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DATE: 16 January 2020

ADULT CARE AND HEALTH PDS INFORMATION BRIEFING

Meeting to be held on Wednesday 22 JANUARY 2020

This briefing will only be debated if a member of the Committee requests a discussion be held, in which case please inform the Clerk 24 hours in advance indicating the aspects of the information item you wish to discuss. In addition, questions on the briefing should also be sent to the Clerk at least 24 hours before the meeting.

QUESTIONS ON THE INFORMATION BRIEFING

The Briefing comprises:

1 BROMLEY LOCAL QUALITY ACCOUNT 2018/19 (Pages 3 - 38)

Members and Co-opted Members have been provided with advanced copies of the Part 1 (Public) briefing via email. The Part 1 (Public) briefing is also available on the Council website at the following link:

<http://cds.bromley.gov.uk/ieListMeetings.aspx?CId=559&Year=0>

Printed copies of the briefing are available to Members and Co-opted Members upon request by contacting Jo Partridge on 020 8461 7694 or by e-mail at Joanne.Partridge@bromley.gov.uk.

Copies of the Part 1 (Public) documents referred to above can be obtained from
<http://cds.bromley.gov.uk/>

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London Borough of Bromley

PART 1 – PUBLIC

Briefing for Adult Care and Health Policy Development and Scrutiny Committee 22 January 2020

ADULT SOCIAL CARE LOCAL ACCOUNT 2018/19

Contact Officer: Denise Mantell, Strategy Officer (Adults Social Care and Housing)
Tel: 020 8313 4113 Email: denise.mantell@bromley.gov.uk

Chief Officer: Kim Carey, Interim Director, Adult Social Care

1. SUMMARY

1.1 This report provides Members with the Adult Social Care Local Account for 2018-19 (see Appendix A). The Local Account provides an overview of how we have supported our residents to maximise their wellbeing and independence in the community during 2018-19, and what we plan to do in the upcoming year (2019-20).

2. THE BRIEFING

2.1 In 2011, the Department of Health recommended that all Local Authorities' Adult Social Care directorates publish an annual Local Account. This demonstrates how the Local Authority has performed in Adult Social Care, and is the way in which progress can be communicated to the wider community.

2.2 The work outlined in this report has supported people to have choice and control, and to maximise their wellbeing and independence in their local community.

2.3 The Local Account recognises significant successes for Adult Social Care in 2018/19. Adult Care and Health PDS Committee, Health and Wellbeing Board and the Council's Executive have received reports on areas covered within this briefing throughout the year.

2.4 There are also areas for development which are reflected in the Adult Care and Health Portfolio Plan for 2018 to 2022 under the following priorities.

- Safeguarding – Ensure effective arrangements are in place to respond to safeguarding risks and prevent the escalation of issues.
- Life Chances, Resilience and Wellbeing – Ensure access to good, education and services. This will support health and wellbeing and enable residents to achieve their potential.
- Integrated Health and Social Care – Work effectively with health agencies to provide the right specialise, holistic help and support that our residents need.
- Ensuring Efficiency and Effectiveness – Deliver high quality services that make a positive difference to people's lives.

