

**Bromley
Local Account
of Adult Social
Care Services**

2021 - 2022

Contents

Welcome to our Local Account	3
How to contact us	5
More advice and support	6
Adult Social Care	7
What we spent in 2021-2022	9
What we are doing in 2022-2023	10
The Better Care Fund (BCF) and Improved Better Care Fund (iBCF)	12
Transforming Adult Social Care	15
Our Response and Recovery from COVID-19	18
Dementia	20
People with Mental Health Needs	22
People with Learning Disabilities	24
Support for Carers	26
Protecting Adults who may be at Risk	28
Bromley Safeguarding Adults Board	30
Your voice heard	33
How to make a complaint or share a compliment	35
Key Facts	36
Glossary	37

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 2021/22 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 2021/22
- What we are doing in 2022/23



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 be to support existing networks to enable people to act for themselves.

During 2021/2022 we 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. We processed 9,141 referrals of which 3,620 adults received further support in 2020/2021.
- Developed the One Bromley Discharge Partnership integrated model to facilitate discharge during the pandemic and embedded it in current practice. Together with the work of the Care Home Network to provide health and social care support to care homes, extra care housing and supported living schemes Bromley received the MJ Award for health and social care integration.
- 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.

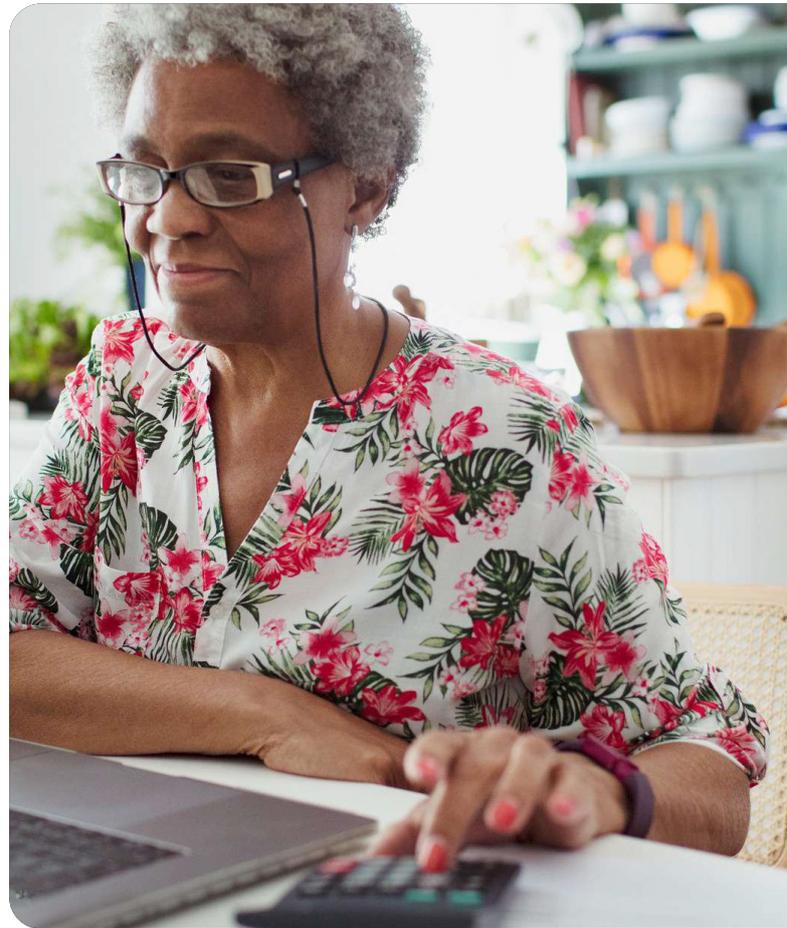
During 2021/2022 we continued to deliver on the Transforming Adult Social Care programme with the aim of modernising our social care offer using a strengths-based model of support. We are focussing on the way we support residents to receive the right level and type of support, at the right time, to maximise their independence and ensure they have choice and control over their support.

Our joint commissioning arrangements with the NHS, together with ever closer working with providers in the private, public and voluntary sectors, have seen the continued development of new and innovative ways of working within Bromley to provide improved services for our most vulnerable residents.

