drumming group.

This event was also supported by:

- Bruce Castle Museum
- Haringey Leisure Services
- Barnet Enfield Haringey Mental Health Trust
- Haringey Association for Independent Living
- Drummunity
- Downhills Café in the Park
- Mental Health Support Association
- Mind in Haringey

Information Stall

Following last year's successful information stall, a team was on hand outside Wood Green Library. Information and advice was available on mental health, housing and employment.

This event was also supported by:

- Barnet Enfield Haringey Mental Health Trust
- Mental Health Support Association
- Mind in Haringey

Football Match

[Positive Mental Attitudes Sports Academy](#) (PMA sports) in association with [Barnet, Enfield and Haringey - Mental Health Trust](#) (BEH-MHT) and Haringey Council organised a football match to mark World Mental Health day. PMA sports charity developed a football team made up of clients, who have been training and playing over the past year. This team has grown from strength to strength and incorporates the physical, mental and social benefits of playing a team sport. The PMA team played against a team of employees of BEH-MHT, London Borough of Haringey and local voluntary groups. Tottenham Hotspurs "legends" Garry Brooke, John Lacey and Mark Falco also joined the PMA team.

Free activities and lunch for staff, patients and carers at St Ann's Hospital

Barnet, Enfield and Haringey Mental Health Trust organised a series of activities and lunch for staff, patients and carers to celebrate the day. The activities included free exercise classes with Zumba, Yoga and Taekwondo, plus advice on walks, cycling, food and more.

Tea, Cake and Talk

Mind in Haringey hosted a coffee morning. This was a free event, where tea and coffee and a selection of cake was provided. There was a range of information available and a number of staff and volunteers to talk to about the services offered and how to get involved.

Big celebrations at Bernie Grant Arts centre

Everyone came together from across Haringey to celebrate the World Mental Health Day with one big event at Bernie Grant Arts Centre. The day included music, stand up comedy, film, play, story-telling, information, advice, therapeutic exercise including EFT (tapping therapy), visualisation sessions.. At the end there was food to share.

World Mental Health Photo Exhibition...Our Stories, Our Journeys

A number of people came forward to share their stories and experiences of their mental health and what coping strategies they have developed. This was a key exhibition to break the taboo of



talking about mental health and recovery.

The exhibition was launched on 11 October at the big day event at Bernie Grant Arts Centre as part of the global celebration of better mental health and was exhibited in various parts of Haringey throughout the year.

The aim of the exhibition was to raise awareness and promote an open discussion of Mental Health issues and promote better mental health in Haringey.

Open Day at Wolves Lane Horticultural

To mark the World Mental Health Day, Wolves Lane Horticultural Centre was offering special 20 % discount on tea and cake and garden centre purchases. There was also a chance to visit the palm house, desert and rainforest.

This event was also supported by:

- Barnet Enfield Haringey Mental Health Trust
- Haringey Association for Independent Living
- Drummunity
- Mental Health Support Association
- Mind in Haringey
- Polar Bear Community
- PMA Sports
- DRS Care Homes
- Diligent Care Services
- Ashness Care
- Maison Moti
- Wolves Lane Horticultural Centre
- Department for Work and Pensions (DWP)

Mental Health Service Developments

Clarendon Centre

A group of hardworking volunteers from the [Clarendon Centre](#) started a course, 'Working in Customer Service', delivered by the Haringey Adult Learning Service. Five students began in November at the Wood Green Learning Centre with four starting in January. The students all currently volunteer in the Clarendon Centre and are committed to volunteering in the new well being café.

Two new services, the **Clarendon Recovery College** and the **Wellbeing Kitchen and Café**, have been introduced at the Clarendon Centre and are run as two distinct services from the Clarendon Centre building.

- **The Clarendon Recovery College** is for Fair Access to Care Services eligible individuals. They will require a Personal Budget to use this service, and will have a care co-ordinator;
- The Recovery College provides a time limited individually tailored programme; and
- **The Wellbeing Training Kitchen and Café** is a café open to the public. The primary service offered to adults recovering from mental illness is training, volunteering and employment opportunities;

Studio 306

Studio 306 offers a professionally equipped arts and crafts studio space for people who are recovering from severe and enduring mental illness and who are able to work independently. They have facilities for textiles, printmaking, ceramics and jewellery making.