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BROMLEY LOCAL ACCOUNT

Adult Social Care Services

2018 - 2019

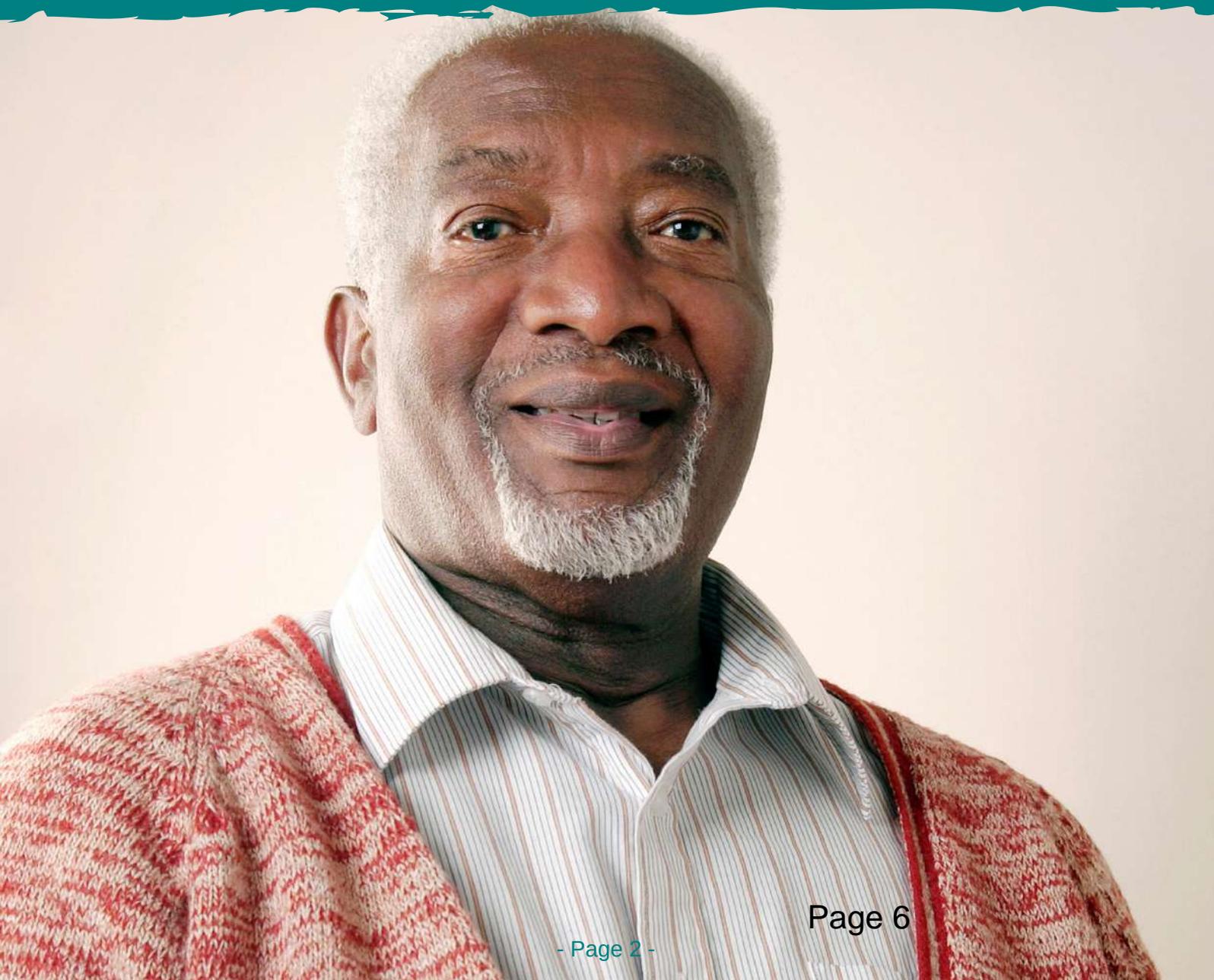


WELCOME TO OUR LOCAL ACCOUNT

Bromley's Local Account of Adult Social Care provides an overview of how we have supported our residents to maximise their wellbeing and independence in the community during 2018/19 and and what we are doing in 2019/20.

This includes:

- How much we spent on Adult Social Care
- Who we supported and the ways we did so
- Achievements in 2018/19
- What we are doing in 2019/20



In Adult Social Care, our focus is to provide information, advice, guidance and support to individuals and to their families to promote wellbeing and prevent, reduce or delay the need for higher levels of care and support.

With an increasing demand for public services from an ageing population and those with increasingly complex needs, we understand that the role of our department cannot always be as a service provider, crisis responder and regulation enforcer, but instead must also support existing networks to enable people to act for themselves.

During 2018/19 we have continued to make progress in improving support for our residents. We have:

- Developed a suite of measures to prevent admission to and facilitate discharge from hospital, especially during the winter months, including the Bromley@Home Service, Extra Care Housing Support Service and Fast Response and Intensive Personal Care Services.
- Continued to improve integrated working around the hospital discharge process through the Transfer of Care Bureau which continues to have a positive impact on local and out-of-borough performance. By the end of the year Bromley was ranked the best performing borough in London and 2nd best in England.
- Reviewed our Occupational Therapy service to ensure the needs of residents are met by appropriately trained staff in a timely manner.

In April 2019 we launched our Roadmap to Excellence for Adult Social Care with the aim of modernising our social care offer based upon a strengths-based model of support. We are focussing on the way we support residents to receive the right level and type of support, at the right time, to maximise their independence and ensure they have choice and control over their support.

KIM CAREY
INTERIM DIRECTOR
ADULT SOCIAL CARE

HOW TO CONTACT US

Here is all the information you need if you want to get in touch with us. We value your comments, compliments and suggestions to help us provide better services.

WRITE TO US



Adult Social Care
Civic Centre
Stockwell Close
Bromley, BR1 3UH

CALL US

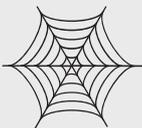


020 8461 7777



EMAIL US

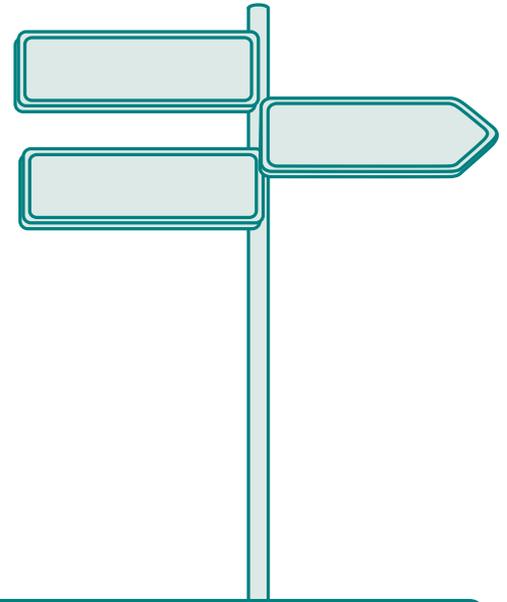
adult.early.intervention@bromley.gov.uk



VISIT

www.bromley.gov.uk/mylife

MORE ADVICE AND SUPPORT



There is a range of support and advice available across the borough.

YOUR GUIDE TO INDEPENDENT LIVING, SUPPORT AND CARE SERVICES 2019/20

The Guide has been produced by the Council to provide valuable information to help you access information and support to stay well, remain independent and make the right choices about your care needs.

Get a free copy by emailing health.partnership@bromley.gov.uk or visit www.carechoices.co.uk/publication/bromley-care-services-directory.

BROMLEY WELL

Bromley Well is a Single Point of Access to support health, wellbeing and independence, funded by the Council and local health services.

It supports people who may be at risk of crisis in their lives but who could, with appropriate help, maintain both their emotional and physical health and wellbeing and remain living independently.

Call **0300 330 9039**, email spa@bromleywell.org.uk or visit www.bromleywell.org.uk.

ADULT SOCIAL CARE

We provide care and support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental ill-health and carers.

Adult Social Care services include making an assessment of your needs, providing services either directly to you or through a commissioned provider or the allocation of funds, called a Direct Payment, to enable you to purchase your own care and support. The range of services include residential care, home care, personal assistants, day services, aids and adaptations and personal budgets.