Kim Carey,
Interim Director of Adult Social Care

How to contact us

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

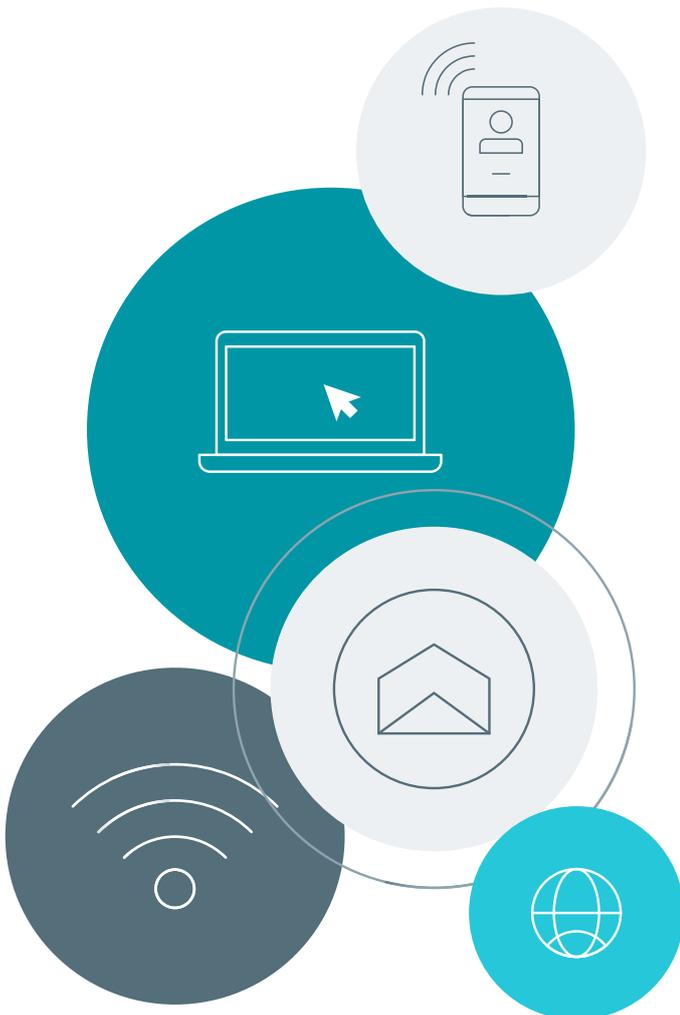


Write to us:
Adult Social Care,
Civic Centre,
Stockwell Close,
Bromley, BR1 3UH

Call us: 020 8461 7777

Visit: www.bromley.gov.uk

Email us:
adultsocialcare@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 2022/23

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



Get a free copy by emailing:
health.partnership@bromley.gov.uk



Or visit: www.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

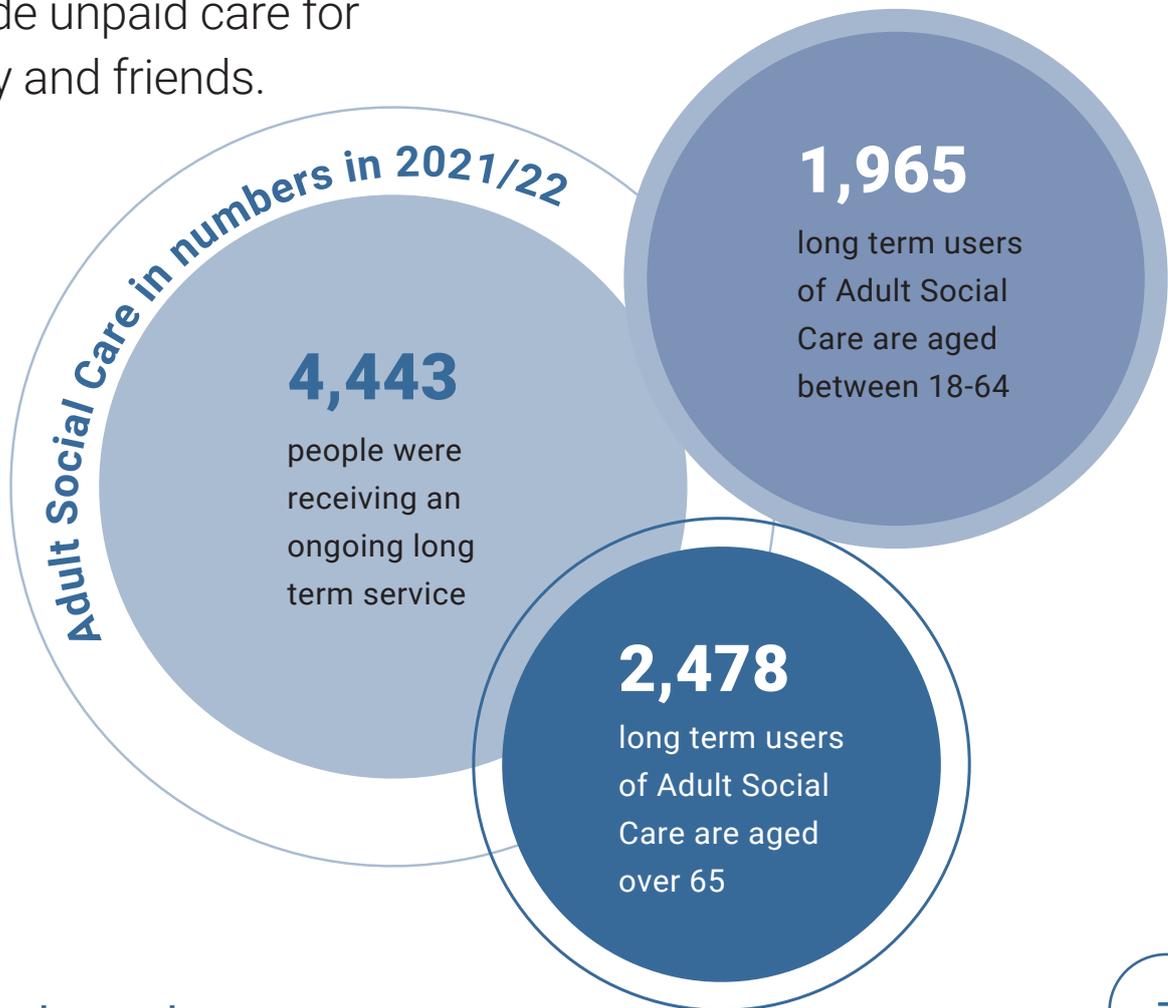


Visit: www.bromleywell.org.uk

Adult Social Care

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

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 and day activities as well as aids and adaptations.



