

Report for: Adults & Health Scrutiny Panel, 29 September 2016

Item number:

Title: Haringey Foot Care Services

Report authorised by : Beverley Tarka, Director of Adult Social Services

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Ward(s) affected: All

Report for Key/

Non Key Decision: Non Key Decision

1. Describe the issue under consideration

1.1 This report provides an update to the panel on work undertaken to ensure sufficiency of foot care provision in Haringey.

2. Recommendations

2.1 The Adults Health & Scrutiny Panel is asked to note the following:

- Changes made in foot care provision in Haringey and progress made to ensure continuity of service
- Steps being taken to tackle performance issues with the Whittington Health Podiatry and Foot Health Service
- Continued work to raise awareness of foot care services in the borough

3. Reasons for decision

3.1 Not applicable. This report is for information only.

4. Alternative options considered

4.1. Not applicable. This report is for information only.

5. Background information

5.1. During 2015/16, the Adults and Health Scrutiny Panel work programme focused on ensuring there is sufficient foot care provision in Haringey. Take up of foot care services by older people is an important measure in preventing falls, but foot care services are also critical for treating acute conditions such as poor circulation as a result of diabetes.

5.2. In January 2016, the panel received a report outlining the range of foot care services in Haringey, including community services provided by staff from the Haven day centre and the Bridge Renewal Trust (called Foot Care+), and acute services provided by Whittington Health. As part of this work, the panel asked officers to focus on the following issues:

- Ensuring continuity of community-based preventative services once the Haven Day Centre closes
- The performance of Whittington Health Podiatry and Foot Health Service
- Opportunities to expand the available of foot care services in Haringey

6. Community-based services

6.1 In line with the decision by Cabinet in November 2015, the Haven Day Centre closed on 31 August 2016. A single member of staff was employed at the Haven to provide foot care services to older people attending the centre, as well as visiting four other locations in the borough to provide an outreach service. This service is now no longer being provided directly by Haringey Council.

6.2 As a result of this closure and in parallel with the process to close the Haven, Council officers have been working with the Bridge Renewal Trust to support their willingness to expand their foot care service in the borough (Foot Care +).

6.3 The Foot Care+ service has been delivered by the Bridge Renewal Trust since 2011. The service aims to address the challenge of foot health, isolation and loneliness in old age by providing a toe nail cutting and foot massage service to older people aged 50 years or over. As part of this, foot care therapists encourage clients to have tea or coffee and a chat with trained volunteers who offer befriending and signposting support to local social activities. This social prescribing service is as important as the preventative foot care treatment they receive, as it aims to connect older people to their communities and prevent social isolation.

6.4 Each year, the Foot Care + service sees over 650 older people with most clients aged over 70 years old and some in their 90s. There are two methods of take up for the service:

- **Foot Care + Clinic:** Located at the Laurels Healthy Living Centre, the Foot Care+ service includes toe nail cutting and foot therapy. Nail cutting is £10 and foot therapy is £10 per session if taken separately or £15 per session if both services are taken up.
- **Foot Care + Outreach:** The Foot Care + Outreach Programme is available to Care Homes or Sheltered Housing Schemes in the borough. The service is currently offered at the following locations in the borough, which are visited every 6-8 weeks depending upon the demand for the service:

1. Ashmount Road/Earlsmead Road, N15
2. Bigbury Close, N17
3. Circular Road, N17
4. Clement House, N17
5. Clive Lloyd House, N15
6. Lamford Close, N17
7. Latimer Road, N15
8. Portland Place, N15
9. Sophia House, N15
10. St Mungo's Hostel, N15
11. Stonebridge House, N15
12. Summerhill Road, N15
13. William Atkinson House/William Rainbird House, N17

6.5 In addition to the above, the Foot Care + service will now be visiting locations previously visited by staff from the Haven Day Centre, in order to offer continuity of service. Over the coming months, the Bridge Renewal Trust will be visiting:

1. Abyssinia Court, N8
2. Campbell Court, N17
3. The Crescent, N15
4. The Haynes Day Centre, N8
5. The Priory, N8
6. Woodside Neighbourhood Centre, N22

7. Whittington Health NHS Trust - Podiatry and Foot Health Service

7.1 Whittington Health's Podiatry and Foot Health Service specialises in assessing and treating problems of the lower limb particularly of the foot and ankle. Podiatrists aim to maintain and promote good foot health within the population of Haringey in order to help sustain mobility, independence and reduce pain. This service is accessed via referral from a GP.

