



THE LONDON BOROUGH



# Bromley Local Account

Adult Social  
Care Services

2019 - 2020

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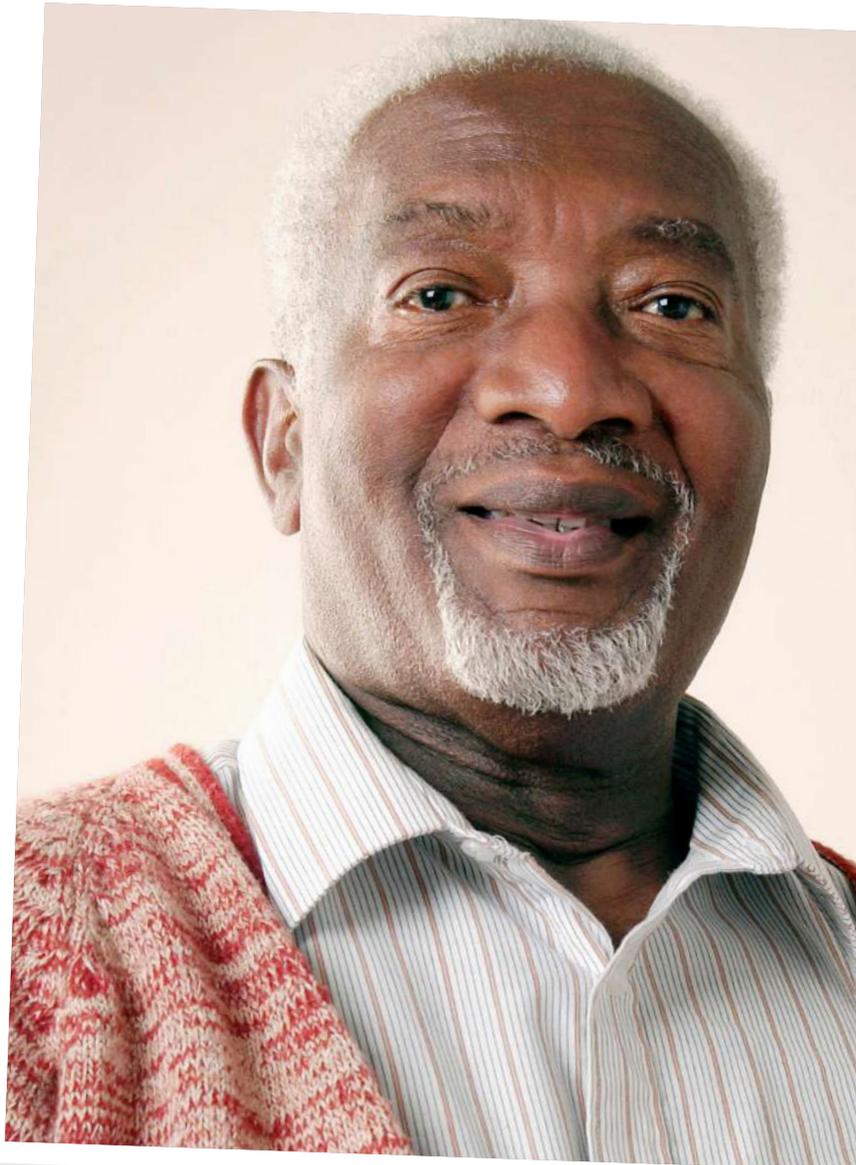
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# Welcome to our Local Account

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 2019-2020 and what we plan to do in the upcoming year.

## This includes:

- How much we spent on Adult Social Care
- Who we supported and the ways we did so
- Achievements in 2019-2020
- What we are doing in 2020-2021



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 2019-2020 we have continued to make progress in improving support for our residents. We have:**

- Continued to support local residents to prevent them falling into a crisis and improve their health, wellbeing and independence through the Bromley Well Service. 7,724 referrals resulted in 4,319 people receiving further support in 2019/20.
- Continued to improve integrated working around the hospital discharge process through the Transfer of Care Bureau. Bromley continued to be ranked the best performing borough in London until lockdown. This joint working enabled the Single Point of Access to facilitate discharge during the COVID-19 pandemic.
- Continued to review and improve the user journey through our Adult Social Care system by streamlining processes and improving the experience of residents through training and quality assurance to lead to improved outcomes for individuals which promote independence and choice.

During 2019/20 we continued to deliver on our Roadmap to Excellence for Adult Social Care through the Transforming Adult Social Care programme 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.

We have also responded to the COVID-19 pandemic to ensure that our vulnerable residents continue to receive the support they need during this time.

Kim Carey,  
**Interim Director of Adult Social Care**

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# 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](mailto:adult.early.intervention@bromley.gov.uk)



**Visit:**  
[www.bromley.gov.uk](http://www.bromley.gov.uk)

# More advice and support

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



## **Bromley – Your Guide to Independent Living, Support and Care Services 2020-2021**

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](mailto:health.partnership@bromley.gov.uk)  
**or visit** [www.bromley.gov.uk/independentlivingguide](http://www.bromley.gov.uk/independentlivingguide)

## **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](mailto:spa@bromleywell.org.uk)**  
**Visit: [www.bromleywell.org.uk](http://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 includes residential care, home care, personal assistants, day services, aids and adaptations and personal budgets.