Adult Social Care in numbers in 2021/2022



438

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



713

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



524

people took a Direct Payment



3,127

unpaid carers had their needs assessed



6,271

people were invited to have a NHS Health Check



1,933

people had a NHS Health Check



3,425

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



1,191

households had a Housing Assessment completed

What we spent in 2021 - 2022

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.

2021/2022 expenditure

- **£25,374,000**
Assessment and Care Management
(Complex care, long-term care)
- **£117,000**
Direct Service
(Reablement, CareLink)
- **£39,170,000**
Learning Disabilities
- **£8,380,000**
Mental Health
- **£1,779,000**
Quality Assurance and Safeguarding
- **£24,175,000**
Better Care Fund
- **£10,050,000**
Improved Better Care Fund
- **£2,323,000**
Commissioning

What we are doing in 2022 - 2023

The Adult Care and Health Strategic Priorities for 2022-2023 are shaped around two of the ambitions from the Corporate Strategy – Making Bromley Even Better 2021-2031:

- ✓ **Ambition 2:** For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
- ✓ **Ambition 5:** To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

Areas of focus, in support of these ambitions, include:

- Continuing the development of the One Bromley Local Care Partnership, delivering integrated health and social care services in line with the NHS Long Term Plan. This means strengthening our partnership practice across social care and health services to make the best use of our resources.
- Developing and implementing an Adult Services Strategy using a strengths-based approach with a greater emphasis on prevention and early help and more strongly engaging family and community in supporting individuals.
- Ensuring older people are safe and safeguarded, protected from financial abuse, remain connected to their communities, live in homes suitable for their needs and aspirations while maintaining and improving their health.
- Working with carers, including young carers, and those providing support to carers, to better understand and meet their needs and aspirations.



- Delivering our Mental Health and Wellbeing strategy, improving prevention and early intervention, developing integrated multi-disciplinary and multi-agency approaches to treatment and improving support to adults with long-term and complex needs, better supporting recovery and rehabilitation of all those with mental health challenges.
- Developing our offer for adults who have learning disabilities in the borough, helping individuals to be as independent as possible and living in

- supportive and inclusive communities: tackling social isolation, providing more choice of supported accommodation and housing and boosting employment opportunities for this group.
- Encouraging education and skills development for adults and supporting them to enter employment.
- Delivering our Tackling Loneliness Initiative – aiming to reduce isolation and improve the wellbeing of Bromley residents of all ages.
- Exploring and implementing innovation in seeking to improve outcomes for service users and make best use of the resources at our disposal.
- Working within our budgets to deliver high quality services to our residents whilst ensuring the prudent and efficient management of our finances.
- Maintaining our focus on commissioning and market shaping, developing integrated and joint commissioning where it makes sense to do so, and ensuring we commission intelligently with clear outcomes in mind. Ensuring our commissioned services deliver what is expected through robust and active contract management.
- Developing information and knowledge sharing across Partnership agencies to enhance the intelligence available to all agencies in planning and evaluating our services.

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 One Bromley Local Care Partnership and the Local Authority. The spending plan for the BCF must be jointly agreed by Bromley Council and One Bromley Local Care Partnership.

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 in a timely manner
- **Winter Pressures** – to prevent admission to and support timely discharge from hospital during the winter to relieve pressure on hospital beds
- **Health Support to Extra Care Housing & Care Homes** – providing additional support to people living in these locations
- **Dementia Hub** – to increase diagnosis and universal post diagnosis support
- **Community Equipment** – to support discharge from hospital
- **Self-Management & Intervention (Bromley Well)** – to focus on prevention and self-management of people with long term conditions and avert avoidable admissions 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 2021/2022, it received 9,141 referrals in total of which 3,620 adults required further support through specialist pathways. A review and re-commissioning of the service continues its focus on prevention and self-management, supporting hospital discharge through a robust non-statutory offer and increasing the support to carers and self-funders in line with the Adult Social Care Reforms. The new contract began on 1 October 2022.

- **One Bromley Discharge**

Partnership – introduced in wave 1 of the Covid pandemic, the Single Point of Access (SPA) has been further strengthened and formally established. The integrated health and care discharge triage and care pathways continue to provide timely hospital discharge and post-discharge care and support to enable residents to safely transition out of hospital and back to the community. This includes a robust rehabilitation and recovery offer, a home first offer for those with complex needs to prevent admissions to care homes and an exemplary end of life care offer to enable people to die at home where this is their choice.

This has enabled a reduction in the length of stay which has seen a slight increase following Covid19. The SPA received the 2021 MJ award for health and care integration.

- **Integrated Community Equipment –**

A Joint Clinical Lead for Community Equipment, funded through the BCF, is providing rigorous clinical leadership in this area ensuring community equipment is used effectively and innovatively to maximise independence and support person-centred care.

- **Assistive technology –** there has been a significant increase in BCF funding to support the full rollout across health and social care of a range of assistive technologies to support assessment, hospital discharge and enabling people to remain at home living independently. Going forward the assistive technology infrastructure will enable the mobilisation of virtual wards locally.

