

# Bromley Local Account

Adult Social  
Care Services

2020 - 2021

# Contents

<b>Welcome to our Local Account</b>	<b>3</b>
<b>How to contact us</b>	<b>5</b>
<b>More advice and support</b>	<b>6</b>
<b>Adult Social Care</b>	<b>7</b>
<b>What we spent in 2020-2021</b>	<b>9</b>
<b>What we are doing in 2021-2022</b>	<b>10</b>
<b>The Better Care Fund (BCF) and Improved Better Care Fund (iBCF)</b>	<b>12</b>
<b>Transforming Adult Social Care</b>	<b>15</b>
<b>Our Response to COVID-19</b>	<b>17</b>
<b>Dementia</b>	<b>19</b>
<b>People with Mental Health Needs</b>	<b>20</b>
<b>People with Learning Disabilities</b>	<b>22</b>
<b>Support for Carers</b>	<b>24</b>
<b>Protecting Adults who may be at Risk</b>	<b>26</b>
<b>Bromley Safeguarding Adults Board</b>	<b>28</b>
<b>Your voice heard</b>	<b>31</b>
<b>How to make a complaint or share a compliment</b>	<b>32</b>
<b>Key Facts</b>	<b>33</b>
<b>Glossary</b>	<b>34</b>

# 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 2020/21 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 2020/21
- What we are doing in 2021/22



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 2020/21, despite the pandemic, we have continued to make progress in improving support for our residents. We have:**

- Continued to support local residents to prevent situations escalating into a crisis and improve their health, wellbeing and independence through the Bromley Well Service. 10,639 referrals resulted in 3,414 adults receiving further support in 2020/21.
- Continued to improve integrated working around the hospital discharge process through the Single Point of Access to facilitate discharge during the COVID-19 pandemic. This model has been refined and mainstreamed as the MJ Award winning ONE Bromley Discharge Partnership.
- Continued to review and improve the user journey through our Adult Social Care system through service redesign, 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 2020/21 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.

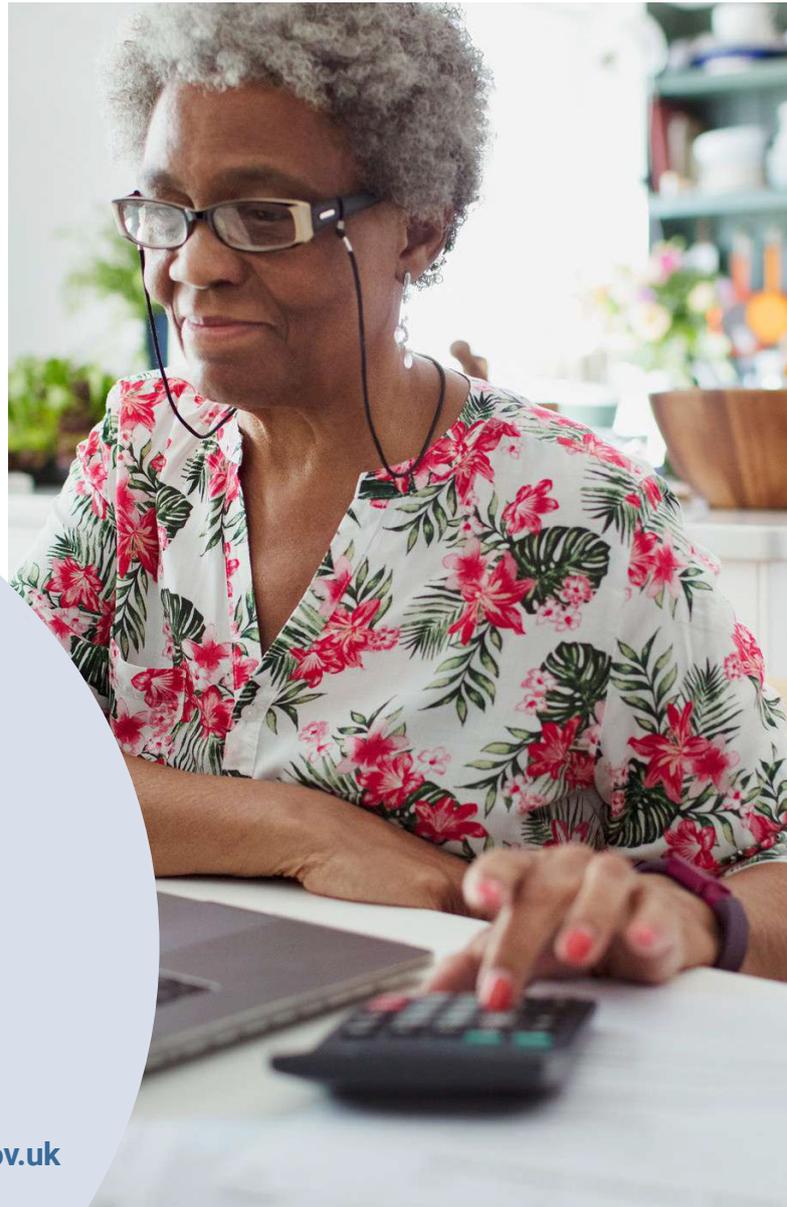
We have also responded to the COVID-19 pandemic and worked with our partners in health as well as the private and voluntary sectors to ensure that our vulnerable residents continued to receive the support they needed during this time.