ADULT SOCIAL CARE IN NUMBERS IN 2018/19





3,270

people received **home care support** to enable them to stay in their home

2,060

unpaid carers had their needs assessed

439

people took a **Direct Payment**

1,978

households had a **Housing Assessment** completed



21,171

people were **invited to have a NHS Health Check**

8,507

had a NHS Health Check



751

people (both old and new service users) received **Residential Care**

453

people (both old and new service users) received **Nursing Care**

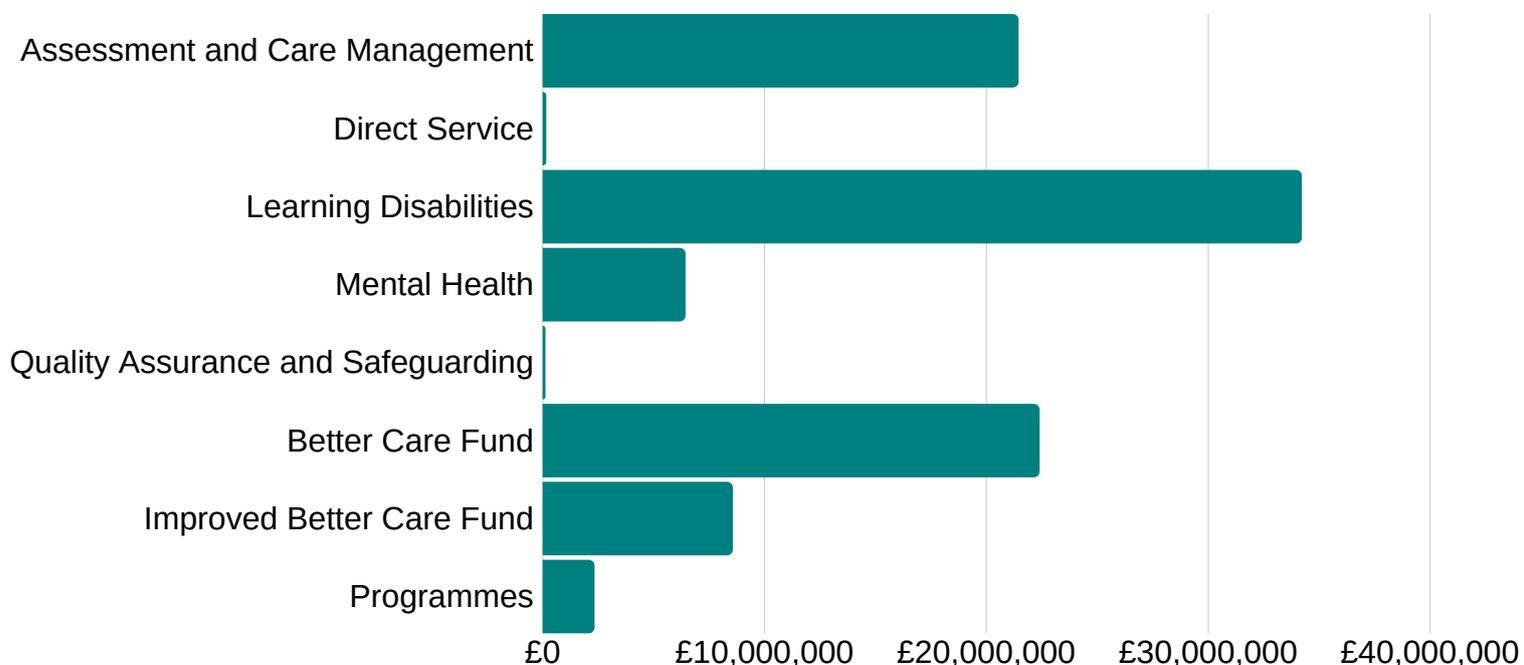
WHAT WE SPENT

IN 2018/19



At a time when the Council has to continue making challenging decisions as a result of central government funding cutbacks, it is vital that we allocate those reduced resources effectively to ensure our most vulnerable residents have access to the information and support that they require at the earliest possible opportunity.

2018/19 expenditure



Assessment & Care Management £21,432,000
(complex care, long-term care)

Direct Service £139,000
(Reablement, CareLink)

Learning Disabilities £34,198,000

Mental Health £6,416,000

Quality Assurance and Safeguarding £103,000

Better Care Fund £22,377,000

Improved Better Care Fund £8,548,000

Programmes £2,316,000
(Commissioning and Brokerage)

WHAT WE ARE DOING IN 2019-2020

The Adult Care & Health Strategic Priorities for 2018-2022 are:

Priority: Safeguarding

We should ensure effective arrangements are in place to respond to safeguarding risks, preventing the escalation of issues to keep children and vulnerable adults safe.

Priority: Integrated Health and Social Care

Working effectively with health agencies is essential to providing the right specialist, holistic help and support that our residents need. Where appropriate we will jointly plan, commission and deliver services.

Priority: Life Chances, Resilience and Wellbeing

Every adult should have access to a good education and services which support their health and wellbeing and enable them to achieve their potential. Our residents should have access to early help which is vital to preventing problems getting worse including the prevention of loneliness and social isolation.

Priority: Ensuring Efficiency and Effectiveness

We remain committed to delivering high quality services that make a positive difference to people's lives.

Areas of focus, in support of these priority statements, include:

Improving awareness of adult safeguarding throughout Bromley.

Working with residents to maintain or regain their independence and prevent their admission to hospital.

Aligning our commissioning team more closely with Bromley CCG to commission integrated services to support adults living in the community and residential care.

Delivering on our cross-cutting health and social care commissioning strategies for older people and people with mental ill-health.

Developing a cross-cutting health and social care commissioning Learning Disability Strategy.

Increasing the use of Direct Payments as a model of service delivery with changes to our care management practice to facilitate this.

Working with health to ensure the safe and speedy discharge of patients from hospital to achieve the best possible outcomes.

Reviewing the domiciliary care offer for Bromley residents to inform future commissioning intentions.

Continuing to increase the number of eligible population invited to have a NHS Health Check and the number of health checks completed.

If you are interested in viewing Bromley's Adult Care and Health Portfolio Plan for 2018 to 2022, please visit:

www.bromley.gov.uk/downloads/download/209/portfolio_plans

THE BETTER CARE FUND (BCF) AND IMPROVED BETTER CARE FUND (IBCF)

The Better Care Fund (BCF) grant is ring fenced for the purpose of pooling budgets and integrating services between Bromley Clinical Commissioning Group (BCCG) and the Local Authority. The spending plan for the BCF must be jointly agreed by Bromley and BCCG.

The Improved Better Care Fund (iBCF) was added to the Better Care Fund from 2017/18 and is paid directly to the Council to spend on Adult Social Care.

The programme funded by these grants continues to be aligned with the model of providing services with funding to underpin the wider objectives to move care from hospital into the community.