- **Housing with care –** work is underway to develop new approaches for housing with care with the first phase reviewing and developing the existing BCF funded extra care housing.



Transforming Adult Social Care

In Bromley we continue to transform adult social care services by building on the assets and strengths of individuals, families and our communities and the delivery of community-based information, advice, care and support. An important part of this transformation is joining up care and health services with NHS partners and other agencies.

We focussed on the following workstreams during 2021/2022.

Supporting people to remain active and independent in their communities

- The primary and secondary interventions service has been recommissioned to enhance early intervention and preventative support including a comprehensive information, advice and guidance service to self-funders and work to reduce loneliness and social isolation.

- Commissioning priorities, supported through our Ageing Well in Bromley, Learning Disability and Integrated Mental Health and Emotional Wellbeing Strategies, are being delivered with a focus on promoting independence and wellbeing. Successes include the development of community-based day activity hubs for people with learning disabilities and the Community Mental Health and Emotional Wellbeing Hub.
- Housing with Care - Adult Social Care and Housing Services have embarked on a new programme of work to increase the housing with care options available in the borough.
- New ways of supporting residents through assistive technology are being piloted. Projects include supporting people with autism and learning disabilities, self-care support to residents with long-term Covid and assistive technology to help people's discharge from hospital.

Working with the NHS

- The successful development of our care and health integrated hospital discharge arrangements during the pandemic has now been mainstreamed. Over 80% of discharges took place on the same day as the patient becoming medically fit for discharge. This ensured residents did not need to remain in an acute setting any longer than necessary and were able to be discharged as soon as possible, in line with the wishes of the overwhelming majority of patients. With our NHS and voluntary sector partners Bromley won the MJ national award for integrated health and care services for the work on supporting hospital discharge and supporting care homes.
- Close working with NHS partners during 2021/2022 has supported the introduction of the South East London Integrated Care System together with the establishment of the One Bromley Local Care Partnership Board with joint Council and NHS leadership.
- The structure of Care Management has been reviewed and aligned with the Primary Care Networks in the borough. Joint work across social care teams and the NHS takes place across all client groups, with combined care and support plans agreed to meet both health and care needs.

Strengths and Outcomes-Based Practice

- Social care staff continue to deliver a strengths and outcomes-based approach to work in 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.
- Support and resources for staff and residents to promote the use of direct payments were launched in January 2022. Direct payments can enable residents to build upon their own strengths and allow innovative ways to achieve agreed outcomes whilst promoting independence, choice and control.

Managing and Developing the Market

- Local authorities have the responsibility to encourage providers to develop services that support vulnerable residents.
- The new domiciliary care service was launched in summer 2021 with eight providers working on geographical patches across the borough supported by a framework of agencies to provide extra support. This allowed the extra demand made on services during the Covid surges in winter 2021/2022 to be met.
- Care homes are supported through a joint care and health programme to support high quality care as well as ensure fair access to quality health provision. Work in 2021/2022 has included supporting digital communications across all care homes; rolling out Covid vaccinations to all homes and implemented a falls prevention project.

- Community Links Bromley was supported to update its Simply Connect directory of things to do and places to go as well as local organisations that can offer help and support.
- The recommissioning of learning disability services for day activities, day services for people with complex needs and supported housing has brought a number of new providers into the borough.
- Extra resources have been invested into Bromley's Wake up to Care campaign to support local care homes and home care agencies recruit people into caring roles.



Our Response and Recovery from COVID-19

The COVID-19 pandemic saw the country face unprecedented times with a series of lockdowns, restrictions on social activity and movement across the country as waves of the virus and its variants impacted the country.

During this time Adult Social Care together with 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 had been 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. Many of the wider support mechanisms that vulnerable adults relied upon were no longer available and many embraced virtual delivery of support.

Following the third national lockdown in January 2021, easing of restrictions began in March and continued throughout the summer and autumn. The vaccination programme was introduced in December 2020 and by August 2021 75% of the population were fully vaccinated. Some restrictions were re-introduced with the development of the Omicron variant in December 2021.

Throughout the later waves of the Covid pandemic in the winter of 2021/2022 local care and health services successfully worked together to help people stay safe and to reduce admissions to our local hospital and demand on GP surgeries.



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.
- The establishment of the Care Home Network to provide health and social care support to care homes, extra care housing and supported living schemes for people with learning disabilities. The work of the Network contributed to the MJ Award for health and social care integration. The Network worked with partners to:
 - train 100% of staff in Infection Prevention and Control (IPC).
 - support the delivery of COVID-19 vaccination programme to care home residents and staff, achieving 97% uptake for the primary dose.
 - provide effective surveillance to identify and manage over 100 Covid outbreaks
 - provide acute level treatment for residents to prevent hospital admission
- 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 had been issued by the Council to these services when needed.

Dementia

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

Dementia Hub

The Hub provides personalised community-based support appropriate to the circumstances of the person with dementia, their family and informal carers and the stage of their condition. Maintaining independence of people with dementia is a key aim of the service and it provides an information and advice line, dementia advisors, dementia cafes, training workshops, a volunteer befriending service and a young onset service.

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 2019/2020.
- 553 people of all ages had a primary support reason of memory and cognition in 2021/2022, which compares with 684 in 2020/2021.