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 2021-2022**

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.

**Freephone: 0808 278 7898**  
**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 and providing services either directly to you, 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 activities as well as aids and adaptations.

Adult Social Care in numbers in 2020/21

**4,387**

people were receiving an ongoing long-term service

**1,738**

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

**2,649**

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

## Adult Social Care in numbers in 2019/2020



**385**

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



**809**

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



**527**

people took a Direct Payment



**2,501**

unpaid carers had their needs assessed.



**246**

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



**128**

had a NHS Health Check\*



**3,336**

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



**1,227**

households had a Housing Assessment completed.

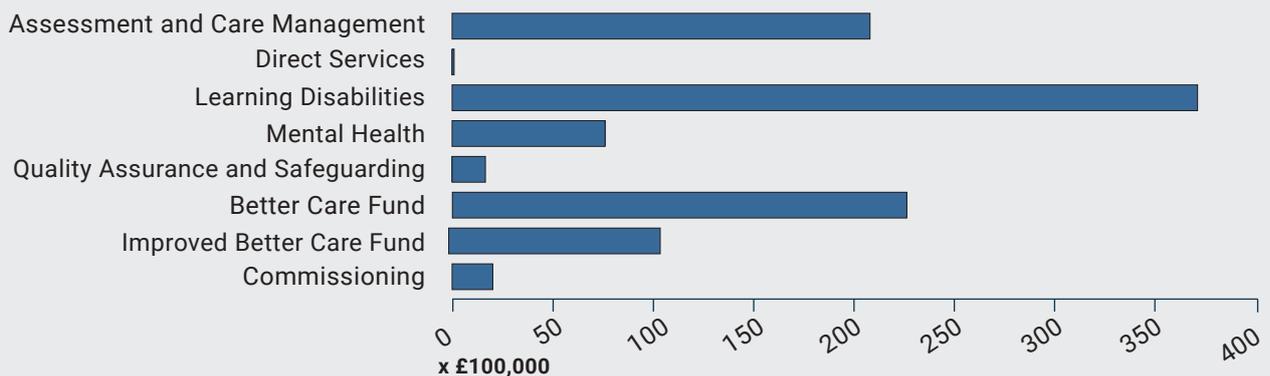
\*This programme was severely affected by the COVID-19 pandemic therefore this year's numbers were significantly reduced.

# What we spent in 2020 - 2021

At a time when the Council has to continue making challenging decisions due to a reduction in central funding as well as increasing demand for public services from an ageing population and those with increasingly complex needs, 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.

## 2020-2021 expenditure

- **£20,905,000**  
Assessment and Care Management (Complex care, long-term care)
- **£83,000**  
Direct Service (Reablement, CareLink)
- **£37,198,000**  
Learning Disabilities
- **£7,734,000**  
Mental Health
- **£1,505,000**  
Quality Assurance and Safeguarding
- **£22,835,000**  
Better Care Fund
- **£10,269,000**  
Improved Better Care Fund
- **£2,019,000**  
Commissioning



# What we are doing in 2021 - 2022

## 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 the prevention of 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.



**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.
- Recommissioning early intervention and preventative health and wellbeing services.
- Continuing to implement our Transforming Adult Social Care programme to further modernise our social care offer based upon a strengths and outcomes-based model of support.
- Working with residents to maintain or regain their independence and prevent their admission to hospital.