The programme includes the following services:

- **Reablement** – providing additional capacity to help people regain the skills they need to live independently after time in hospital or ill-health
- **Intermediate Care** – to provide extra services to help people to leave hospital in a timely manner
- **Winter Pressures** – to prevent admission to and support timely discharge from hospital during the winter to relieve pressure on hospital beds
- **Health Support to Extra Care Housing & Care Homes** – providing additional support to people living in these locations
- **Dementia Hub** – to increase diagnosis and universal post diagnosis support
- **Community Equipment** – to support discharge from hospital
- **Self-Management & Intervention (Bromley Well)** – to focus on prevention and self-management of people with long term conditions and avert avoidable admissions

Achievements include:

Self-Management and Early Intervention

The Bromley Well Service provides a single point of access for local people to prevent them falling into a crisis and improve their health, wellbeing and independence. It received 4,670 referrals which led to support by the service and 1,049 which were signposted to other services in 2018/19.

Support for Integrated Care Networks (ICNs)

The care is delivered by a multi-disciplinary team designed to help patients with the most complex care needs to stay well, remain independent and stay out of hospital where possible. Three Care Managers were seconded to the Integrated Care Networks and continue to build on delivering a multi-disciplinary approach and establishing effective partnership working within the three Integrated Care Networks.

Delayed Transfers of Care (DToCs)

A DToC joint action plan has been developed which sets out Bromley's agreement to reduce delays in being discharged from hospital to an appropriate place where an individual can receive the care and support they need. Improved integrated working around hospital discharge process through the Transfer of Care Bureau continues to have a positive impact on local and out-of-borough performance. In February 2019 there were 108 delayed bed days which was an overall reduction of 398 (79%) from November 2017. By March 2019 Bromley was ranked the best performing borough in London and 2nd best in England. The Trusted Assessor model is being used facilitate the discharge of individuals with continuity of care in their own home.

Dementia Support Service (Dementia Hub)

The service was commissioned to establish a clear pathway for people and their carers immediately following diagnosis. The service provides a 'one stop shop' in terms of information, advice, support and planning for people with dementia and their carers immediately following diagnosis.

Discharge to Assess

The extended pilot continues to improve outcomes for patients who have just been discharged from hospital.

Reablement

Based on local data, the percentage of people still at home 91 days after discharge is 93.5% as of the end of March 2019. Bromley has exceeded its planned target of 85%-90%.

Health support to Extra Care Housing and Care Homes

The Red Bag scheme has been rolled out across the whole of the borough to improve the patient journey from care home to hospital and back again. Additional services are commissioned to support care homes including end of life care, Mobile Response Team (MRT) crisis response service as well as a new GP support service dedicated to care homes.





DEMENTIA

The majority of older people in Bromley live independent, healthy and fulfilling lives without needing help from the Council.

Dementia Hub Contact Information

If you or someone you care for has been diagnosed with dementia and feel you could benefit from assistance from the Bromley Dementia Support Hub, please contact the Hub on **020 3328 0366** or visit www.bromleydementiasupporthub.org.uk.

Key Statistics in 2018 to 2019:

- Our borough is home to over 4,000 adults with dementia.
- 664 people had a primary support reason of memory and cognition in 2018/19 which compares with 640 in 2017/18.

Achievements in 2018 to 2019:

- The Dementia Support Service (Dementia Hub) continued to provide a clear pathway for people and their carers immediately following diagnosis. The hub meets with those referred to the service within 3 working days and continues to support an increasing number of residents.
- During 2018/19 the service supported 1,861 individuals including over 300 carers.
- By the end of 2018/19 there were 20 Dementia Cafés operating in the borough as well as the long-running Memory Lane Dementia Café.
- The London Borough of Bromley became a member of the Bromley Dementia Action Alliance (BDAA) in November 2018. This is an Alzheimer's Society Programme to get everyone from governments and large companies to local small businesses, schools and public services to improve awareness of dementia and enable people with dementia to feel understood and valued whilst living in and contributing to their community.

In 2019 to 2020:

- We are continuing to encourage all Council and contracted officers to participate in Dementia Friend Awareness sessions.
- We are building on the achievements of the Dementia Support Hub through expanding the service to support more people diagnosed with dementia. The new service will include bespoke support for people with young onset dementia.
- We are continuing to deliver courses by MindCare for residents in the borough who may come into contact with people with dementia, including 'Understanding Dementia' and two new sessions on 'Behaviours we find Challenging' and 'Successful Communication'. To book onto the course email: training@mindcare.org.uk.



PEOPLE WITH MENTAL HEALTH NEEDS

The Council has commissioned Oxleas NHS Foundation Trust to provide secondary mental health services in the borough. There are seconded social workers from the Council working with Oxleas, integrated within the multi-disciplinary teams.

Oxleas provide a mental health service for working age adults (18-65) and an Older Adults Service.

The Community Mental Health Teams for 18-65 are based at:

Bromley East

1-6 Carlton Parade, Orpington, Kent,
BR6 OJB

01689 892300

Bromley West

First Floor, Beckenham Beacon,
379 Croydon Road, Beckenham,
BR3 3QL

020 8659 2151

Key Statistics in 2018 to 2019:

- Over 2,500 individuals have a severe mental illness in Bromley.
- Between 8.5% and 13.9% of Bromley residents have a common mental health disorder such as depression or anxiety.
- Bromley has the third highest level of recorded depression in London.
- 1,388 individuals received mental health support from Bromley Well mental health services.
- During 2018/19 we carried out Mental Health Act Assessments of 1,128 people.

Achievements in 2018 to 2019:

- Integrated Care Networks (ICNs) deliver care by a multi-disciplinary team to help patients with the most complex care needs to stay well, remain independent and stay out of hospital where possible. This joined up way of providing care means they are more responsive to the needs of patients.
- The Home Treatment Team continues to provide short-term therapeutic interventions for Bromley residents who are suffering from an acute mental health crisis.
- Bromley Well and Oxleas NHS Trust have worked together to develop an early intervention and prevention service accessible through Bromley Well's single point of access with a trained worker to ensure individuals receive the right intervention as early as possible.

In 2019 to 2020:

- We have published our Joint Council and CCG Mental Health Strategy.
- We have developed Bromley's Suicide Prevention Plan with Bromley Clinical Commissioning Group to reduce the risk of suicide by identifying people most at risk and work to support them.



PEOPLE WITH LEARNING DISABILITIES

The Learning Disability Service undertakes assessment and support services for people within Bromley who present as potentially having a learning disability or have a diagnosed learning disability.