Adult Social Care in numbers in 2019/20

**4,145**

people were receiving an ongoing long-term service

**1,488**

long-term users of Adult Social Care are aged between 18-64 years old

**2,657**

long-term users of Adult Social Care are aged over 65

## Adult Social Care in numbers in 2019/2020



**408**

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



**782**

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



**518**

people took a Direct Payment



**1,884**

unpaid carers had their needs assessed.



**18,271**

people were invited to have a NHS Health Check.



**8,038**

had a NHS Health Check



**3,083**

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



**2,081**

households had a Housing Assessment completed.

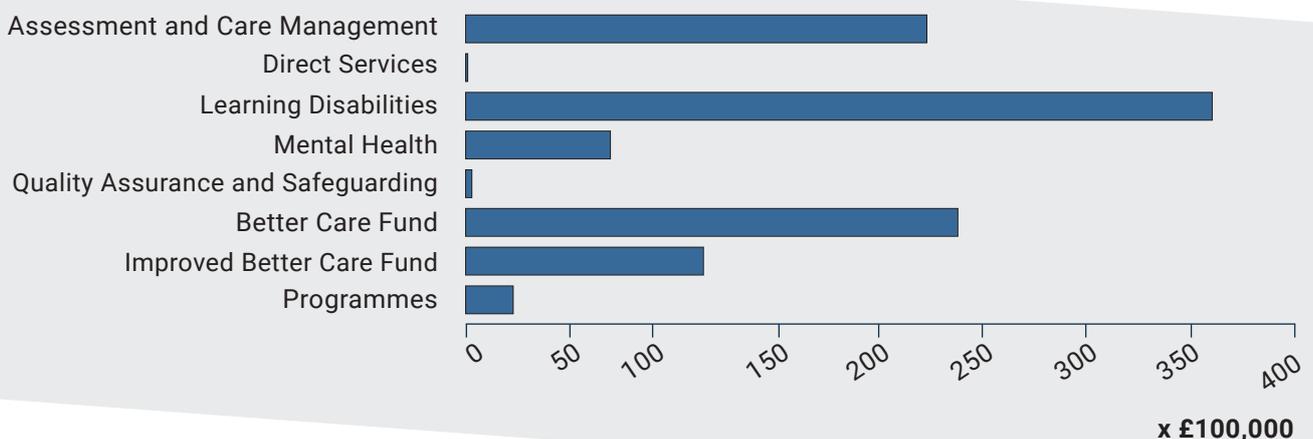
# What we spent in 2019 - 2020



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

## 2019-2020 expenditure

- **£22,290,000**  
Assessment and Care Management  
(Complex care, long-term care)
- **£120,000**  
Direct Services (Reablement, CareLink)
- **£36,120,000**  
Learning Disabilities
- **£7,051,000**  
Mental Health
- **£323,000**  
Quality Assurance and Safeguarding
- **£23,764,000**  
Better Care Fund
- **£11,471,000**  
Improved Better Care Fund
- **£2,354,000**  
Programmes  
(Commissioning and Brokerage)



# What we are doing in 2020 - 2021



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

- ✔ **Priority: Safeguarding** – 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: Life Chances, Resilience and Wellbeing** – 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 early help which is vital to prevent problems getting worse, including loneliness and social isolation.
  - ✔ **Priority: Integrated Health and Social Care** – Working effectively with health agencies is essential to provide the right specialist, holistic help and support that our residents need. Where appropriate we will jointly plan, commission and deliver services.
  - ✔ **Priority: Ensuring Efficiency and Effectiveness** – We remain committed to delivering high quality services that make a positive difference to people’s lives.
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**Areas of focus, in support of these priority statements, include:**

- Improving awareness of adult safeguarding throughout Bromley.
- Working with partners in education, health and housing to improve the life chances of people as they reach adulthood so they can continue to live as independently as possible in the community.
- Working with residents to maintain or regain their independence and prevent their admission to hospital.
- Continuing to implement our Transforming Adult Social Care programme to modernise our social care offer based upon a strengths-based model of support.
- Developing an Integrated Commissioning Team to commission integrated services to support adults living in the community and residential care.
- Continuing to promote the use of Direct Payments as a model of service delivery with changes to our care management practice to facilitate this.
- Social care and health commissioners continuing to work with providers of services to ensure the safe and speedy discharge of patients from hospital to achieve the best possible outcomes.
- Commissioning a new domiciliary care service to improve the care received by Bromley residents.
- Delivering on our cross-cutting health and social care commissioning Learning Disability Strategy.