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



Achievements in 2021-2022

- 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.
- Take up of services is high: 930 individuals had a Dementia Advisor, 126 attended one of the dementia cafes, 55 used the befriending service and 110 carers attended the specialist training workshops.
- 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

In 2022-2023

- 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 including people with dementia, families and informal carers and professionals.
- We will review services for people who have been diagnosed with dementia in order to ensure best practice is embedded in service delivery.
- We will launch a new Cognitive Stimulation surgery through the Memory Clinic providing therapy courses for people in the later stages of dementia.

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 2021-2022

- Just under 3,250 individuals have a severe mental illness, 20% of whom have a long-term physical health condition.
- 10.8% of Bromley residents aged 18 and over were recorded as having depression in 2020/2021. 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 sixth highest level of recorded depression in London.
- 710 new individuals were referred for mental health support from Bromley Well mental health services.

The Community Mental Health Teams for working age adults are based at:

Bromley West

First Floor, Beckenham
Beacon, 379 Croydon Road,
Beckenham,
BR3 3QL
020 8659 2151

Bromley East

1-6, Carlton Parade,
Orpington, Kent,
BR6 0JB
01689 892300



Achievements in 2021-2022

- We have begun the transformation of community-based mental health services through the Mental Health and Emotional Wellbeing Hub, an innovative NHS/ voluntary sector partnership, made up of multi-disciplinary psychology and welfare professionals from Oxleas NHS Trust and Bromley and Lewisham MIND. The Hub was opened in January 2022.
- Eight new Mental Health Practitioners were recruited within GP Practices/Primary Care Networks (PCNs) to support people with mental health challenges to access services in their local GP Practice rather than secondary care.
- Enhanced employment support services for people with mental health challenges were rolled-out as part of the Bromley “Recovery Works” offer. This includes additional people able to use the Individual Placement and Support (IPS) services to access jobs and employment.

In 2022-2023

- The Mental Health and Emotional Wellbeing Hub will expand with additional services including housing support and improved links with GPs and other voluntary sector organisations.
- A wide scale service-user engagement exercise to inform future service delivery in Bromley is being undertaken led by the independent XbyX (Experts by Experience).
- We will begin developing a new joint adult mental health recovery and housing pathway support@home service to commence in October 2024.
- We will review current community mental health services in order to improve delivery and meet individual needs across the NHS, Council and voluntary sector.

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, North Block,
Civic Centre, Stockwell Close,
Bromley, BR1 3UH
020 8464 3333

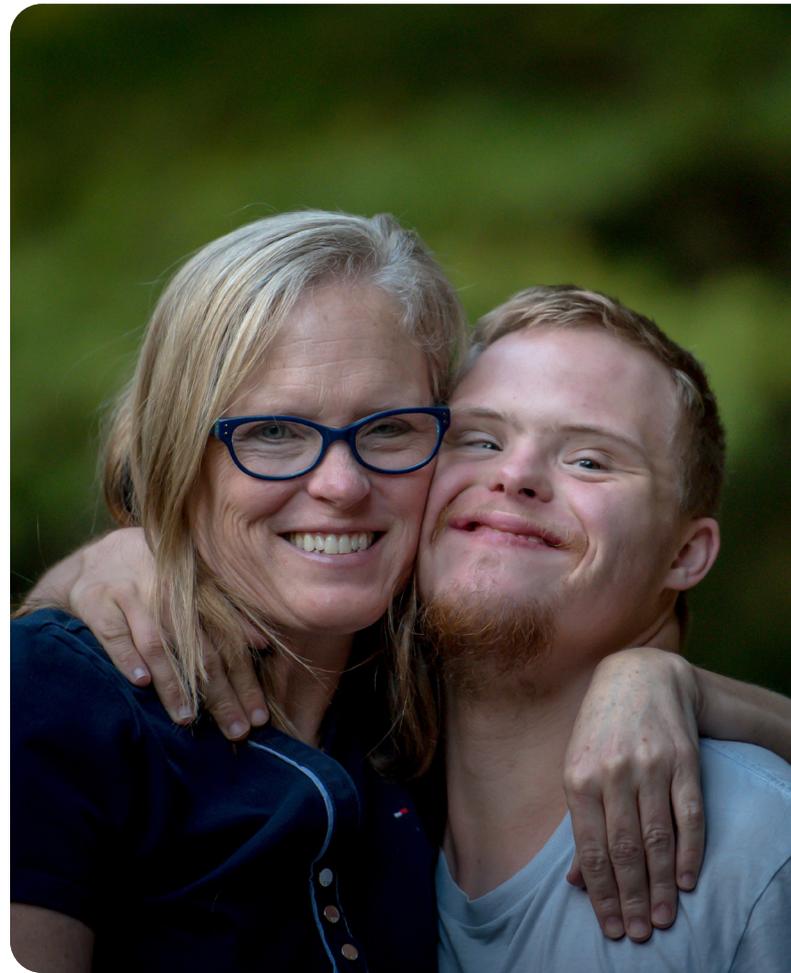
Key Statistics in 2021-2022

- 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 1.8% and that of those aged 65+ by 5% between 2020 and 2025.
- There will be an additional 30% of adults with learning disabilities aged 18-64 who will be eligible for services and 10% aged 65+ over the next 5 years.