- Continuing to promote the use of direct payments as a model of service delivery with changes to our care management practice to facilitate this.
- Developing an Integrated Commissioning Team to commission jointly with SEL CCG all community-based and out of hospital care and support services.
- Commissioning a new domiciliary care service to support more residents to continue to live at home.
- 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.
- Delivering on our cross-cutting health and social care commissioning Learning Disability Strategy.
- Developing a new Care Homes 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 health and social care 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 which 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, and prevent their admission, 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. During 2020/21 many of its services were held virtually to provide 1:1 support and group activities which also benefited those experiencing social isolation. It received 10,639 referrals in total of which 7,225 came through the Single Point of Access and 3,414 required further support through specialist pathways.

- **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. ICNs have continued to have a positive impact in enabling people to stay at home and facilitated multi-department team interventions to enable more joined up care for residents.

- **Dementia Support Service (Dementia Hub)** – This service has established a clear pathway for people and their carers following a diagnosis providing a one stop shop for those needing information advice and guidance as well as practical support.

- **Delayed Transfers of Care (DTocS)** – Bromley’s action plan continues to ensure a reduction in delays to patients being discharged from hospital. Improved integrated working has enhanced the hospital discharge process and continues to have a positive impact on local and out-of-borough discharge procedure and process and hence enhance both the quality of patient experience at discharge and anticipated performance. The measurement of DTocS nationally has been paused since February 2020 but Bromley continues to monitor performance and work as a system to address any discharge issues.
- **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 90.7% as of the end of March 2021. 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. During the COVID-19 pandemic, the practice succeeded in vaccinating 100% of eligible Bromley 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.

Having previously evaluated our internal processes and reviewed how we work with our partners so that individuals and families receive the support they need, we identified four areas of focus. The following work streams continued to be developed during 2020/21 and into 2021/22.

## **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 and prepare for retendering this service.

- Delivery of commissioning priorities based upon strategic analysis which sits alongside our Ageing Well in Bromley, Learning Disability and Integrated Mental Health and Emotional Wellbeing Strategies has begun with a renewed focus on promoting independence and wellbeing.

## **Working with the NHS**

- Previous learning from the discharge process enabled the implementation of the new Single Point of Access arrangements to manage hospital discharge to either residential care or at home with an appropriate level of support during the pandemic. This model has been further developed and mainstreamed as the ONE Bromley Discharge Partnership during 2021. With our NHS and voluntary sector partners we won the national MJ Award for integrated health and care services.
- 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

- A strengths and outcomes-based approach practice framework was developed in conjunction with the Social Care Institute for Excellence (SCIE) and launched in December 2020. This will assist social care staff to work in new ways that enable the wellbeing of individuals and that builds 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 the responsibility to encourage providers to develop services that support vulnerable residents. New priorities have been identified to help deliver the Ageing Well in Bromley, Learning Disability and Integrated Mental Health and Emotional Wellbeing Strategies.
- A new Care Homes Strategy is being developed to support the market during the recovery from the pandemic.

# 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 2020, impacted on Adult Social Care as care management and health and social care providers sought to support vulnerable residents.

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.

