

Adult Care and Health

Portfolio Plan for 2020/21

Introduction

Message from

Cllr Diane Smith

Portfolio Holder, Adult Care and Health

Welcome to the Adult, Care and Health Portfolio Plan for 2020 to 2021

This Portfolio Plan presents the key priorities for Adult Social Care and Public Health Services for 2018-22. Members will monitor the progress of this Portfolio Plan through regular updates to the Council's Adult Care and Health Policy Development and Scrutiny Committee.

The Portfolio Plan is shaped around the following four strategic objectives of the department:

- Safeguarding
- Life Chances, Resilience and Wellbeing
- Integrating Health and Social Care
- Ensuring Efficiency and Effectiveness

Achieving these priorities in a changing regulatory, financial and physical environment remains a challenge and should not be underestimated. By implementing these strategic objectives, I truly believe that we can enable our Bromley residents to achieve, thrive and reach their full potential.

I am extremely proud of the achievements that have taken place over the past two years and anticipate that we will continue to deliver in improving services through the Transforming Bromley programme.

Our priorities

This Portfolio Plan is shaped about the delivery of the following priorities:

Priority 1 Safeguarding

Why is this a priority?

Safeguarding adults is everyone's business. By ensuring that effective arrangements are in place to respond to safeguarding risks we will ensure adults are safe and less likely to require statutory intervention.

Priority 2 Life Chances, Resilience and Wellbeing

Why is this a priority?

Every adult should have access to education, training and services which support their health and wellbeing and enable their potential. Our residents should have access to preventative early help which is vital to prevent problems getting worse including the prevention of loneliness and social isolation.

We want to improve the life chances of the local population and increase wellbeing. By working in partnership with key partners and residents to identify challenges early on, we can increase the resilience of our residents and our communities, stop needs from escalating and increase social mobility.

Priority 3 Integrated Health and Social Care

Why is this a priority?

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. We believe that the best way to reduce the pressures on both the NHS and Adult Social Care is through integration so that residents receive joined up services which achieve better outcomes.

Priority 4 Ensuring Efficiency and Effectiveness

Why is this a priority?

We remain committed to delivering high quality services that make a positive difference to people's lives. By making the best use of the resources available to us and maximising the use of our assets we will deliver efficient and effective services which make a positive difference

Priority 1

Safeguarding

Our Ambitions:

The priority aligns to the following *Building a Better Bromley* ambitions:

- For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
- To manage our resources well, individually and collectively, providing efficient and effective services and excellent value for money for Bromley’s residents.

Strategic links:

This priority has links with the following strategic plans:

- Transforming Bromley
- Roadmap to Excellence for Adult Social Care
- Health and Wellbeing Strategy
- BSAB Safeguarding Strategy
- Ageing Well in Bromley Strategy
- Mental Health Strategy
- Learning Disability Strategy

What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	TARGET DATE	LEAD
1) Raise awareness of adult safeguarding	A) Work with Adult Safeguarding Chair to promote multi-agency training	Training programme published and well attended Annual conferences well attended	April 2022 [AP]	Director Adult Services
	B) Undertake a campaign to improve awareness of adult safeguarding with residents and professionals to make Bromley a place where preventing abuse and neglect is everybody's business	Campaigns launched	April 2022 [AP]	Director Adult Services
2) Maintain effective oversight of casework impact	A) Maintain and refine the Adults' Performance Framework	Improved management oversight of safeguarding through: <ul style="list-style-type: none"> • Weekly data • Monthly digests 	April 2022 [AP]	Assistant Director: Strategy, Performance & Corporate Transformation

ACTION	DETAIL	MEASURES OF SUCCESS	TARGET DATE	LEAD
	B) Develop a programme of Adults' case audits	Audits completed and recommendations implemented	April 2022 [AP]	Director Adult Services
	C) Implement programme of Housing case audits, which include safeguarding of vulnerable adults and families	Audits completed and recommendations implemented	April 2022 [AP]	Director Housing, Regeneration & Planning
3) Review Adult Social Care services	A) Implement the Transforming Adult Social Care Programme	All actions implemented	April 2022	Director Adult Services
	B) Use the Recruitment and Retention Board to create a more stable workforce	All actions implemented Workforce stabilised	April 2021	Director Adult Services Director of HR and Customer Services

Priority 2

Life Chances, Resilience and Wellbeing

Our Ambitions:

The priority aligns to the following *Building a Better Bromley* ambitions:

- For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
- For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
- To manage our resources well, individually and collectively, providing efficient and effective services and excellent value for money for Bromley's residents.