This includes young people with learning disabilities that are transitioning to adulthood.

The Community Learning Disability Team is based at:

Queen Mary's Hospital (C-Block), Frogna Avenue, Sidcup DA14 6LT
020 3871 5680

Key Statistics in 2018 to 2019:

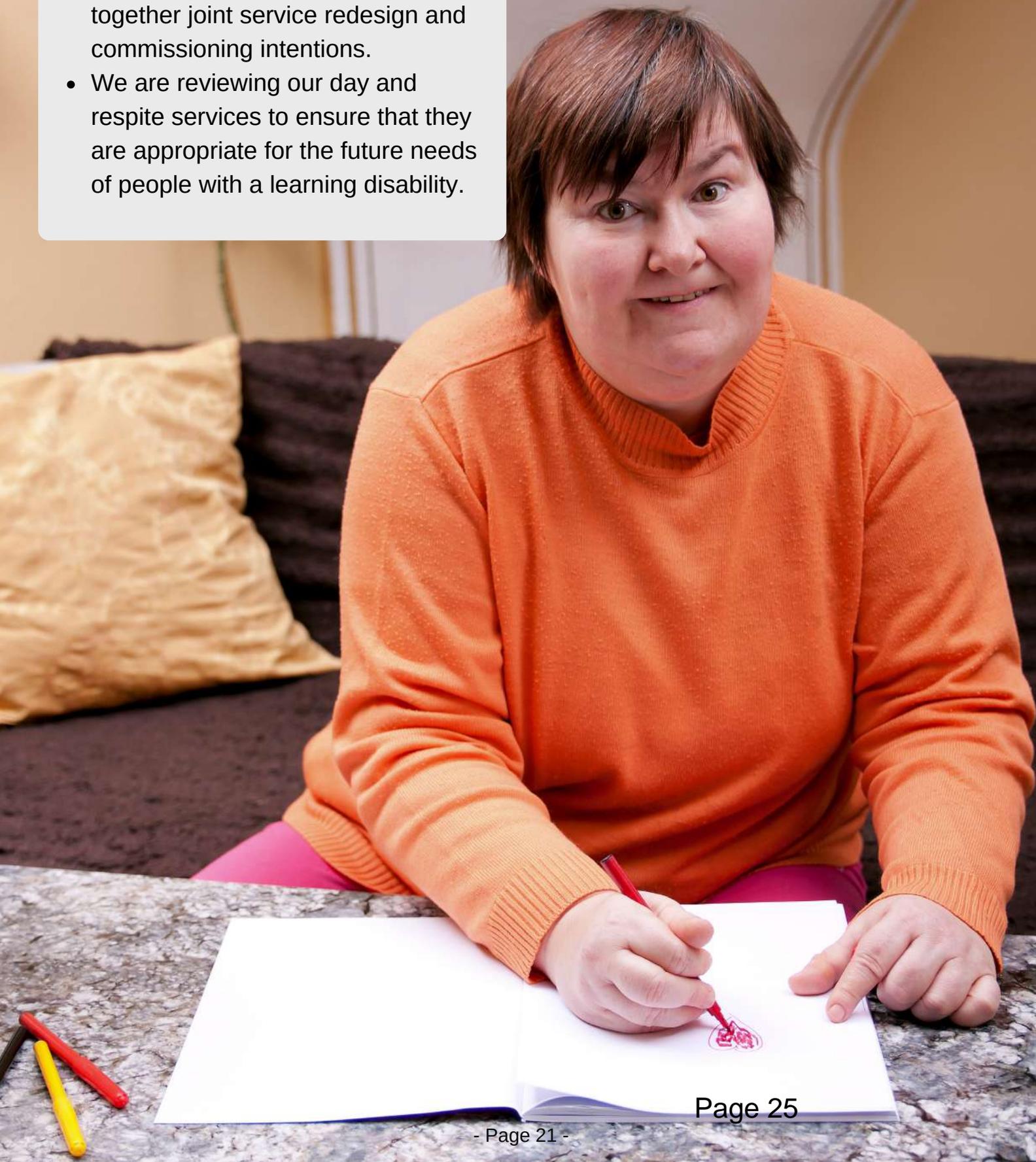
- Our borough is home to over 6,000 adults with a learning disability.
- The population of adults with learning disabilities is growing at a rate of around 1% per year.

Achievements in 2018 to 2019:

- 294 people with learning disabilities were supported through Supported Living compared with 246 in 2017/18.
- 153 people with learning disabilities were supported through a Direct Payment.
- 461 people with learning disabilities were living on their own or with their family. This is 71% of the 648 people with learning disabilities who receive services from Bromley Council.
- 336 people with a learning disability received support from Bromley Well's Learning Disability service of whom 283 had face to face support.

In 2019 to 2020:

- The Council and CCG are developing a Joint Learning Disability Strategy for Bromley for 2020 onwards. This will bring together joint service redesign and commissioning intentions.
- We are reviewing our day and respite services to ensure that they are appropriate for the future needs of people with a learning disability.



SUPPORT FOR CARERS

A carer is a person who provides unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help. This is distinct from a care worker who is paid to support people.

Bromley Well

Bromley Well is a Single Point of Access to support health, wellbeing and independence which is funded by the Council and local health services. It provides a range of support for unpaid carers to enable them to maintain their caring role.

Call **0300 3309 039** or email spa@bromleywell.org.uk.

Key Statistics in 2018 to 2019:

- During 2018/19 2,060 carers were assessed to determine their support needs (this includes assessments carried out separately or with the person they care for).

Achievements in 2018 to 2019:

- During 2018/19 983 new individuals were referred to the Bromley Well Carers Service. In total 2,841 carers were supported in some way, of whom 966 received emotional support either face to face or by phone.
- Bromley Well provides a service for young carers aged 4-19 to manage caring relationships whilst enjoying their childhood. In 2018/19 178 young carers were referred. 233 young carers attended leisure activities, 136 young carers attended training sessions, and 134 young carers received emotional support.
- We engaged with 413 carers through the national Carers Survey.