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

**[https://www.bromley.gov.uk/downloads/download/209/portfolio\\_plans](https://www.bromley.gov.uk/downloads/download/209/portfolio_plans)**

# The Better Care Fund (BCF) and Improved Better Care Fund (iBCF)

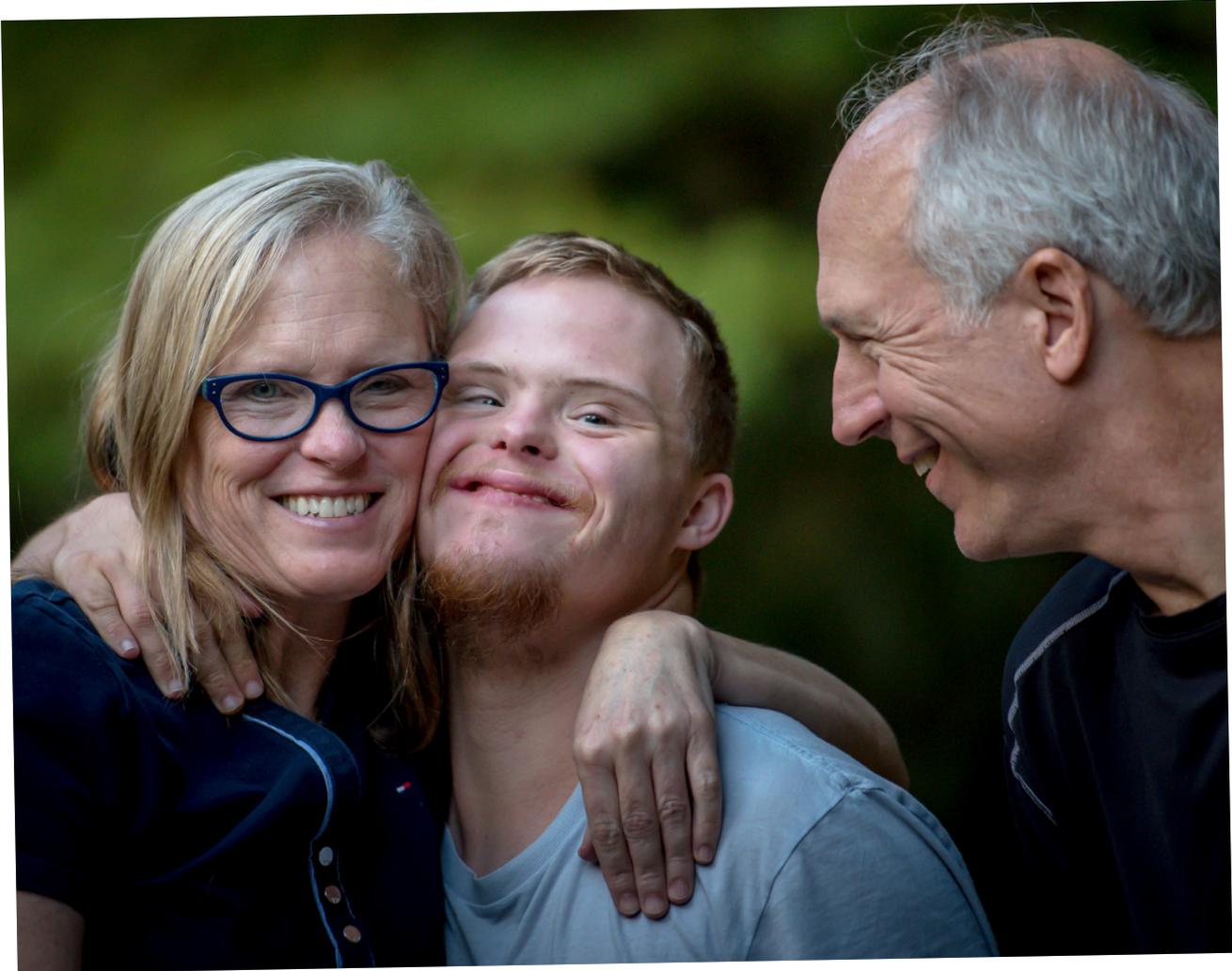
The Better Care Fund (BCF) grant is ring-fenced for the purpose of pooling budgets and integrating services between Bromley Clinical Commissioning Group (BCCG) and the Local Authority. The spending plan for the BCF must be jointly agreed by Bromley and BCCG.

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 objective of moving 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 & Early Intervention (Bromley Well)** – to focus on prevention and self-management of people with long-term conditions and avert avoidable admissions and long-term care packages.



### 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 7,724 referrals in total, of which 4,319 led to further support by the service in 2019/20.

- **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. This is resulting in

early intervention and signposting, which in turn is having a positive impact, by avoiding crisis situations and maintaining independence for the service user at 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. The service has been recommissioned for a further five years from July 2020.

- **Delayed Transfers of Care (DTocS)**–

Bromley’s action plan to reduce delays in being discharged from hospital to an appropriate place where an individual can receive the care and support they need continues to be delivered. Improved integrated working around the hospital discharge process through the Transfer of Care Bureau continues to have a positive impact on local and out-of-borough performance. The Trusted Assessor model is being used to facilitate the discharge of individuals with continuity of care in their own home. Bromley continued to be ranked the best performing borough in London during 2019/20 until the collection of figures was paused in February 2020. The creation of the Single Point of

Access (SPA) in response to COVID-19 has enabled work to continue in facilitating timely discharges from hospital with appropriate care packages in community settings.