Achievements in 2021-2022

- 188 people with learning disabilities were supported through Supported Living schemes.
- 200 people with learning disabilities were supported through a direct payment.
- 506 people with learning disabilities were living on their own or with their family. This is 77.6% of the 652 people with learning disabilities who receive services from Bromley Council.

- 699 people with a learning disability received support from Bromley Well's Learning Disability service, of whom 317 received emotional support either face to face or by phone.
- A new service supporting people with learning disabilities into voluntary, between and / or paid work was launched in May 2021.
- New services have been commissioned which have modernised day services throughout the borough by providing community based hubs. An easy read brochure with information on all day activities allows individuals to choose those they wish to attend. The building-based service remains in place for those with more complex needs and was also re-tendered.
- More than 120 people with learning disabilities were encouraged and supported to return to day services following national lockdowns.
- The majority of Supported Living services have also been re-commissioned during the year by Bromley Council including new providers bringing a fresh approach to providing services.
- The Bromley Well service continued to offer a range of interventions to clients including provision of online learning platforms.
- Funding for the Autism project continues to support people from the age of 16 with autism and has benefitted many younger people.



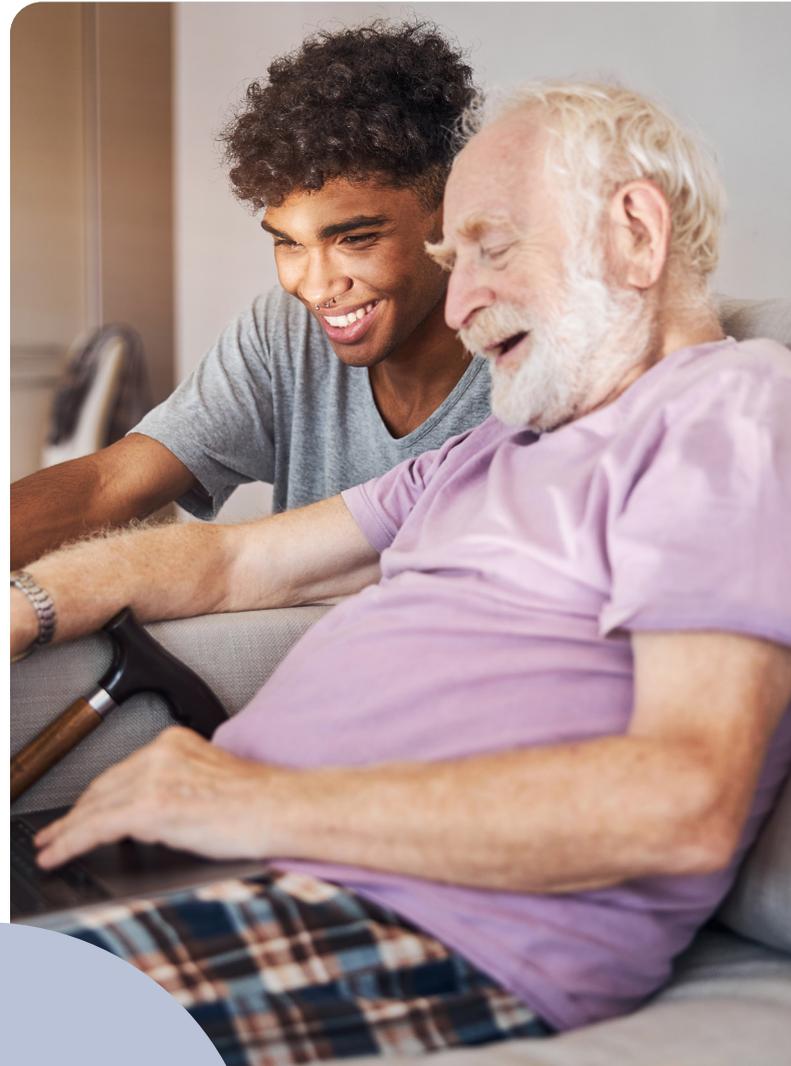
In 2022/2023

- We will undertake the tender of three further supported living services from a new provider from March 2023.
- The bed-based Short Breaks services will be re-tendered with an enhanced provision including the opportunity for carers to have short break respite.
- A combined 0-25 service, incorporating Children's Social Care, Adult Social Care and health, will be established to deliver revised pathways to improve arrangements for the transition into adulthood for young people.
- A review of housing and accommodation options available in the borough will be carried out to ensure best use of resources to meet current and future needs.

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.



How to get in touch
Bromley Well contact
Call: 0808 278 7898
Email: spa@bromleywell.org.uk



Key Statistics in 2021-2022

- During 2021/22 3,127 carers were assessed to determine their support needs (this includes assessments carried out separately or with the person they care for).

Achievements in 2021-2022

- During 2021/2022, 622 individuals were referred to the Bromley Well Carers Service. In total 2,270 carers were supported in some way, with 503 receiving in-depth support.
- Bromley Well provides a service for young carers aged 4-19 to manage caring relationships whilst still enjoying their childhood. In 2021/22, 1,164 new young carers were referred, 387 young carers attended leisure activities, 330 young carers attended training sessions and 335 young carers received emotional support.
- Bromley Well continued to provide support to carers during the recovery from the pandemic offering services both virtually and in-person.