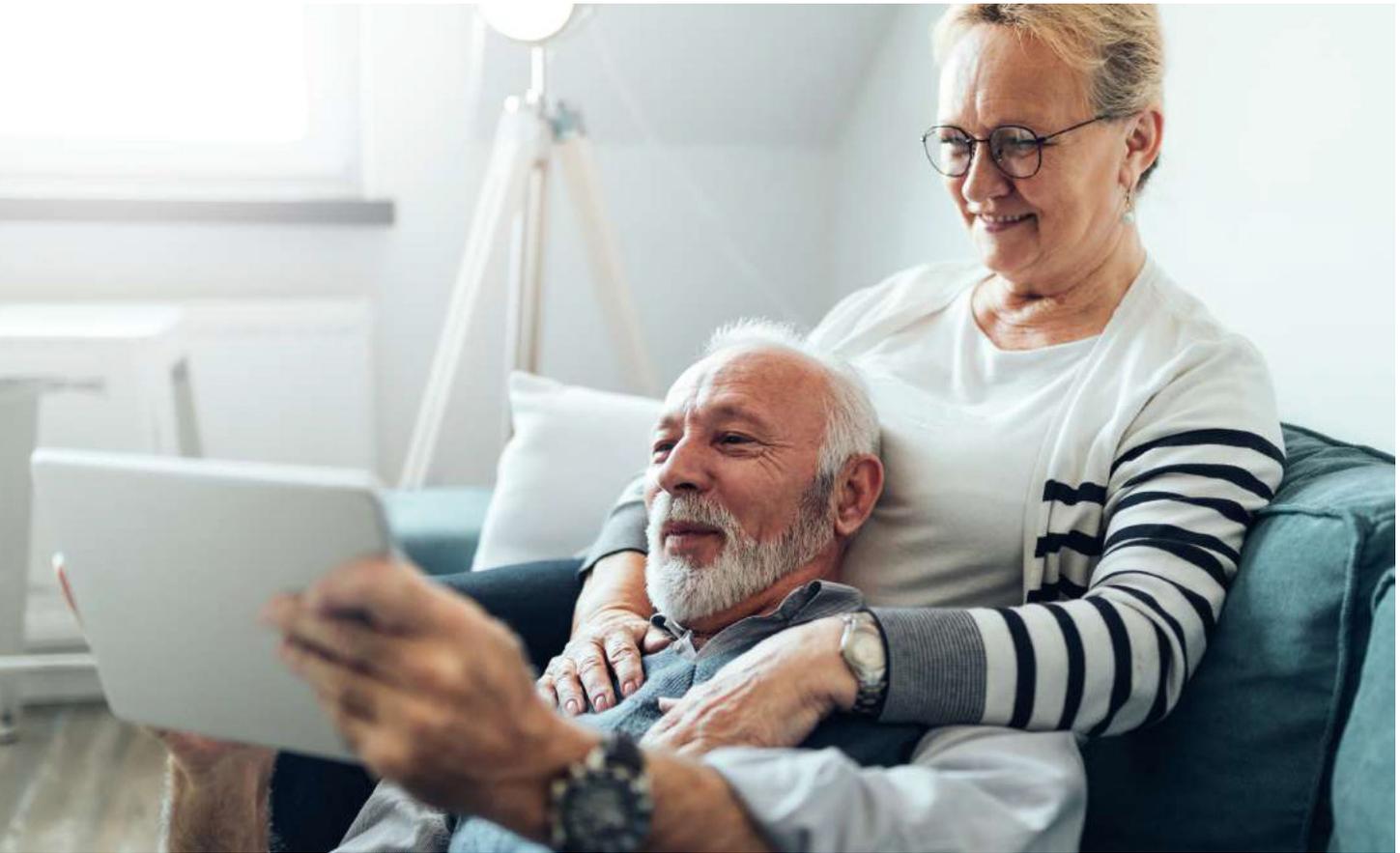
These adjustments continued throughout 2020/21 and into 2021/22 during the subsequent waves of the pandemic.



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 meaning that assessments and reviews continued as normal.



- 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.
- 3,042 residents were supported in being safely discharged from the Princess Royal University Hospital.
- 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) until the national portal was established for providers registered with the CQC. By the end of September 2021 just under 2 million items of PPE equipment were issued by the Council to these services when needed.
- Bromley Council has also worked with partners in health as well as residents with direct payments and unpaid carers to ensure they had PPE equipment as required.
- 4,618 local residents signed up as volunteers to support vulnerable residents.
- 1,950 vulnerable residents were supported by volunteers.
- 22,279 residents were identified as clinically extremely vulnerable to COVID-19 during the pandemic and were supported with information and advice.
- 1,046 shielding residents were assisted directly with advice, support to access food and essential supplies, medication deliveries or support to overcome social 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 2020-2021

- It is estimated that there are around 4,500 adults with dementia in Bromley. 2,398 individuals had a diagnosis of dementia in 2019/20.
- 684 people of all ages had a primary support reason of memory and cognition in 2020/21, which compares with 659 in 2019/20.

## Achievements in 2020-2021

- The Dementia Support Service (Dementia Hub) continued to provide a clear pathway for people and their carers immediately following diagnosis. Support continued both in person and virtually such as the Memory Lane Dementia Café, singing groups, exercise, peer support groups and carers support.
- The Dementia Support Service continued to deliver online courses 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 2021-2022

- The Dementia Support Hub will continue to provide support both virtually and face to face with activities being offered in a variety of formats to reach as many residents as possible.
- We will review services for people who have been diagnosed with dementia in order to ensure best practice is embedded in service delivery.