- **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 92.5% as of the end of March 2020. Bromley has exceeded its planned target of 85%-90%.
- **Health Support in Care Homes and Extra Care Housing** – The establishment of the Bromleag Care Practice offering a dedicated GP service to care home residents.



# Transforming Adult Social Care



The challenges facing all local authorities necessitate that in Bromley we do things differently; building on the assets and strengths of individuals, families and our communities in Bromley and the delivery of local community-based intervention. We must also examine opportunities for delivering integrated and place-based services in strategic partnership with other agencies.

During 2019-2020 we evaluated our internal processes and reviewed how we work with our partners so that individuals and families receive the support they need. This identified the four areas of focus. The following work streams began in 2019-2020 and are continuing to be developed during 2020-2021.

## Supporting people to remain active and independent in their communities

- Commissioning colleagues have led a review of our partnership with Bromley Well to enhance work on early intervention and prevention.
- Strategic analysis of data has supported commissioners to review commissioning priorities to sit alongside our Ageing Well in Bromley and Learning Disability Strategies which will deliver a renewed focus on promoting independence and wellbeing.

## Working with the NHS

- A review of the Transfer of Care Bureau was completed. This ensures people are discharged from hospital with the appropriate level of support either in residential care or at home. Learning from this has been applied to the implementation of the new Single Point of Access arrangements to manage hospital discharge during the pandemic.
- Reviewing social care practice and processes in relation to joint funding, continuing healthcare and Section 117 funding for people with mental ill health. Specialist practice resources will be developed to respond to the findings of the review.



### Strengths and Outcomes-Based Practice

- Work has taken place to develop a strengths and outcomes-based practice framework in conjunction with the Social Care Institute for Excellence (SCIE) which will be launched in December 2020. This will assist social care staff to work in new ways that enable the wellbeing of individuals and that build upon their strengths and existing support to achieve their independence in ways that meet their needs.
- Work has been undertaken with service users, carers and providers to develop new models of delivery for domiciliary care and supported living which will be based on the

strengths and outcomes-based approach.

- New programmes are under way to make better use of assistive technology and to support young people with Special Educational Needs and Disabilities prepare for adulthood.

### Managing and Developing the Market

- Local authorities have a responsibility to encourage providers to develop services that support vulnerable residents. New priorities have been identified to help deliver the Ageing Well in Bromley and Learning Disability Strategies.