7.2 There continues to be high demand for the service, which receives approximately 1400 referrals per month. Performance at July 2016 was as follows:

- 34% of patients waited less than six weeks for their first appointment. The Service had a number of staff vacancies which adversely affected capacity. The Service is now fully staffed and has put in place a strategy to reduce the waiting list of patients waiting longer than six weeks in order to meet the target of 95% of patients waiting less than six weeks.
- 12% of patients did not attend their appointments. This was below 10% in April and May 2016 and has increased to 12% in July.
- 3% of appointments have been cancelled by the service - a significant improvement on previous months.

- 90% of clients discharged from the service have an improved quality of life, function and have been given the skills to self-manage, with 100% agreeing that they would recommend the service to friends and family.

7.3 Haringey and Islington CCGs are currently performance-managing the Podiatry and Foot Health Service through regular contract performance monitoring meetings. Haringey and Islington CCGs have escalated the need to improve performance and the Service is developing an action plan which will deliver improvements that allow the service to meet expected targets.

7.4 Haringey Council and Haringey CCG are exploring alternative options with Whittington Health Podiatry Service and Bridge Renewal Trust to take advantage of the fact that Bridge Renewal Trust's Foot Care staff are trained to deliver nail cutting services to people with diabetes. An option could be to agree an approach to signposting people who are referred to Whittington Health Podiatry Service, but do not meet the criteria, to alternative nail cutting services in the borough.

8. Promotion of foot care services in Haringey

8.1. We are also continuing to promote foot care services in the borough via different routes:

- **Nurse and Health Care Assistant Forum (October 2016)** – raising awareness of Foot Care + service and Whittington Health service as a preventative measure for older people, plus part of the range of services offered to people with diabetes
- **Locality Teams** - people who require foot care services are identified by health and social care services including GPs, district nurses and the Locality Team.
- **Haringey Advice Partnership** – this service is delivered by a partnership between Citizens Advice Haringey, Public Voice and HAIL and offers information, advice and guidance to residents across the borough. It will continue to signpost people to Foot Care Services
- **Patient Advice and Liaison Services (PALS)** - these services can give information on the services provided, eligibility criteria and can help to resolve any concerns or problems regarding health services.
- **Integrated Access Team (IAT)** - the London Borough of Haringey Integrated Access Team (IAT) is the first point of contact for new users of Adult Social Care services, their carers and families. It delivers a simple screening process aimed at resolving local residents' social care needs as quickly as possible. Where needs are more complex, or where there are concerns regarding the safeguarding of vulnerable adults, a speedy referral will be made to the most appropriate service. The service will also give information and advice on a range of services and activities locally. The team can be accessed via the telephone, email or in writing.
- **Haricare** - an online directory for health and social care services, known as Haricare (www.haricare.haringey.gov.uk), has been produced by the London

Borough of Haringey. This directory contains foot care services including Whittington Health and the Foot Care + service.

- **NHS Choices (www.nhs.uk)** – this gives information on health conditions and local services for these conditions. There is a section on foot health and foot care for older people which also links to a directory to find a registered podiatrist as well as its existing directory of health and social care services.

9. Contribution to strategic outcomes

9.1. Foot care links to a number of plans for the London Borough of Haringey (LBH) and Haringey CCG. In particular it supports:

- 2014/19 North Central London 5-Year Plan
- 2014/19 Haringey CCG 5-Year Plan
- 2015/16 Haringey CCG Operating Plan
- LBH (2012) Joint Health and Wellbeing Strategy
- Priority 2 of Haringey Council's Corporate Plan 2015-18

10. Statutory Officers comments

Finance and Procurement

10.1. This report is for noting only and there are no financial or procurement implications arising directly out of this report.

Legal

10.2. There are no legal implications arising from this report.

Equality

10.3. The Council has a public sector equality duty under the Equalities Act (2010) to have due regard to:

- Tackle discrimination and victimisation of persons that share the characteristics protected under S4 of the Act. These include the characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (formerly gender) and sexual orientation;
- advance equality of opportunity between people who share those protected characteristics and people who do not;
- foster good relations between people who share those characteristics and people who do not

10.4. Older age groups in particular are the prime users of foot care services in the borough, and these services remain popular and valued. The services available are based on podiatry need, and do not discriminate against any of the protected characteristics. A key strategic priority is to promote expanded access to and awareness over the foot care services that are available in the community, through supporting the outreach work of the Bridge Renewal Trust's Foot Care+

Scheme and through incorporating podiatry into the information, advice and guidance given to residents.

11. Use of Appendices

11.1. None

12. Local Government (Access to Information) Act 1985

12.1. Not Applicable