# 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 to deliver our Care Act responsibilities.

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

## Key Statistics in 2020-2021

- Just under 3,000 individuals have a severe mental illness.
- 10.8% of Bromley residents aged 18 and over were recorded as having depression in 2020/21.
- Bromley has the sixth highest level of recorded depression in London in 2020/21.
- 1,178 individuals received mental health support from Bromley Well mental health services.
- During 2020/21 we carried out Mental Health Act Assessments of 3,821 people.

**The Community Mental Health Teams for working age adults 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**



## Achievements in 2020-2021

- We have published our Joint LBB and CCG Mental Health Strategy and Action Plan. The Action Plan focuses on: prevention; early intervention; multidisciplinary approach to treatment; complex and long-term support; recovery and rehabilitation, and integrated delivery.
- In partnership with Bromley Well we designed a new COVID-19 wellbeing support service to support clients to manage mental

health issues triggered or perpetuated by the virus/pandemic. The service aimed to improve wellbeing, resilience, lifestyle and social health.

## In 2021-2022

- We will begin the transformation of community-based mental health services through the Mental Health and Emotional Wellbeing Hub made up of multidisciplinary psychology and welfare professionals from Oxleas NHS Trust and MIND.

# People with Learning Disabilities

The Learning Disability Service undertakes 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:

London Borough of Bromley,  
2nd Floor, Stockwell Building,  
Civic Centre, Stockwell  
Close, Bromley,  
BR1 3UH  
020 8464 3333

## Key Statistics in 2020-2021

- Our borough is home to over 6,000 adults with a learning disability.
- The population of adults with learning disabilities aged 18-64 years is expected to grow by 1.8% and that of those aged 65+ by 5% over the next five years.

## Achievements in 2020-2021

- 324 people with learning disabilities were supported through Supported Living compared with 301 in 2019/20.
- 185 people with learning disabilities were supported through a direct payment.
- 452 people with learning disabilities were living on their own or with their family. This is 71% of the 638 people with learning disabilities who receive services from Bromley Council.
- 563 people with a learning disability received support from Bromley Well's Learning Disability service, of whom 382 received emotional support either face to face or by phone.
- The Council and CCG agreed a Joint Learning Disability Strategy for Bromley for 2020 onwards. This brings 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 new Learning Disability Partnership Board is overseeing the implementation of the strategy and brings together service users, parents/carers and key stakeholders across a wide range of services.
- New contracts have been awarded to modernise day services, respite and supported living through a major transformation to better reflect the needs and aspirations of users with an emphasis upon community-based support.
- The Bromley Well service continued to offer a range of interventions to clients including provision of online learning platforms.