Studio 306 ran a stall at [Greenwich Market](#) on Sunday 20th October after a trial in September. The stall made encouraging sales and generated a lot of interest in the project. The market managers are very keen on the Studio 306 products and story. We were there regularly in the build up to Christmas.

Enhancing the Quality of life for: Our residents with Learning Disabilities

We support people with Learning Disabilities to live happy, healthy independent lives.



Jane Iorizzo is a Community Nurse and one of our many members of staff that go over and above the requirements of her role. She has a genuine interest in the wellbeing of people with learning disabilities. She wrote an article in June 2012 for Learning Disability Practice titled [‘Helping offenders find a way out of recidivism’](#) in which she considers ways to reduce reoffending rates among people with learning disabilities who are or who have been in prison.

Transition evening

We held our annual Transition evening for 2012/13 in February. This event is for parents/carers of young people with statements of special educational needs who are aged 14 -19 years. 57 parents attended to hear about the process as they move from Children and Young People’s Service (CYPS) to Adults Services. Parents and carers value this event and were able to hear from key speakers, meet other parents/carers and chat to other organisations that provide services of interest to them. Comments from parents/carers were very positive and they especially welcomed hearing from parents who have moved into Adult Services already.

They had the opportunity to hear about the ways to prepare their young people for transition, about the multi-disciplinary delivery of services adults, personal budgets and the courses available at Haringey 6th Form Centre.

The highlight of the evening was presentations from two parents who told their story of transition. One parent who has a severely autistic son who had just turned 18 told about her positive experience at Haringey 6th Form Centre and that planning is underway by Adult Services for when he leaves next year.

A parent of a young woman with Downs Syndrome in her early twenties shared how the family had been supported from nursery to her current placement at a specialist college.

Nurses award



In the photograph below, from left to right: Ros Moore, Chief Nursing Officer for Scotland, Allyson Kent, Clinical Lead - Care Pathways and Packages & Deputy Head of Nursing, Humber NHS Foundation Trust, Jane Cummings, Chief Nursing Officer for England, Haringey Learning Disability Nursing Team, Fiona Phillips, Host.

Haringey’s Joint Learning Disability Partnership Nursing team has won the National Nursing Standard Award for a

new nursing model they have developed that has tangible improvements to the care of patients, while making the nurses' role much more rewarding.

The Nurses model entitled 'Moulster & Griffiths Framework for Learning Disability Nursing Practice' focuses strongly on what matters to patients and has been developed with their feedback. The team developed the model to reflect the priorities of individuals and the interventions and support needed for improved health outcomes.

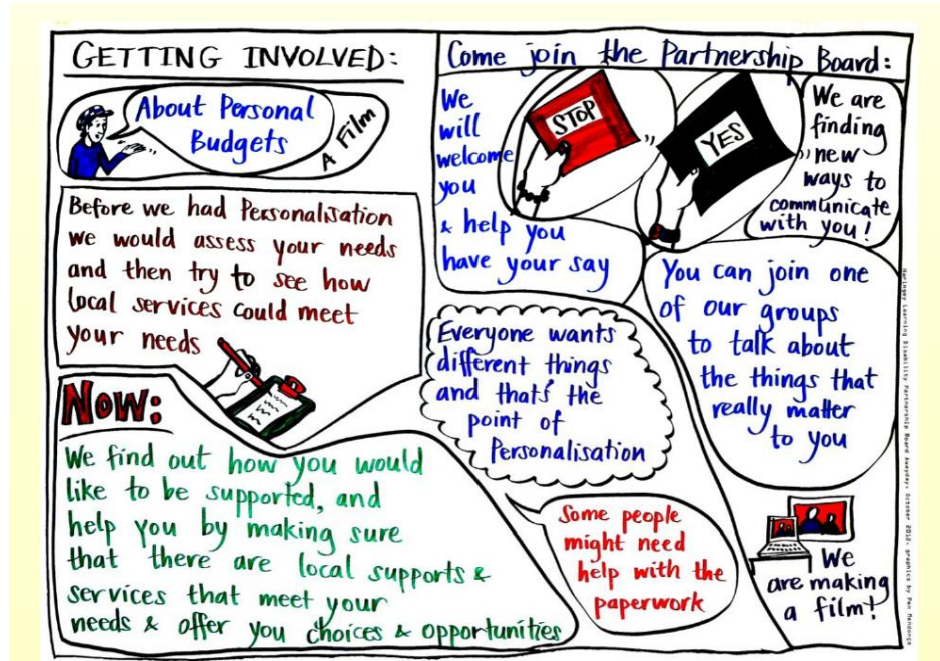
Nurse Consultant Gweneth Moulster and her team were praised by the Nursing Standard (The Royal College of Nursing members magazine) for developing such a clear framework.