In 2019 to 2020:

- We are continuing to support carers through commissioned services.
- We have developed an Older Person's Strategy that has learnt from the 'Ageing Well in Bromley' engagement carried out during summer 2018. This includes support provided to unpaid carers to enable them to continue with their caring responsibilities.



PROTECTING ADULTS WHO MAY BE AT RISK

The residents of Bromley should be able to live with their rights protected, in safety, free from abuse and the fear of abuse.

Concerned about the safety of an adult?

Call our Adult Early Intervention Service on **020 8461 7777**, email **adult.early.intervention@bromley.gov.uk** or report your concerns about an adult at risk by completing our referral form **www.bromley.gov.uk/AdultAtRiskReport**

Key Statistics in 2018 to 2019:

- 898 safeguarding concerns generated
- 414 safeguarding enquiries
- 398 concluded enquiries
- 1,190 Deprivation of Liberty Safeguarding (DoLS) applications



Achievements in 2018 to 2019:

- We worked with the South London and Maudsley NHS Trust to address issues at the Royal Bethlem Hospital which includes national and regional inpatient units, a forensic medium secure facility and psychiatric acute wards. Safeguarding awareness sessions have enabled staff to work within Bromley safeguarding processes.
- Consultant Lead Practitioners have undertaken regular joint supervision sessions with all Safeguarding Adults Managers to ensure practice is up to date and share best practice.
- A Care Home Quality Liaison Nurse role was established to support clinical quality assurance of care delivery in care homes and support adults at risk when appropriate.
- Bromley Safeguarding Adults Board (BSAB) has increased the number of Self Neglect and Hoarding Panels held to meet rising demand and reviewed 27 cases at the Panel.
- The Bromley Safeguarding Adults Board Multi-Agency Training Programme delivered 707 training courses across the public, private, charity and voluntary sectors.
- 1,674 e-learning courses were completed by professionals in the borough.

In 2019 to 2020:

- We are continuing to provide support and supervision to the colleagues carrying out assessments for Deprivation of Liberty.
- We are preparing for changes in legislation resulting in moving from Deprivation of Liberty Safeguards to Liberty Protection Safeguards.
- We are working with Oxleas NHS Foundation Trust to improve safeguarding practice for Bromley residents.
- We are continuing to deliver a training programme in keeping people safe for our workforce.

BROMLEY SAFEGUARDING ADULTS BOARD

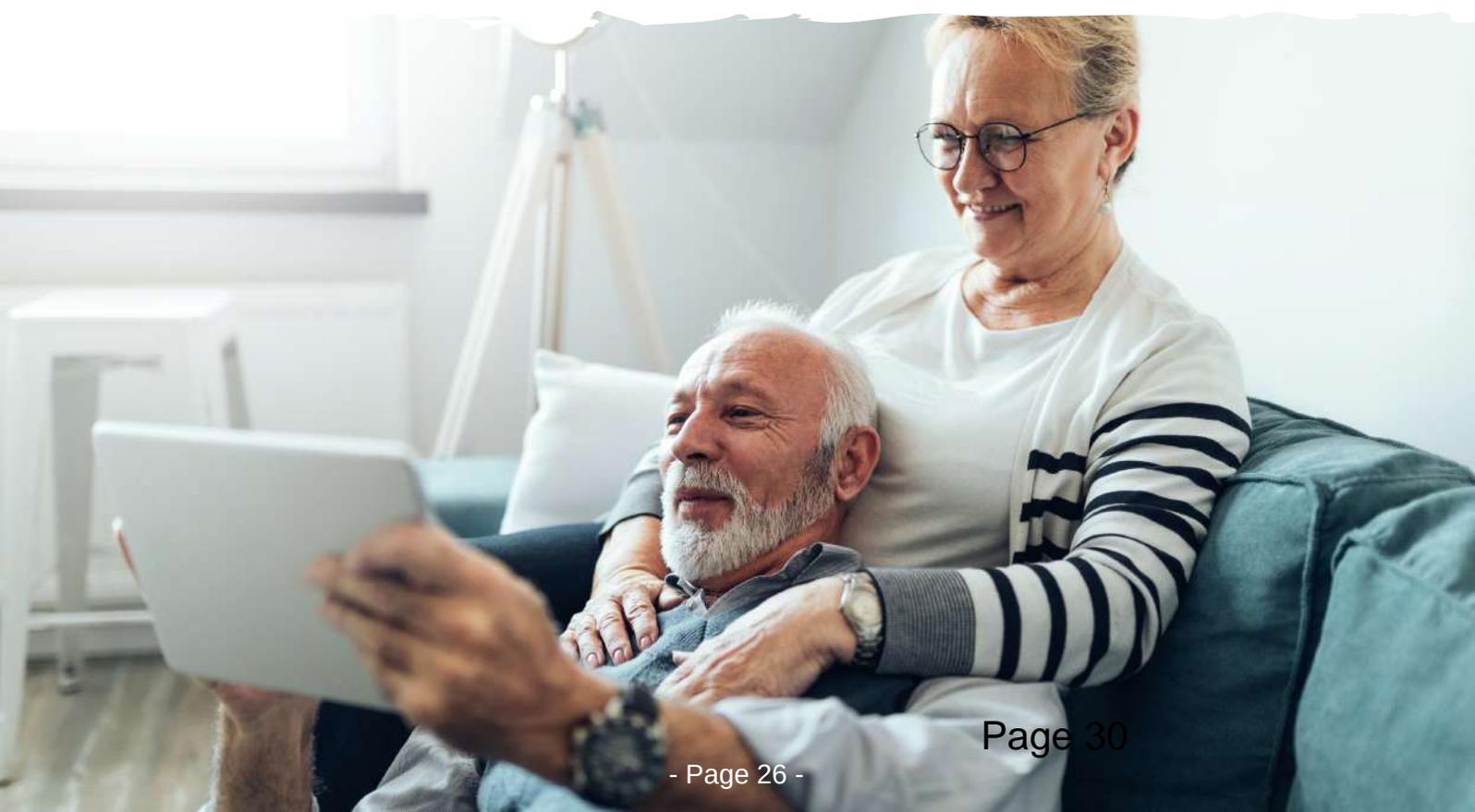
The Bromley Safeguarding Adults Board oversees adult safeguarding arrangements in the Borough and assures itself that organisations are fulfilling their duties under the Care Act. It ensures that there is a collaborative approach to safeguarding to prevent abuse and neglect.