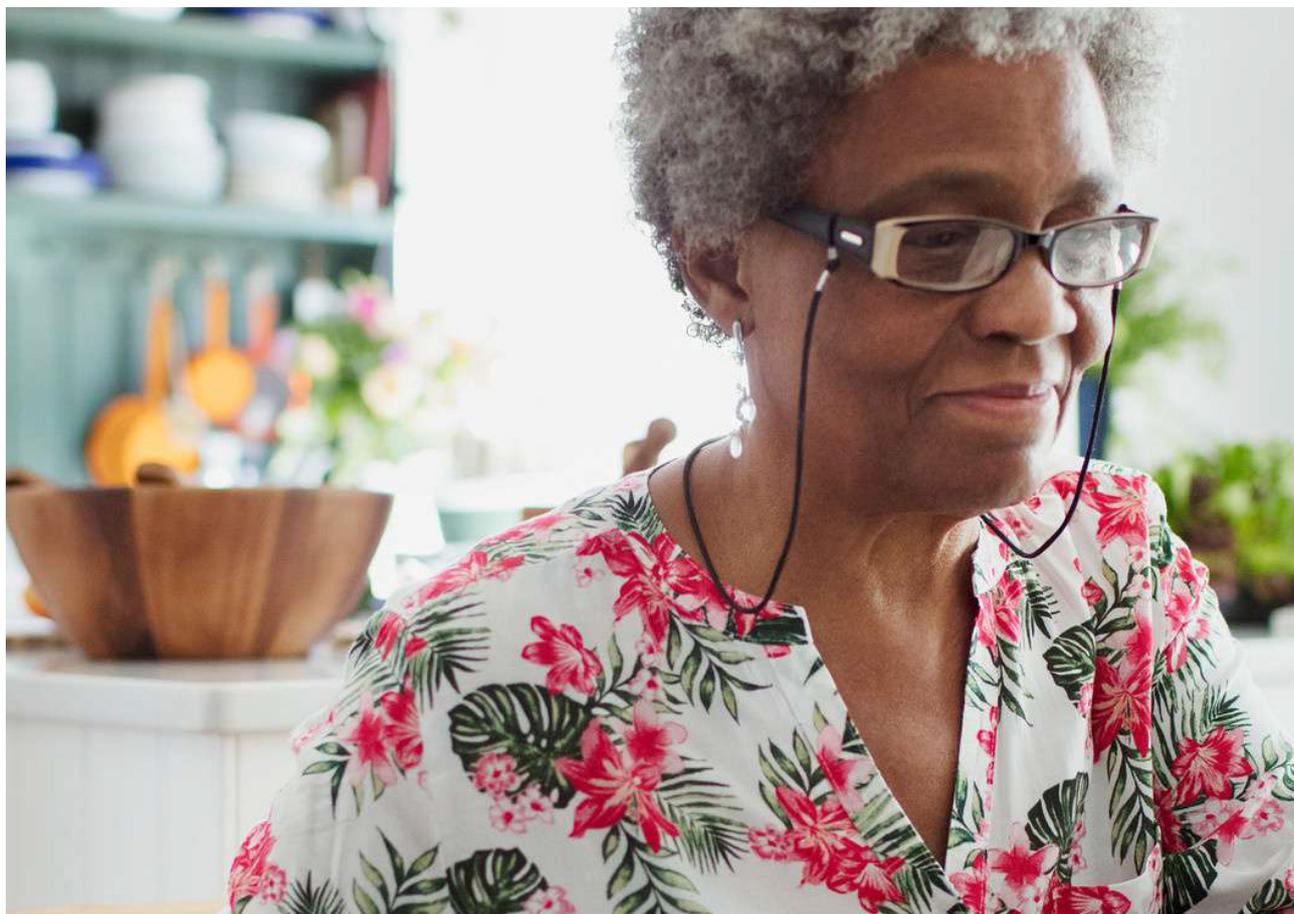
# Our response to COVID-19



Towards the end of 2019/20, the growing COVID-19 crisis, and the subsequent announcement of lockdown on 23 March, impacted on Adult Social Care as care management and health and social care providers sought to support vulnerable residents under what came to be called the 'new normal'.

Working in partnership with health commissioners and providers in the statutory, private and voluntary

sectors, plans for joint working were accelerated, assessments and services were provided by non-face to face means if possible and front-line professionals were supported to deliver health and personal care in the safest way possible. The Council also brought together a team of officers and volunteers to support those residents who were shielding as they were identified as clinically extremely vulnerable to coronavirus.



## Achievements

- Adult Social Care continued to operate without using the Care Act Easements permitted by legislation during the pandemic.
- Financial support was given to providers most severely impacted at the beginning of the pandemic.
- Providers were given advice and support in safe ways of working by Public Health professionals.
- Direct payments were promoted as a means to provide support within the home.
- Care homes, providers of domiciliary care and extra care housing as well as learning disability and mental health services were supported to access Personal Protective Equipment (PPE). By the end of September 2020 over 1,400,000 items of PPE equipment were issued by the Council to these services when needed.
- 4,495 local residents signed up as volunteers to support vulnerable residents.
- 1,151 vulnerable residents were supported by volunteers
- 472 residents who were shielding were assisted directly with advice, support to access food and essential supplies, medication deliveries or support to overcome isolation.

# 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](http://www.bromleydementiasupporthub.org.uk)

## Key Statistics in 2019-2020

- It is estimated that there are over 4,500 adults with dementia in Bromley. 3,107 individuals had a diagnosis of dementia in 2018-2019.
- 659 people of all ages had a primary support reason of memory and cognition in 2019-2020, which compares with 664 in 2018-2019.

## Achievements in 2019-2020

- 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 2019/20 the service supported 710 individuals including over 100 carers.
- By the end of 2018/19 there were 18 Dementia Cafés operating in the borough as well as the long-running Memory Lane Dementia café.
- Encouraged all Council and contracted officers to participate in Dementia Friends Awareness sessions.

## In 2020-2021

- We are building on the achievements of the Dementia Support Hub by expanding the re-commissioned service to support more people diagnosed with dementia. The new service will include bespoke support for people with young onset dementia as well as an increase in befriending support and a second Memory Lane dementia cafe.
- We will continue to deliver courses by the Dementia Support Hub for residents in the borough who may come into contact with people with dementia, including 'Understanding Dementia' and sessions on 'Behaviours we find Challenging' and 'Successful Communication'. To book onto the courses email: [training@mindcare.org.uk](mailto:training@mindcare.org.uk)
- In response to the COVID-19 pandemic online and telephone support continues. A new online carers support group has been established.

# People with Mental Health Needs

The Council has commissioned Oxleas NHS 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 year olds are based at:

### Bromley East

1-6, Carlton Parade, Orpington, Kent,  
BR6 0JB

**01689 892300**

### Bromley West

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

**020 8659 2151**

## Key Statistics in 2019-2020

- Just under 3,000 individuals have a severe mental illness.
- 15.1% of Bromley residents aged 16 and over are estimated to have a common mental health disorder such as depression or anxiety.
- 9.1% of Bromley residents aged 65 and over are estimated to have a common mental health disorder such as depression or anxiety.
- Bromley has the third highest level of recorded depression in London.
- 1,231 individuals accessed the mental health services at Bromley Well.