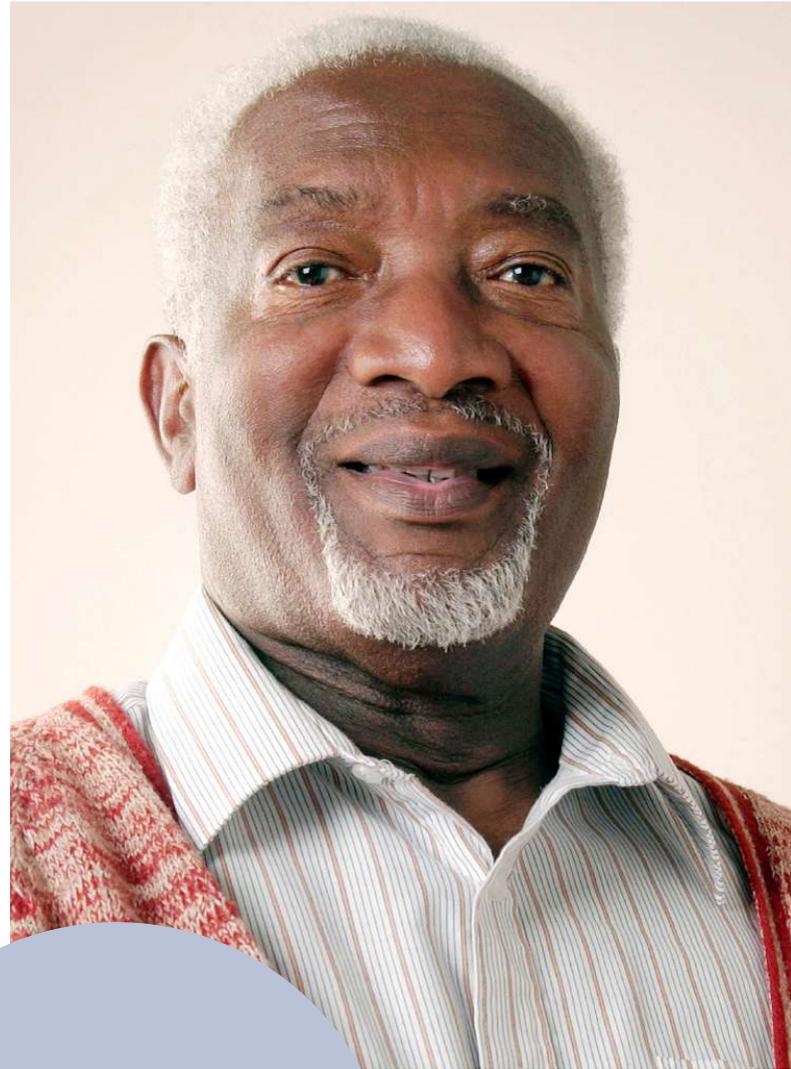
## In 2021/2022

- We will deliver a fully recommissioned buildings-based day service for those with complex needs.
- We will tender further supported living contracts.
- We will develop a number of day service hubs across the Borough.
- We will commence a review of commissioned respite services, in advance of a tender.
- We will review employment opportunities and pathways in partnership with colleagues in Children's Services, the business community and other key stakeholders.

# 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: 0808 278 7898**

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



## Key Statistics in 2020-2021

- During 2020/21 2,501 carers were assessed to determine their support needs (this includes assessments carried out separately or with the person they care for).

## Achievements in 2020-2021

- During 2020/21 573 individuals were referred to the Bromley Well Carers Service. In total 2,104 carers were supported in some way, of whom 1,448 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 2020/21 107 young carers were referred. 261 young carers attended leisure activities, 224 young carers attended training sessions, and 107 young carers received emotional support.

- Bromley Well continued to provide support to carers' wellbeing during the COVID-19 pandemic. This included: a new virtual drop-in service to provide confidential support by a mental health carers' support adviser for both new and existing carers; a four 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. A 'Coping with Caring during COVID' booklet was also produced for carers.

## In 2021-2022

- Bromley Well will continue to deliver services both virtually and in person.
- Bromley Well continues to work with carers to develop their carers' offer and with Bromley Council to support carers accessing services.

# 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 actions need 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 2020-2021

- 1,110 safeguarding concerns generated
- 530 safeguarding enquiries started
- 812 Concluded Enquiries
- 1,377 Deprivation of Liberty Safeguarding (DoLS) applications responded to.

## Achievements in 2020-2021

- During the COVID-19 pandemic a Care Home Operational Group was established to review any challenges to residents' safety. Daily meetings were held with representatives from Adult Social Care, Public Health, health providers, commissioners and GPs.
- The Adult Services Principal Social Worker post was appointed to lead on, oversee and develop excellent social work practice.
- The Bromley Safeguarding Adults Board Multi-Agency Training Programme delivered its classroom-based training in webinar

format during the COVID-19 pandemic.

- We continued to provide support and supervision to our Independent Best Interest Assessors and Section 12 doctors to ensure DoLS assessments meet the required standard.
- Timely DoLS assessments continued during the pandemic with the use of remote assessments.