The Board has three statutory functions:

- Develop and publish a strategic plan which outlines how the Board will meet their objectives and how partner agencies will help the Board achieve this.
- Publish an annual report detailing the effectiveness of the Board's work.
- Commission safeguarding adults reviews, where an individual in the Borough has died or been seriously harmed as a result of abuse or neglect

Bromley Safeguarding Adults Board (BSAB)

For more information about the BSAB visit www.bromley.gov.uk/bsab.



In 2018 to 2019 the Board has focussed on its key priorities of self-neglect, hoarding, domestic abuse and fire safety in homes.

It has:

- Completed its first Safeguarding Adults Review where self-neglect was the key theme. Findings from this review have identified the need for further multi-agency working.
- Raised awareness of self-neglect through the training of professionals.
- Reviewed and updated its self-neglect policy.
- Developed awareness of domestic abuse through a campaign video and provided training on Recognising Abuse and Domestic Abuse in the Older Community.
- Conducted 3,390 Home Fire Safety Visits, an increase of 2.3% on 2017/18.
- Provided an online safeguarding training package for all Bromley-based London Fire Brigade staff.
- Developed a promotional video to reinforce the message of 'safeguarding is everyone's business', launched a newsletter for partners and held a Safeguarding Awareness Fortnight with presentations on a variety of topics at locations throughout the borough.
- Delivered adult safeguarding awareness training to partner organisations.
- Delivered its Annual Conference with the theme of 'A User Focused Approach: Predicting and Preventing'. Five extended sessions included self-neglect, domestic abuse, SARs, improving the effectiveness of Multi Agency Risk Assessment Conferences and Making Safeguarding Personal. It was attended by 134 professionals from across the Borough.

In 2019 to 2020:

- We are continuing to focus on the key priorities highlighted in 2018/19.
- We are producing a new strategy for 2020-2023 incorporating the findings from public engagement consultations.
- We are identifying and delivering on the communication and awareness needs of the Board.

YOUR VOICE HEARD

Adult Social Care has a long and successful history of resident involvement. We have a range of systems and processes that give our residents and service users the power to share their thoughts. We want to truly put the voice of our residents and service users at the heart of our decisions as part of our User Voice Framework.

Through the 2018/19 **Adult Social Care Survey** we found that:

- 87% of service users were satisfied with their care and support services.
- 63% of service users felt that they “had enough choice over care and support services”. This is an improvement of 5% in Bromley since 2017/18 and should improve as more people use Direct Payments for their care and support needs.
- 31% felt that they have “as much control as they need over their daily life” and 45% felt that they had “adequate” control over their lives, this is in line with the London and national benchmark.

Through the 2018/19 **Carers Survey** we found that:

- Over a range of factors carers in Bromley rated their quality of life better than the England average.
- 88% had no worries about their personal safety, 6% higher than the England average.
- 87% of carers who had used the Bromley Well Carers Service found it useful.

Bromley residents also contributed to:

- The development of the Ageing Well in Bromley strategy through an on-line survey and series of engagement events with more than 1,200 people aged 55 and over.
- Improving the Direct Payment offer.
- Reviewing the Discharge to Assess project.
- Co-production of the Mental Health Flexible Support Service.

HOW TO MAKE A COMPLAINT OR SHARE A COMPLIMENT

The majority of Adult Social Care Complaints are considered on a statutory basis and handled through the Council's Corporate Complaints Procedure.

We aim to offer a helpful and efficient service, but we recognise that sometimes things can go wrong. We aim to put mistakes right quickly and we will not treat anybody unfavourably if they make a complaint about us. You have the right to tell us if something is wrong. We also value your comments because what you tell us about our services helps us to improve them and plan for the future. We also like to hear if you are pleased with the service you receive; knowing when we are doing well can be as informative as knowing when things go wrong.

You can make a compliment or complaint to the London Borough of Bromley in the following ways:

Online

www.bromley.gov.uk/complaints

Alternatively, you can:

Call

020 8461 7706

Email

complaints@bromley.gov.uk

Adult Social Care was the subject of a significant 22% reduction in complaints from 2017-2018 to 2018-2019.