Strategic links:

This priority has links with the following strategic plans:

- Transforming Bromley
- Roadmap to Excellence for Adult Social Care
- Health and Wellbeing Strategy
- Ageing Well in Bromley Strategy
- Mental Health Strategy
- Learning Disability Strategy

What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	TARGET DATE	LEAD
1. Improve life chances through adult learning	A) Offer targeted adult education programmes to improve the life chances of adults in our disadvantaged communities	Increased number of participants from disadvantaged areas	April 2022 [AP]	Director Education
2. Provide appropriate Health and Wellbeing functions	A) Monitor progress on the Health and Wellbeing Strategy for Bromley	Health and Wellbeing Board receives regular reports on each priority	April 2022 [AP]	Director Public Health
	B) Commission a portfolio of Public Health programmes to improve the health of Bromley residents and achieve a value for money	Effective contract monitoring arrangements to ensure acceptable quality of service provision and value for money	April 2022 [AP]	Director Public Health
3. Provide Public Health advice to the NHS	A) It is a requirement under the Section 75 agreement that Public Health spend 40% of their time supporting the NHS	Delivery of agreed action plan	April 2022 [AP]	Director Public Health

ACTION	DETAIL	MEASURES OF SUCCESS	TARGET DATE	LEAD
4. Deliver Public Health responsibilities for COVID-19	Develop plans for outbreak control ensuring effective communication with residents and partnership working with key stakeholders	Outbreak control and communication plans in place	April 2022	Director Public Health
5. Appropriate accommodation for adults with special educational needs and/or disabilities (SEND)	A) Review how the Disabled Facilities Grant (DFG) is used across the borough	Effective use of DFG Ensure integrated working between Home Improvement and OT Teams	April 2021	Director Housing, Regeneration & Planning Director Adult Services
	B) Increase Shared Lives take-up	Expand Shared Lives programme Increase in number of vulnerable adults living with families	April 2022 [AP]	Director Adult Services
6. Integrated services 0-25	A) Review assessment, decision making and planning processes across services to ensure that transition between children's and adult' services are effective including commissioning	Improved understanding of demand and need that enables effective budgeting and commissioning for adult services over a three-year period Care pathways and plans agreed with young people, schools/college, parents/carers that map transition from children's services to adult services and manage expectations	April 2021	Director Children's Services Director Adult Services
	B) Improve systems for joint commissioning	New commissioning plans for adults' and children's therapies services and equipment provision. Progress on 0-25 Transformation Programme resulting in an integrated education, health and care commissioning strategy.	April 2021	Director Children's Services Director Adult Services

Priority 3

Integrated Health and Social Care

Our Ambitions:

The priority aligns to the following *Building a Better Bromley* ambitions:

- For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
- To manage our resources well, individually and collectively, providing efficient and effective services and excellent value for money for Bromley's residents.

Strategic links:

This priority has links with the following strategic plans:

- Transforming Bromley
- Roadmap to Excellence for Adult Social Care
- Health and Wellbeing Strategy
- Ageing Well in Bromley Strategy
- Mental Health Strategy
- Learning Disability Strategy

What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	TARGET DATE	LEAD
1. Strategies shape services	A) Implement a Learning Disability Strategy	<p>Learning Disability Strategy agreed</p> <p>Learning Disability Partnership Board established</p> <p>Recommission community based learning disabilities provision (day care and respite)</p> <p>Launch recommission of supported living provision</p>	April 2021	Director Adult Services
2. Integrated health services	A) Increase the integration of our services and staff with local health services (including Bromley Clinical Commissioning Group and Oxleas NHS Foundation Trust) to focus on improving the life outcomes for our vulnerable residents	With SELCCG implement revised health and care governance arrangements – Borough Based Board and One Bromley governance	November 2020	<p>Director Adult Services</p> <p>Director of Children's Services</p>