Developments

<p>40 people with a learning disability were in paid employment within their assessment or latest review at the end of March 2013. This reflects a position of 6.3% better than the 2011-12 position of 4.2% and above the end of year target of 6.0%.</p>	<p>There are 345 people (87% of people with Learning Disabilities) receiving a personal budget as at 31/03/2013.</p>	<p>The number of working people with a learning disability known to the council during 2012/13 was 633 this is an increased of 10% in comparison to 2011/12.</p>
<p>The total number of Learning Disability carers receiving a specific service or advice and information, was 144 as at 31/03/2013. This represents 36.2% against February’s target of 25.30%, well above the 28% target set for the end of year 2012/13.</p>	<p>435 Learning Disability service users have been identified as living in settled accommodation as 31/03/13. This represents 68.7% exceeding the annual target of 59.4%.</p>	

Learning Disabilities Partnership Board

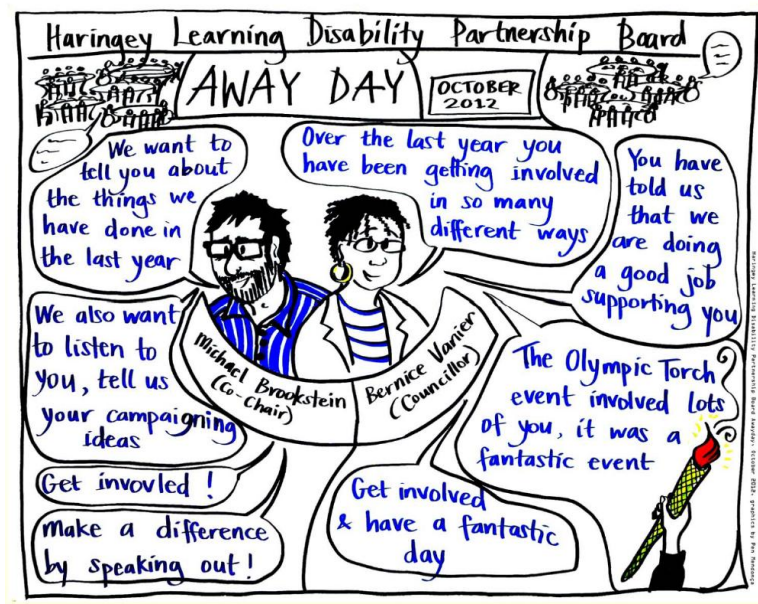
Haringey Learning Disabilities Partnership Board (LDPB) represents people with learning disabilities who use our services and their carers. The LDPB meet every two months to influence and shape services for people with learning disabilities including; social care, employment training and health agenda and education. The board is co-chaired by two people who use services.



The Board produces a newsletter every quarter that is published on our website to keep everyone informed of the work that they have done and their future plans. The newsletter can be found on [our website](#).

Learning Disabilities Partnership Board Away Day

The day was for people with learning disabilities, their family members; family carers and professionals. To find out what's happening in Haringey and an opportunity for people to tell us what they think about our services.



EVERYONE can GET INVOLVED

Artscope led an exciting drama project, entitled 'William...Who is he?', which aimed to improve the participation and the development of theatre as an activity in its own rights and as a real experience.

The project was based on the Shakespearean play - *The Tempest*.

The group explored lots of different resource materials, including the text, set designs, the characters and the period costumes and took part in lots of drama games and exercises!

The group were involved in selecting their costumes and developing their characters.



The project culminated in a series of magical performances by the group from Haringey Day Opportunities Service. The group conducted five performances of *The Tempest*

The project ended with a group visit to The Globe Theatre at Bankside, where they not only had a behind the scenes tour of the theatre building, but received their drama certificates from a senior member of the Globe.

Respite Provision and Housing



“I enjoy looking after my loved one, but who will be there to look after them when I go on a short holiday?”

A new respite provision on Priory Road, in Crouch End, opened in February 2013. It provides short breaks of up to 2 weeks within the service and support is provided 24 hours a day for the individual.

Adult Social Care are working with Housing Services to support an increase in accommodation options for people with learning disabilities.