## Achievements in 2019-2020

- Development of the Bromley Suicide Prevention Plan with Bromley Clinical Commissioning Group to reduce the risk of suicide by identifying people most at risk and working to support them.
- We have published our Joint LBB and CCG Mental Health Strategy.
- 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. The service is managing an increasing number of clients with complex mental ill-health.

## In 2020-2021

- We have worked with Bromley Well to design a new COVID-19 wellbeing support service to support clients to manage mental health issues triggered or perpetuated by the virus/pandemic. The service aims to improve wellbeing, resilience, lifestyle and social health.

# People with Learning Disabilities

The Learning Disability Service undertake assessments and provides 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 who are transitioning to adulthood.

**The Community Learning Disability Team is based at:**

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

## Key Statistics in 2019-2020

- Our borough is home to over 6,100 adults with a learning disability.
- The population of adults with learning disabilities aged 18-64 years is expected to grow by 4.1% and that of those aged 65+ by 7.3% over the next five years.

## Achievements in 2019-2020

- 301 people with learning disabilities were supported through Supported Living compared with 294 in 2018-2019.
- 184 people with learning disabilities were supported through a Direct Payment: an increase of 31 since 2018-2019.
- 496 people with learning disabilities were living on their own or with their family. This is 72% of the 692 people with learning disabilities who receive services from Bromley Council.
- 437 people with a learning disability received support from Bromley Well's Learning Disability service, of whom 296 received emotional support either face to face or by phone.



## In 2020/2021

- 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 with an emphasis on co-produced outcomes with people with a learning disability and other stakeholders. The strategy is for people with a learning disability aged 14+.
- The Learning Disability Partnership Board recommenced as one of the stated objectives of the Learning

Disability Strategy. The Board is co-chaired by a councillor and a person with a learning disability. The Board will oversee the implementation of the strategy and brings together service users, parents/carers and key stakeholders across a wide range of services.

- Day services, respite and supported living are undergoing a major transformation as we commence the modernisation of these services in order to better reflect the needs and aspirations of users with an emphasis upon community-based support.

# 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 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.

## Bromley Well contact

**Call: 0300 330 9039**

**Email: [spa@bromleywell.org.uk](mailto:spa@bromleywell.org.uk)**

## Key Statistics in 2019-2020

- During 2019/20 1,884 carers were assessed to determine their support needs (this includes assessments carried out individually or jointly with the person they care for).

## Achievements in 2019-2020

- During 2019/20 876 individuals were referred to the Bromley Well Carers Service. In total 4,504 carers were supported in some way, of whom 738 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 2019-2020 115 young carers were referred. 92 young carers attended leisure activities, 175 young carers attended training sessions and 125 young carers received emotional support.

## In 2020-2021

- Bromley Well has continued to provide support to carers' wellbeing during the COVID-19 pandemic. This includes: a new virtual drop-in service to provide confidential support by a mental health carers support adviser for both new and existing carers; a 4 week Cognitive Behavioural Therapy programme for carers during COVID-19 delivered by a psychological welfare practitioner and a new bulletin with information to support carers' wellbeing during the winter and the coming year.
- Other support groups and workshops continue to be delivered virtually by Bromley Well to adult carers.

# 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. Adult Social Care is responsible for ensuring the safety of vulnerable adults who are experiencing, or at risk of, abuse or neglect. Under the principles of Making Safeguarding Personal work is undertaken with individuals as well as families, friends and carers if appropriate, to determine whether action needs to be taken to prevent or stop abuse or neglect.



## Concerned about the safety of an adult?

Call our Adult Early Intervention Service on **020 8461 7777**, email

**[adult.early.intervention@bromley.gov.uk](mailto:adult.early.intervention@bromley.gov.uk)**

or report your concerns about an adult at risk by completing our referral form at

**[www.bromley.gov.uk/AdultAtRiskReport](http://www.bromley.gov.uk/AdultAtRiskReport)**

## Key Statistics in 2019-2020

- 1,043 safeguarding concerns generated
- 661 safeguarding enquiries
- 790 concluded enquiries
- 1,148 Deprivation of Liberty Safeguarding (DoLS) applications.

## Achievements in 2019-2020

- 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.
- The Adult Services Principal Social Worker post was established to lead on, oversee and develop excellent social work practice.
- A permanent Service Manager for the Deprivation of Liberty Safeguards Team was recruited to act as the Local Authority Lead Practitioner for the Mental Capacity Act ensuring that Council fulfils its responsibilities under the Mental Capacity Act 2005.
- The Bromley Safeguarding Adults Board Multi-Agency Training Programme delivered classroom-based and online learning sessions. A combined total of 2,682 training sessions were completed.
- The Quality Assurance Team audited 80 cases internally and the findings showed good compliance with Adult Social Care Recording guidance. The standard reflected person-centred casework, with good evidence of clear rationale of all key

decisions made including the adult's capacity to make specific decisions at all key points of the safeguarding concern (or the risk identified), using the five statutory principles of the Mental Capacity Act 2005.