## In 2021-2022

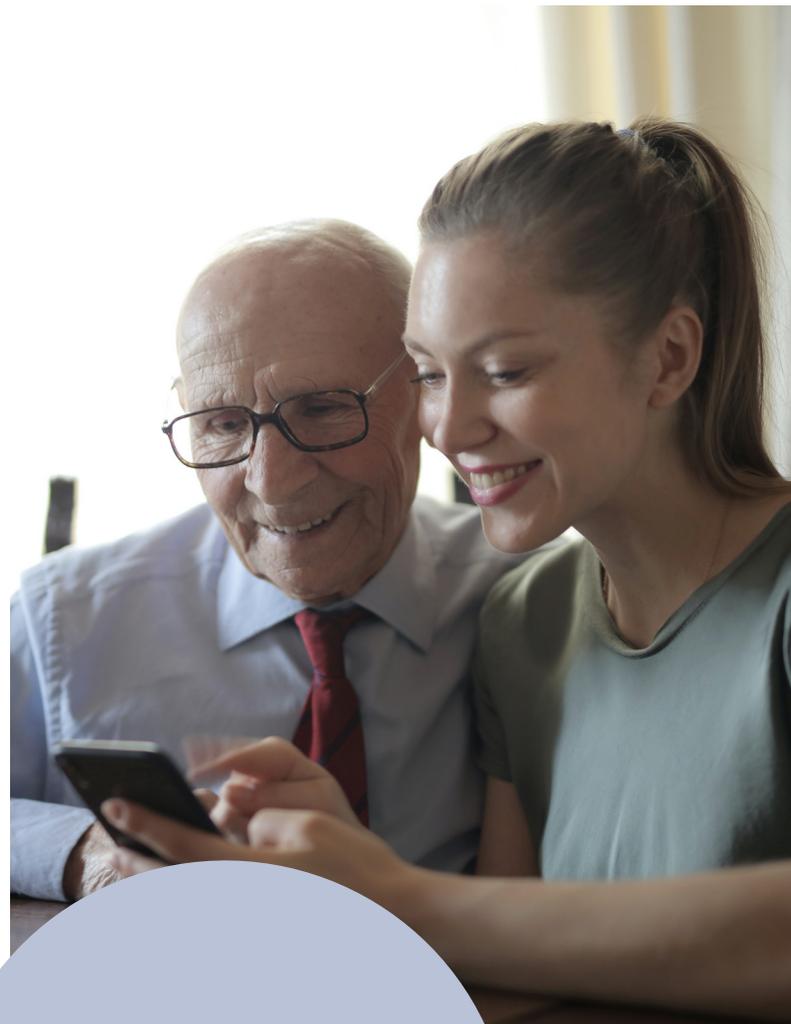
- We are continuing to deliver a training programme for our work force in keeping people safe.
- We have resumed face to face assessments for DoLS but also using virtual assessments where that is needed to minimise risk.
- We are preparing for changes in legislation resulting in moving from Deprivation of Liberty Safeguards to Liberty Protection Safeguards.

# Bromley Safeguarding Adults Board

The Bromley Safeguarding Adults Board oversees adult safeguarding arrangements in the borough and assures 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 2020-2021

- In 2020/21 the Board has focussed on its key priorities of self-neglect, hoarding, domestic abuse and fire safety in homes as well as how to ensure the work of the Board was continued during the pandemic.
- A Complex Case pathway was developed together with colleagues in Lambeth and Southwark. This was influenced by the learning from the Board's first SAR where self-neglect was the key theme of its evaluation.
- The Board developed and published its first standalone website in June 2020. This coincided with the launch of its first social media presence on Twitter. The website includes information about the Board's key thematic priorities, sharing information on specific safeguarding topics as well as signposting the community to support services locally and nationally. Professionals are also able to access key local and regional policies and procedures.
- Safeguarding Awareness promotional material was developed in digital format and shared with wider partners for distribution.
- The 2020 annual Safeguarding Awareness week covered a range of topics that took into consideration the impact that COVID-19 had on the subject matter.



## In 2021-2022:

- The BSAB will schedule an annual challenge event and will use the pan-London Safeguarding Adults Partnership Audit Tool (SAPAT) to share individual agency information and experience on areas related to adult safeguarding.
- The BSAB will explore methods of engaging service users, linking in with other Safeguarding Adult Boards across London to gain an understanding of the wider service user experience.
- The Board's website will be the main source of information on Adult Safeguarding for service users, volunteers, and professionals. This will host updated Board policies & procedures and will promote existing & new support services.
- Working closely with the Bromley Safeguarding Children's Partnership, Bromley Health and Wellbeing Board and the Bromley Safer Partnership, the BSAB will map the work and priorities of each Board to further strengthen the synergy across Boards.
- The BSAB will continue to deliver a training programme in webinar format and via online ME Learning, providing accessibility for professionals and volunteers who work with vulnerable adults within Bromley.
- The Board's communications subgroup will continue developing Safeguarding Awareness resources, with materials also developed in an easy-read format to reach a wider audience.