KEY FACTS

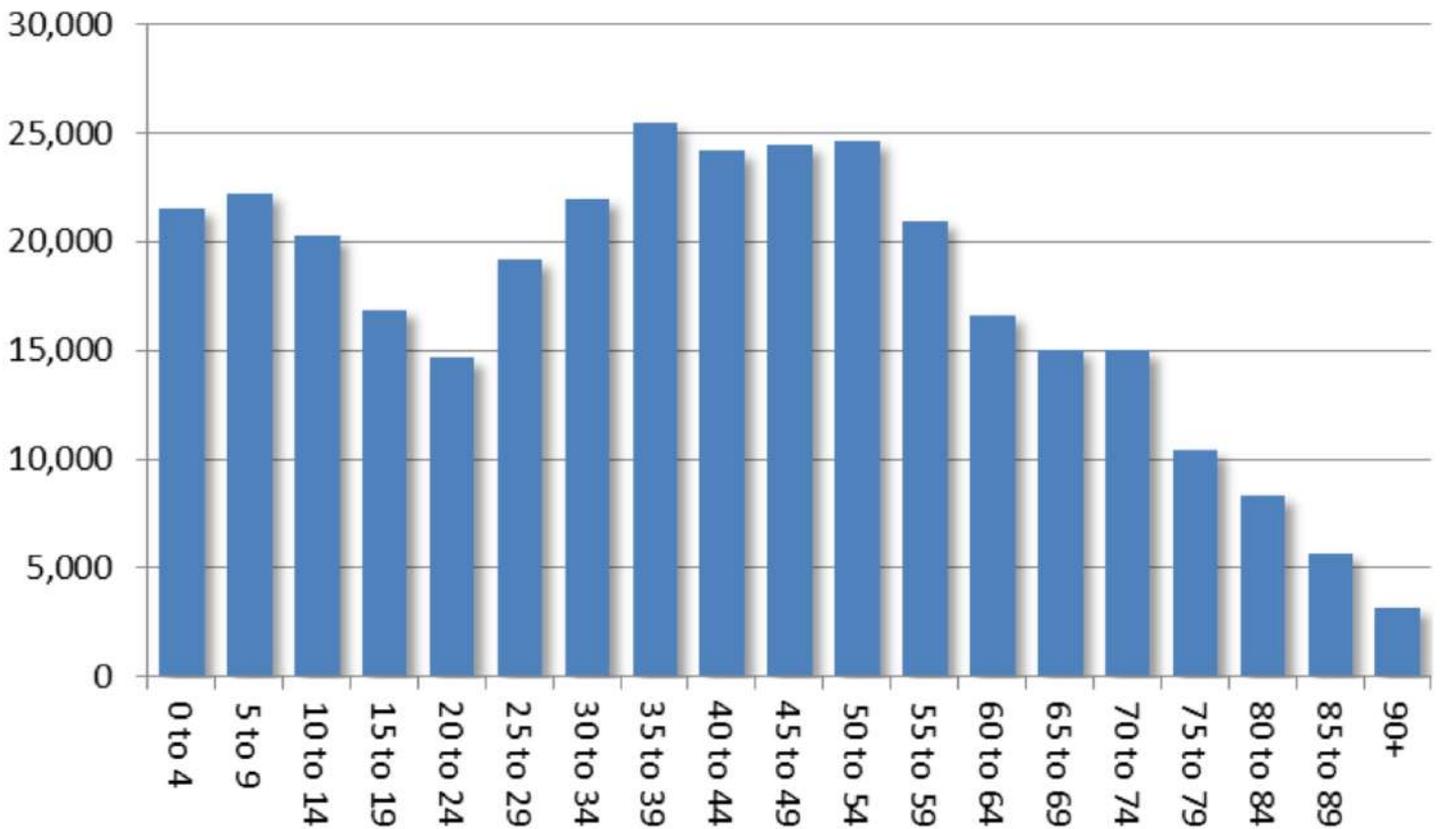
331,096

are estimated to live
in the borough



Bromley population estimated (by age range)

- Mid 2018



Source: MYE 2: Population Estimates: Persons by Single Year of Age and Sex for Local Authorities in the UK, mid-2018.

Ethnicity

Ethnic Group	Bromley	London	England
White	83%	60%	85%
Mixed/Multiple Ethnic Groups	3%	4%	3%
Asian/Asian British	5%	20%	8%
Black African/Caribbean/ Black British	6%	13%	5%
Other Ethnic Group	1%	3%	1%

2011 Census: KS201EW (Ethnic Breakdown by Local Authority)



GLOSSARY

Adult Social Care – Care and support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental health problems, and carers. Adult Social Care includes assessment of your needs, provision of services or allocation of funds to enable you to purchase your own care and support. It includes residential care, home care, personal assistants, day services, the provision of aids and adaptations and personal budgets.

Care Act 2014 – A law passed in England in 2014 that sets out what care and support you are entitled to and what local councils have to do. According to the law, councils have to consider your wellbeing, assess your needs and help you get independent financial advice on paying for care and support.

Carer – A person who provides unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help. This is distinct from a care worker, who is paid to support people.

Carer's Assessment – If you are an unpaid carer for a family member or friend, you have the right to discuss with your local council what your own needs are, separate to the needs of the person you care for.

Clinical Commissioning Group (CCG) – A group of GP practices in a particular area that work together to plan and design health services in that area. Each CCG is given a budget from NHS England to spend on a wide range of services that include hospital care, rehabilitation and community-based.

Co-production – When you as an individual are involved as an equal partner in designing the support and services you receive.

Delayed Discharge – When you are well enough to leave hospital after an illness or accident, but you have to stay there while the care you need in your own home or in another place is arranged.

Delayed Transfer of Care (DToC) – Similar to delayed discharge. When you are ready to move from hospital to another type of care, but the care you need is not available, meaning that you spend longer in hospital than medically necessary.

Direct Payments – Money that is paid to you (or someone acting on your behalf) on a regular basis by your local council so you can arrange your own support, instead of receiving social care services arranged by the council. Direct payments are available to people who have been assessed as being eligible for council-funded social care. They are not yet available for residential care. This is one type of Personal Budget.

Discharge to Assess (D2A) – If you are ready to leave hospital but still need some care and support, you may be able to go home with care provided in your home for a short period while discussions take place about the care and support you may need in the longer term.

Early Intervention – Action that is taken at an early stage to prevent problems worsening at a later stage.

Home care – Care provided in your own home by paid care workers to help you with your daily life.

Integrated Care – Joined up, coordinated health and social care that is planned and organised around the needs and preferences of the individual and their carer and family.

Joint Commissioning – When two or more organisations in a local area – usually the NHS and local council – work together to plan services to meet the needs of people who live in the area.

Learning Disability – A term that is used to describe a brain impairment that may make it difficult for someone to communicate, to understand new or complex information, or to learn new skills.

Mental Health Problems – Problems with the way you think, feel and react, which affect your ability to cope with life, make choices and relate to other people.

Multi-agency working – When different organisations work together to provide a range of support for people who have a wide range of needs.

Multi-disciplinary Team – A team of different professionals working together to provide care and support that meets your needs.

Older People – Are the largest group of people who use adult social care services. Some councils define people over the age of 50 as 'older', but social care services for older people are usually for people over the age of 65.

Outcomes – In Social Care, an 'outcome' refers to an aim or objective you would like to achieve or need to happen, for example, continuing to live in your own home, or being able to go out and about.

Quality of Life – Your satisfaction with your life in terms of wellbeing and happiness.

Reablement – A way of helping you remain independent, by giving you the opportunity to relearn or regain some of the skills for daily living that may have been lost as a result of illness, accident or disability.

Residential Care – Care in a care home, with or without nursing, for older people who require 24-hour care.

Safeguarding – The process of ensuring that adults at risk are not being abused, neglected or exploited.

Service User – A person who receives services from a care and support provider.

Supported Living – An alternative to residential care or living with family that enables adults with disabilities to live in their own home, with the help they need to be independent.

Transfer of Care – When you move from one place of care to another, such as from hospital to your home, supported housing or residential care.

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