## In 2020-2021

- We are continuing to deliver a training programme for our work force in keeping people safe.
- We will review and update the Council's safeguarding policies and procedures.
- We continue to provide support and supervision to our Independent Best Interest Assessors and Section 12 doctors to ensure DoLS assessments meet the required standard.
- DoLS assessments are carrying on during the pandemic with the use of remote assessments and there is no backlog of referrals.
- We are preparing for changes in legislation resulting in moving from Deprivation of Liberty Safeguards to Liberty Protection Safeguards.

# Bromley Safeguarding Adults Board

The Bromley Safeguarding Adults Board oversees adult safeguarding arrangements in the borough to assure itself that organisations are fulfilling their duties under the Care Act. It ensures that there is a collaborative approach to safeguarding to help 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 visit

[www.bromleysafeguardingadults.org](http://www.bromleysafeguardingadults.org)

## Achievements in 2019-2020

- In 2019-2020 the Board has focussed on its key priorities of self-neglect, hoarding, domestic abuse and fire safety in homes.
- Following the first Safeguarding Adults Review where self-neglect was the key theme, a self-neglect pathway is being developed.
- A new Bromley Safeguarding Adults Board Strategy for 2020-2023 was published incorporating the findings from public engagement consultations.
- A new BSAB logo, website and safeguarding awareness material were introduced.
- A joint event on transitional safeguarding arrangements was held with the Bromley Children's Safeguarding Partnership to highlight issues surrounding vulnerable residents who transition into adulthood.
- Events were held during National Safeguarding Week on topics such as Self-Neglect, Domestic Abuse, Modern Slavery and Disability Awareness and Safeguarding.
- Self Neglect and Hoarding Panels were held to meet rising demand and reviewed 26 cases at the Panel.
- Awareness of domestic abuse was raised within the deaf community. In addition, Children's Services promoted awareness in locations throughout the borough.
- 3,278 Home Fire Safety Visits were carried out, an average of 273 each month.
- An online safeguarding training package



was provided for all Bromley-based London Fire Brigade staff.

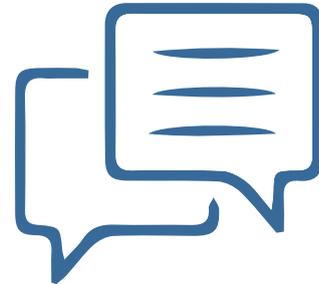
- Adult safeguarding awareness training was provided to partner organisations.
- Our Annual Conference with the theme of 'Think-Share-Exchange' was attended by 123 professionals. Four extended sessions included: living in care homes: older people's sex, sexuality and intimate relationships; homelessness and safeguarding; developing a shared professional understanding of self-neglect and multi-agency interventions and effectively embedding learning from Safeguarding Adult Reviews.



## In 2020-2021 the Board will

- Continue to focus on the key priorities of the Bromley Safeguarding Adults Board Strategy.
- Publish the findings of the Board's second Safeguarding Adults Review relating to a care home.
- Continue working together with Board members so that they have the resources and support in place to keep the community safe from harm during the COVID-19 pandemic.
- Continue to implement the Board's communication, awareness and engagement strategy with the development of a new BSAB website. This will be used as a platform to share information and resources with borough professionals and the wider community.

# Your voice heard



Adult Social Care has a long and successful history of resident engagement. 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 2019-2020 Adult Social Care survey we found that:**

- 88% of service users were satisfied with their care and support services.
- 64% of service users felt that they “had enough choice over care and support services”. This is an improvement of 6% in Bromley since 2017-2018 and should improve as more people use Direct Payments for their care and support needs.
- 75% of service users who had looked for information about services found it easy to do so. This is an improvement of 9% since 2018-2019.

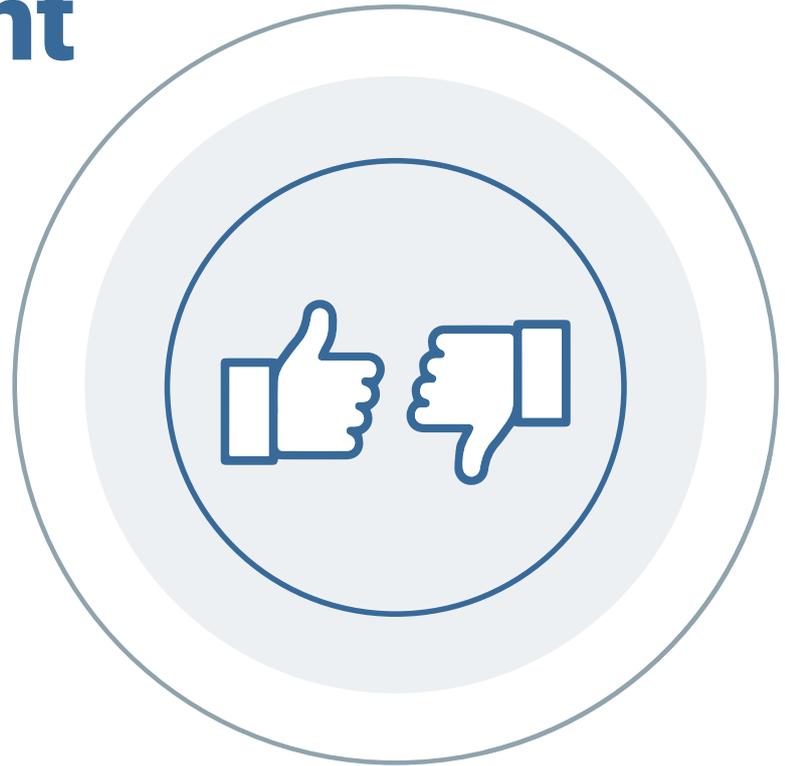
## **Bromley residents also contributed to:**