In 2022-2023

- The Bromley Well service was re-tendered to commence operation in October 2022 and will include Dementia Respite services and support for self-funders and their carers.
- A joint health and social care Carers' Strategy will be produced to improve carer pathways and the support available to carers of those aged 18 and over throughout the borough.
- 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 Initial Response Service on **020 8461 7777**, or email

adultsocialcare@bromley.gov.uk

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

www.bromley.gov.uk/AdultAtRiskReport



Key Statistics in 2021-2022

- 554 safeguarding concerns generated
- 234 safeguarding enquiries started
- 126 concluded enquiries
- 1,160 Deprivation of Liberty Safeguards (DoLS) applications responded to

Achievements in 2021-2022

- Six case file audits were carried out in 2021/22 including: making safeguarding personal in mental health services; making safeguarding enquiries in locality teams; compliance with the Mental Capacity Act and S42 safeguarding enquiry decision-making.
- The Bromley Safeguarding Adults Board Multi-Agency Training Programme continued to deliver its classroom-based training in webinar format.
- 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.

- The community DoL and DoLS in care homes and hospitals are now managed within one service. This gives us a good overview across all area of adult deprivation of liberty and prepares us for the implementation of the Liberty Protection Safeguards (LPS).

In 2022-2023

- A new training offer for all BSAB member agencies will be procured and promoted effectively. Training resources developed by the Bromley Safeguarding Children's Partnership (BSCP) will also be promoted.
- We are working collaboratively with colleagues from every Adult team to raise the profile of Community DoL and improve Mental Capacity Act practice.
- We are working in collaboration with the multi-agency partnership group involved in the scoping and implementation planning of the LPS across the Bromley.

Bromley Safeguarding Adults Board

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

The Board has three statutory functions:

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



**How to get in touch
Bromley Safeguarding
Adults Board (BSAB)**

For more information visit
www.bromleysafeguardingadults.org



Achievements in 2021-2022

- In 2021/2022 the Board has focussed on its key priorities of self-neglect, hoarding, domestic abuse and fire safety in homes. It continued to build on the positive partnership working across the Board by including all partners in an annual business development day. The Board used the pan-London Safeguarding Adults Partnership Audit Tool (SAPAT) to obtain the voice of all members so we could conduct a check on our current safeguarding practices as a Board.
- Our regular subgroup meetings looked at local safeguarding matters as well as incorporating wider discussions held at Board and national level to shape individual workplans. The Performance, Audit and Quality (PAQ) subgroup completed Mental Capacity Audits to identify any learning for individual members to implement.
- Core partners have met frequently to discuss current and emerging issues, in particular where pressures are identified as well as highlighting things that are working well.
- Working closely with the Bromley Safeguarding Children's Partnership, Bromley Health and Wellbeing Board and the Bromley Safer Partnership was resumed by holding joint meetings throughout the year. The work and priorities of each Board were mapped to identify potential opportunities to work together and support one another, which further strengthened the synergy across Boards.
- In partnership with other London Safeguarding Adults Boards (SABs), the Board led with the development of a joint South East London schedule for the 2021 Safeguarding Adults Awareness Week together with Bexley, Greenwich, Lambeth, Lewisham and Southwark.



In 2022-2023:

- The Board will review the findings from the Safeguarding Adult Partnership Audit Tool (SAPAT) challenge event, held in October 2021, to determine the 2022-24 Business Plan including the work of the sub-groups; these will be aligned with the broader Strategy, and prevention will be the golden thread of actions identified.
- Capturing the voice of service users and carers will be important in seeking assurance that people are in charge of their own care e.g. through Direct Payments, Assistive Technology etc.
- The Board will seek to develop efficient and innovative ways of capturing the views of the wider community, including outreach events.
- Work to engage with hard-to-reach community groups, as well as developing resources to raise awareness of support services that are available to all will be part of the Board's inclusion agenda. Key priorities are to address loneliness, isolation, and digital exclusion.
- We will work closely with our BSCP colleagues by arranging table-top case review learning events and disseminating findings with the wider Board membership.
- We will streamline our existing multi-agency resources and develop short quick guides of key documents for ease of access for professionals.
- We will continue to seek assurance from the wider membership of their safeguarding function and practices.

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. A multi-agency board is being established which aims to solicit specific feedback from residents and to centre their voices in the improvement of Adult Services procedures and commissioned services.

Although the national surveys of people using adult social care and their carers were cancelled during the pandemic, both surveys took place during the 2021/2022 period.

Through the 2021/2022 Survey of Adult Carers in England we found that:

- 35.8% of carers were satisfied with social services, an increase from the figure of



31.7% in the 2018/2019 survey. This contrasted with the outcomes both nationally and in London which both saw a decrease in this figure.

- Bromley carers also saw an increase in those who were included in discussions about support for the person they care for, from 65.5% in 2018/2019 to 71.1% in 2021/2022. Again this was against the national and regional trend.