328 people with Learning Disabilities have been identified as being in settled accommodation within their latest assessment or review.

Haringey Health Self Assessment

The Health Self Assessment is an annual review that helps areas check how well their health services are meeting the needs of people with learning disabilities and their family members. The review is divided into three standards: access to health; people with complex needs and safeguarding.

Validation is carried out nationally, and the feedback from NHS London was that Haringey has improved significantly in terms of improved health outcomes. We are sixth out of the 33 London boroughs. Examples of areas where we have excelled are number and quality of annual health checks for people, and demonstration of significant evidence of co-production with people with learning disabilities. Full details of the self assessment outcomes can be found on [our website](#).

Delaying and reducing the need for care and support for Our residents with Physical Disabilities

Winkfield Resource Centre

The Winkfield Road Occupational Therapy Assessment Clinic was launched several years ago as an initiative to be more responsive and to reduce waiting times for people needing an assessment of their needs. Over time the service saw people with more and more complex needs.

“I want to be able to stay in my own home and be independent”
We have transformed the Winkfield Resource Centre to demonstrate the full range of equipment available on the open market and the types of adaptation that may be recommended for home use to promote the individual’s independence.

Following a £85,000 investment obtained from the Department of Health Social Care Capital bid Grant we have introduced a wider range of equipment and adaptation which now enables the occupational therapy staff to not only assess, but also showcase the wide range of adaptations that are

possible. People using this service now have a better understanding of what the proposed adaptation will look like in their own home.



During 2012/13 the Council provided 298 major adaptations which included: 55 stair lifts, 5 through floor lifts, 10 ceiling track hoists and 213 showers/wet rooms.



The clinic operates Monday-Wednesday, and it is envisaged that the new Assessment Clinic will carry out approximately 15 weekly assessments, with the expectation that up to 720 will be completed in a year. The Clinic has reduced the waiting time for an assessment from 2 years to within one week of a request for an assessment.



Ensuring our residents have a positive experience of care and support in Our Day Opportunities Centres

Dignity in Care

Staff in The Haven Day Centre have spent two weeks working with their clients to firstly work out what dignity in care meant for them and then enabling them to draw up a formal interpersonal behaviour contract in that context, a contract to which all service users then formally signed up. In parallel, the staff in the day centre spent time discussing the 10 Dignity Principles and as a separate exercise formally adopted those Principles. Both documents are framed and publicly displayed in the Centre.



A launch party for both contracts was held in the Day Centre on Friday 22nd February 2013, at which the importance of “Dignity and Respect through Personal Service” was highlighted through a range of speeches from people using the service. The party was attended by Councillors Adje, Bevan, Peacock and Bull, as well as the Director of Adult and Community Services, Mun Thong Phung. After a pie, eels and mash lunch, the group danced to a karaoke performance by Councillor Bull.

Halloween at The Haven Day Opportunities Centre

The Haven Day centre, hosted their annual Halloween celebration on 31st October 2012. Staff dressed for the occasion with hats and face paints and have now earned themselves the title of ‘The Witches of Waltheof’ Gardens. A variety of Halloween themed activities were planned and included a Jig Saw Speed Competition, a Word Search Competition, a brief history of Halloween and finished off with a large quiz. An amazing display was arranged and the building was decorated in Orange and Black. Feedback at the end of the day was very favourable, as not only had everyone had fun but they had learned new information as well.

A Diamond Celebration at the Grange and Haynes

The Queen’s Diamond Jubilee was royally celebrated at the Grange and the Haynes Day Centres. On 30 May a party was held at the Grange for clients, carers and staff, whilst on 14 June in collaboration with

Tom’s Club is an information and therapeutic support group for carers and people with dementia. “Tom” was Tom Harmer, a local resident who played football for Spurs in the late 50s/early 60s and who died with dementia. His wife Jean donated a sum of money to establish the original “Toms Club”

colleagues from The Health Service, a Tea Dance was organised and held to mark the launching of another Tom’s Club. This new Tom’s Club will cater for the needs of clients and carers who are currently not receiving any other services.

At the Grange party there was a colour scheme of red, white and blue. The event started with a royal play about the King's request for some "royal butter" for his morning toast entitled "The King's Breakfast". Clients and staff took the lead for specific roles and it was enjoyed by all. This was followed by a royal Caribbean song and dance. All this was followed by a royal buffet, in line with the colour scheme and was thoroughly enjoyed by all. The finale was freestyle dancing served with strawberries and cream.