ACTION	DETAIL	MEASURES OF SUCCESS	TARGET DATE	LEAD
		<p>Complete integrated review of children's and adult health and care therapies</p> <p>Recommission Community Child and Adolescent Mental Health Services</p> <p>Agree Integrated Mental Health Action Plan</p> <p>Integrate health and care brokerage provision</p>	<p>April 2021</p> <p>April 2021</p> <p>January 2021</p> <p>April 2021</p>	
3. Improve Transfer of Care	A) Work with Bromley Clinical Commissioning Group to explore how we can jointly improve the transfer of care processes	<p>Sustain and develop the Single Point of Access (SPA) service established in response to the COVID-19 pandemic</p> <p>Develop proposals and sustainable funding for post-COVID-19 transfer of care arrangements</p>	April 2021	Director Adult Services
	B) Review our Reablement Service	Improved reablement service integrated as part of Adults' therapies provision	April 2021	Director Adult Services
4. Improve access to Direct Payments	A) Continue to increase the use of direct payments as a model of service delivery with changes to our care management practice to facilitate this	Direct payments increased	April 2022 [AP]	Director Adult Services
5. Domiciliary care	A) Improve the Domiciliary Care offer for Bromley residents	New Domiciliary Care provision commissioned and implemented	September 2021	Director Adult Services
6. Appropriate accommodation for vulnerable adults	A) Develop a more strategic approach to the provision of accommodation for vulnerable adults in the borough through the Housing Transformation Board including supported accommodation, extra care housing and residential/nursing care	Implement Housing Strategy including vulnerable adults element	April 2022	Director Housing, Regeneration & Planning

Priority 4 Ensuring Efficiency and Effectiveness

Our Ambitions:

The priority aligns to the following *Building a Better Bromley* ambitions:

- For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
- To manage our resources well, individually and collectively, providing efficient and effective services and excellent value for money for Bromley's residents.

Strategic links:

This priority has links with the following strategic plans:

- Transforming Bromley
- Roadmap to Excellence for Adult Social Care
- NHS Long Term Plan (One Bromley Implementation)

What are we going to do?

ACTION	DETAIL	MEASURES OF SUCCESS	TARGET DATE	LEAD
1. Ensure strategic and support services are effective	A) Engagement with One Bromley to strengthen the borough based structure	Develop integrated commissioning through the Integrated Commissioning Service Align Council and One Bromley Transformation Programmes and the One Bromley Recovery Plan	April 2022	Director Adult Services Director Public Health Managing Director, Bromley CCG
2. Effective use of IT	A) Deliver new Social Care Information System for adults and children	New system in place and providing individual and performance management information	April 2022	Assistant Director, Strategy, Performance & Corporate Transformation
3. Understand the perspective of service users and residents	A) Develop a User Voice Framework and regular approach to feeding back intelligence	User Voice Framework implemented Improved approach to engagement Improved understanding of what our service users are telling us	April 2022	Assistant Director Strategy, Performance & Corporate Transformation

ACTION	DETAIL	MEASURES OF SUCCESS	TARGET DATE	LEAD
4. Ensure that our approach to commissioning is robust	A) Development and implementation of commissioning plans	Develop and implement Care Homes Market Position Statement Develop evidence based commissioning programmes of services for: <ul style="list-style-type: none"> • Older people • Mental health • Learning Disability • Working age adults with disability 	April 2021	Director Adult Services
5. Effective performance management	A) Continue to develop/refine performance products to support the ongoing development of performance management across the department	Improved management oversight through: <ul style="list-style-type: none"> • Weekly data • Monthly digests • Annual Frameworks review 	April 2022 [AP]	Assistant Director, Strategy, Performance & Corporate Transformation