- Improving the service provided to residents who are visually impaired.
- Developing the Bromley Safeguarding Adults Board Strategy.
- Improving the Dementia Hub and Dementia Respite at Home services.
- Developing the new model for domiciliary care services.

# 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 at:** [www.bromley.gov.uk/complaints](http://www.bromley.gov.uk/complaints)

**Call:** 020 8461 7706

**Email:** [complaints@bromley.gov.uk](mailto:complaints@bromley.gov.uk)

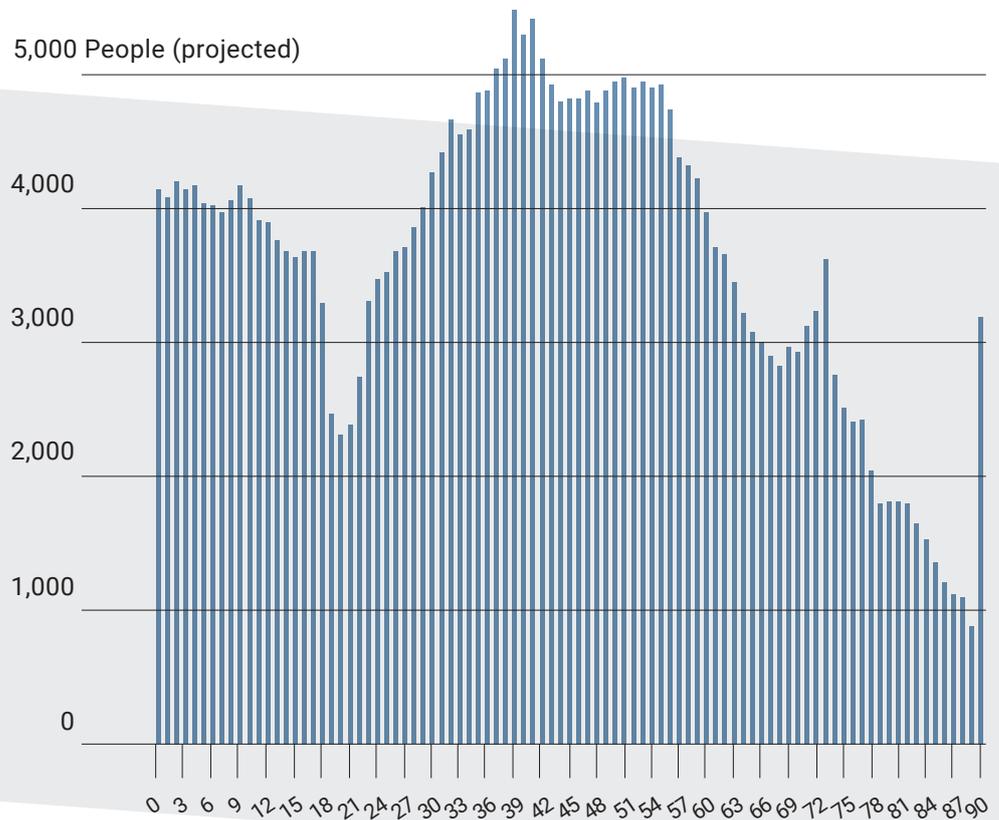
Adult Social Care was the subject of a significant 17.5% reduction in complaints from 2018/19 to 2019/20.

# Key facts

Population Estimates for the London Borough of Bromley = 329,748



## Population by age: Bromley



Ethnicity White, Mixed, Asian, Black, Other	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%	4%
Other Ethnic Groups	1%	3%	1%

# Glossary

## A

### 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.

## C

### 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.

On 1 April 2020, Bromley CCG joined with the other five CCGs in South East London to form the NHS South East London Clinical Commissioning Group. Each borough has a Board with delegated executive powers to commission certain health services within the borough in conjunction with the local authority.

### Co-production

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

# Glossary (continued)

## D

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### 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.

## E

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### Early Intervention

Action that is taken at an early stage to prevent problems worsening later on.

## H

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### Home care

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

## I

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### 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.

# Glossary (continued)

## J

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### 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.

## L

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### Learning Disability

A term 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.

## M

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### 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.

## O

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### 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.

## Q

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### Quality of Life

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

# Glossary (continued)

## R

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### 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 people whose needs cannot be met in the community.

## S

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### 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.

## T

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### 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.

**Produced by:**

Adult Social Care

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THE LONDON BOROUGH

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