On 14 June at the Haynes, it was all about the dancing. Dignitaries from

"A good time was had by all"

Cllr Bull Gideon

both Health and Social Care mingled with clients, carers and staff from both centres. Everyone made a special effort to come out in their fineries and dancing shoes for the occasion. We danced and danced and danced some more. Once again, a buffet was served and dessert was a beautiful royal decorated cake, donated by Dunn's in Crouch End.

The Haven Christmas Celebrations.

Clients had a fantastic afternoon at their annual Christmas Party on. The day started with a traditional English Breakfast before the excitement began. Visitors to the centre included Cllr Sheila Peacock, Cllr John Bevan and Cllr Gideon Bull who sang and entertained everyone incorporating favourite tunes and Christmas Carols. The party was successful with clients dancing, singing and tapping away.

This party followed a week of Christmas lunches, which are held each year and these days are planned as if it is 25th December to enable those who are on their own at Christmas, to have and an opportunity to participate in the seasonal festivities.

The Connaught Opera Comes to The Haven

Clients and staff at The Haven and The Grange Day Centre, were treated to an afternoon of culture and fun on 7th November. The Connaught Opera, Maria Arakie, Glenn Wilson and pianist Nicholas Bosworth presented VIVAT REGINA to celebrate The Queen's Diamond Jubilee. Clients waited with anticipation to see the many glamorous gowns, worn so elegantly by Maria and sang along to a selection of 'Gilbert and Sullivan', 'Glenn Miller' and other popular tunes.

The delivery of social care is about much more than the services we provide. With the transformation of social care and the possibility of greater independence, choice and control with personal budgets, the supportive role of families, friends and neighbours is more important than ever. We have been working to develop our community in supporting others that may be at risk and there remains opportunity for further engagement.

Warm and Well

Case study

81 year old Mr C lives alone. He was unaware of his entitlements despite numerous health needs and sensory impairments. He found it difficult to manage in his own home.

Sensory Team – Helped Mr C with his hearing impairment and equipment to help him live more independently.

Occupational Therapy Team – Helped Mr C due to the risk of him falling and provide equipment to help him walk safely.

Draught Proofing Team - Age UK Haringey- The team helped Mr C with draught proofing his home to keep his home warm.

Benefits Check-Age UK Haringey- Ensured he was getting the right income and supported his son application for carer's allowance.

“The enablement service is better than excellent” – Mr C

In conjunction with our partners at Age UK Haringey, we devised a Winter Enablement offer for 3 months. The campaign provided a range of staff and volunteer interventions based on increasing confidence, gaining access to services and participating in community activities. 240 home energy efficiency referrals were made (£10,000 worth of energy saving equipment installed) and an estimated £150,000 worth of maximised benefit entitlements were realised.

Social Media

We will continue to support the development of online platforms for community engagement and support for our volunteers; to extend the reach of our social media work, foster new relationships and nurture neighbourhood microsites.

Neighbourhoods Connect

Neighbourhood Connects is a social media project with the ambition of making things happen in the real world. The project aims to support residents to live more independent lives by keeping in touch with the services they need and also those around them through:

- Engaging with residents at risk of becoming dependent on services as a result of their age, disability or a health condition;
- Connecting residents with others in their community who may be able to help or prevent loneliness;
- Encouraging residents to look out for less able neighbours.

The Council through Neighbourhood Connect maintain a regular ‘blog’ and twitter feed to stimulate and encourage conversations about supporting less able people in

the borough. Our 'Pop-Up' Drop-Ins which started at the Winkfield Resource Centre are now running in most of Haringey's libraries.

The Neighbourhood Connect project operates volunteer led introduction to computer drop-in classes across four of the Council's Libraries. There has been an increased attendance at these with people wanting to learn to browse the internet, set up an email account, send and receive email's and Skype, to keep in touch with friends and relatives as well as communicate with the Council and other agencies online. More recently these sessions have been used to support residents looking for employment, recording their searches and compiling CV's.

Integrated Health and Social Care

Haringey has a track record of success in the development of integrated health and social care provision for adults. We provide and support services that combine to prevent avoidable hospital admissions, promote timely discharges and help people remain as independent as possible for as long as possible. The approach we have taken to integrating health and social care is focused on providing real improvements for the people who use these services and for their family members and friends who care for them.