# 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.

Some of our formal routes of gathering views and experiences from residents who use our services or provide unpaid care to support family and friends were postponed due to the pandemic. However, we continued to use previous engagement with residents to help re-shape services for those with learning disabilities and those who use 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.

Adult Social Care was the subject of a significant 51% reduction in complaints from 2019/20 to 2020/21.

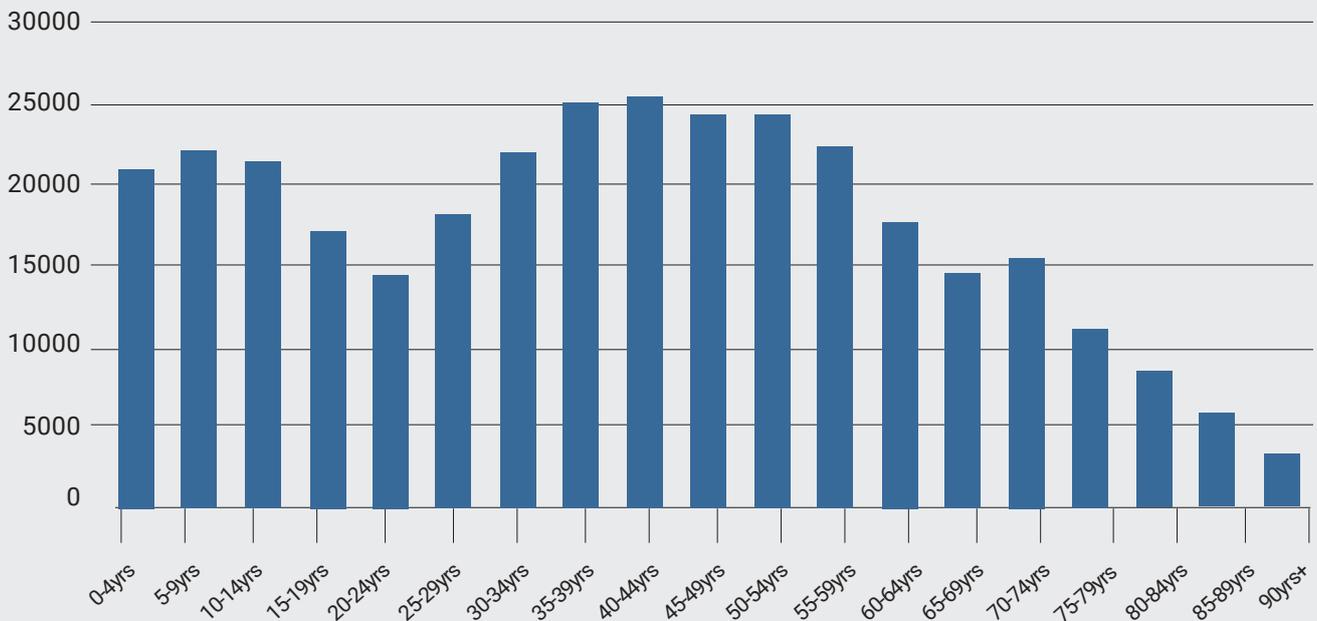


**You can make a compliment or complaint to the London Borough of Bromley in the following ways:**  
**Online at:** [www.bromley.gov.uk/complaints](http://www.bromley.gov.uk/complaints)  
**Call:** 020 8461 7706  
**Email:** [complaints@bromley.gov.uk](mailto:complaints@bromley.gov.uk)

# Key facts

Mid-2020 Population Estimates for the London Borough of Bromley = 332,752

## Population by age: Bromley



Source: MYE 2: Population Estimates: Persons by Single Year of Age and Sex for Local Authorities in the UK, mid-2020.

Ethnicity White, Mixed, Asian, Black, Other	Bromley	London	England
White	82.4%	57.1%	83.9%
Mixed/ Multiple Ethnic Groups	4.5%	6.1%	2.8%
Asian/ Asian British	5.4%	19.1%	8.4%
Black African/ Caribbean/ Black British	6.7%	14.1%	3.8%
Other Ethnic Groups	1.0%	3.6%	1.1%

ONS 2020 Population denominators by broad ethnic group and for White British, local authorities in England and Wales: 2011 to 2019: Local Authority Denominators 2019

# Glossary

## A

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### 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

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### 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 yet 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 at a later stage.

## 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 that is used to describe a brain impairment that may have made 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

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

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

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