At this time there is opportunity to realise Haringey's ambitions to provide residents with integrated health and social care due to the recently announced Health and Social Care Integration Transformation Fund (ITF). The ITF is about using resources differently and more efficiently for the benefit of all.

In the meantime, the Council and the Clinical Commissioning Group have commenced work to produce an Integration Plan. We will be seeking the contributions of local people. We are determined to develop integrated health and adult social care service provision that produces better results for the residents of Haringey.

Asset Mapping

Our 'Connect' events in Tottenham and Hornsey/Crouch End, asked residents and others associated with the areas to tell us about their neighbourhoods 'assets' and how they might be put to better use, were able to develop a very good initial map of activities, projects and resources. This is something we plan to develop as an ongoing volunteer-led initiative with workshops.

"The staff, partners and volunteers that have worked with Neighbourhoods Connect are to be congratulated for their inspiring work in the community. From helping people use the internet for the first time and helping older residents stay warm and well, to getting neighbours together with people they might not otherwise have met, and encouraging the development of new community spaces online. I hope the project goes from strength to strength".
Cllr Bernice Vanier

Safeguarding

We will deliver and implement the new Safeguarding Adults Prevention Strategy to help keep people safe.

Healthwatch

[Healthwatch](#) was created on 01/04/2013 to:

1. Strengthen the collective health and social care voice of users, patients and the public by influencing local decision making by listening to what people are saying, collecting their views and using them to help shape local health and social care services.
2. Support people by providing information and advice and helping people to make better choices about the health and social care services they use.
3. Provide a single point of contact for people who want to make a complaint by referring them to the right advocacy organisation.

Integrated Partnership working

Following extensive consultation with people who use learning disability services, their carers', families and staff; partners in the Haringey Learning Disability Partnership, have drawn up a new three-year Partnership Agreement. There are now two Section 75 Agreements, a joint commissioning agreement between Haringey Council and Haringey CCG, and a delivery agreement between Haringey Council and the two NHS trusts (Barnet, Enfield and Haringey Mental Health NHS Trust and Whittington Health NHS Trust). Both agreements will run to 31 March 2016.

Care Bill

We are actively engaging with the social care funding reforms. The Care Bill which is currently being debated in Parliament; aims to reform the law relating to care and support for adults and the law relating to support for carers.

The Rapid Response scheme

The Rapid Response Hospital Discharge scheme is a new service which will be put in place to enable mainly older people to go home from the Accident & Emergency Department in either the North Middlesex Hospital or the Whittington Hospital, where the lack of family support at home might mean an unnecessary hospital admission overnight or for longer, or where someone is considered to be at risk. The service will be jointly provided by the Council and the Community Matron service. The service will operate seven days/week and is designed to get people home and settled in when others community services have closed for the day, or at weekends.

Integrated Transformation Fund

We are taking steps to ensure that the local health and social care economy provide a much more integrated service to residents; that will attract full financial support from the Integrated Transformation Fund. The Integrated Care Board will be instrumental to provide an interagency forum (London Borough of Haringey and Haringey Clinical Commissioning Group) to programme manage, lead and maintain oversight of the production of a mutually agreed integration plan. Some of the anticipated key outcomes from this work will be:

- Better integrated, more joined-up services across health and social care in Haringey.
- An improved quality of life for people with long term conditions in line with Government policy.
- Increased service availability and accessibility.

Reablement

We are extending our Reablement Service to include people with Mental Health Issues.

Accreditation

As at 31/03/13 there were 35 Domiciliary Care accredited organisations. We are aiming to extend this to Supported Living next year.

Should you require any further information regarding Adult Social Care, please contact us or visit our website.

We welcome your views regarding the layout and content of your Local Account. Please complete the questionnaire below and post or email it to us.

How to contact us

Telephone: 020 8489 1400

Post: Haringey Council, 40 Cumberland Road, Wood Green London N22 7SG

Email: IAT@haringey.gov.uk

Website: www.Haringey.gov.uk/haricare

	YES	NO
About you:		
Do you use Adult Social Care services?		
Do you look after someone who uses Adult Social Care services?		
Do you live in Haringey?		
Do you represent a community group or voluntary group?		
Your opinion of the Haringey 2013/14 Local Account:		
Did you find the Local Account easy to read and understand?		
Did you like the presentation of the Local Account and was the information useful to you?		
If you use our services or care for someone who does, in what way have the services made a difference to your/their life?		

If you would like this Local Account in a different format including large print or in another language, please contact us on the details above.