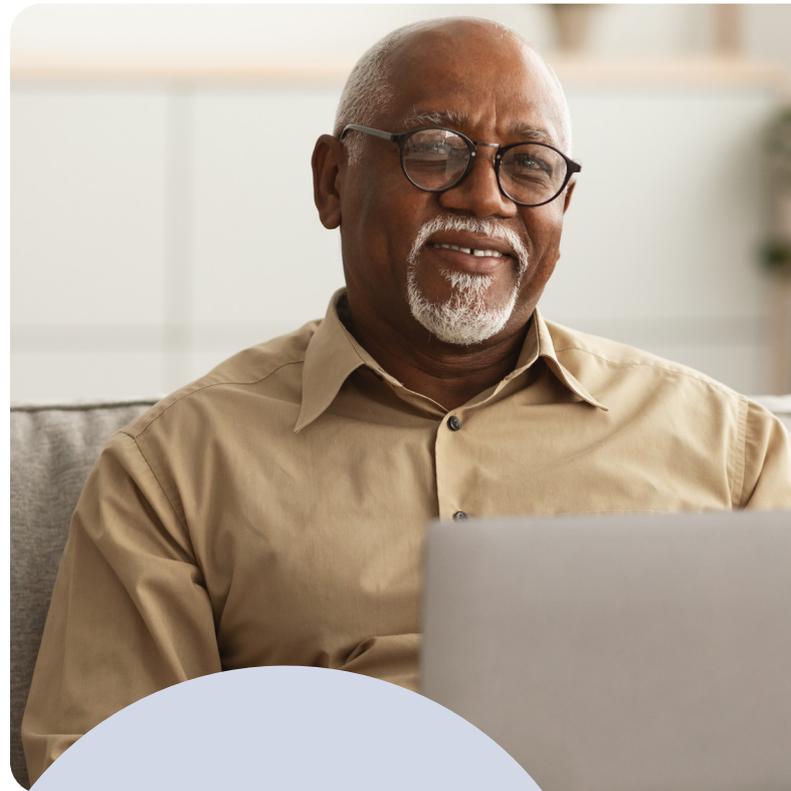
In the 2021/2022 Adult Social Care survey we found that:

- 73.3% of people using adult social care felt safe which is higher than the corresponding national outcome of 69.2%.
- The impact of Adult Social Care services on individuals' quality of life is taken from several questions in the survey and converted into a consolidated number - the higher the number, the better. This figure in Bromley rose since 2019/2020 from 0.383 to 0.423.
- Both nationally and locally there had been a drop in those who reported that they were satisfied with their care and support; in Bromley this reduction was only 0.2%.

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.



How to get in touch

Online at:

www.bromley.gov.uk/complaints

Call: 020 8461 7706

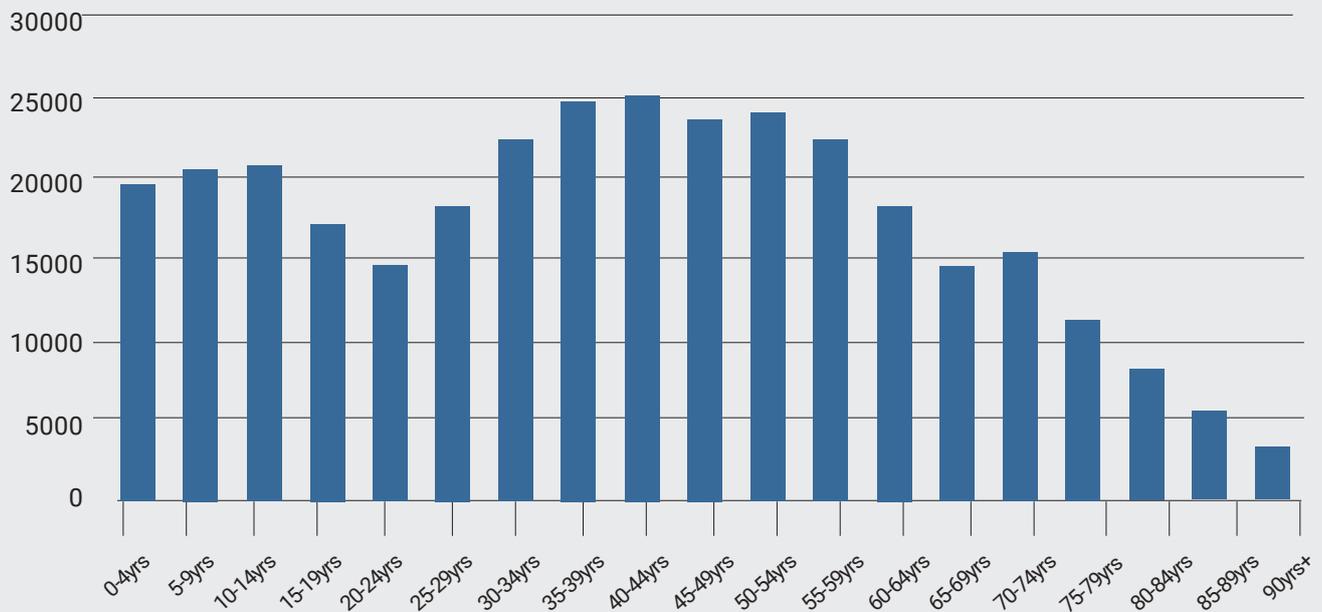
Email: complaints@bromley.gov.uk

Adult Social Care complaints were down 5% in 2021/22 compared to the previous year.

Key facts

2021 Census Population for the London Borough of Bromley = 330,000

Population by age: Bromley



Source: ONS Population and household estimates for England and Wales: Census 2021.

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

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 and 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.

Co-production

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

D

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.

Glossary (continued)

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 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

Early Intervention

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

H

Home care

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

I

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

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

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

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

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.

One Bromley Local Care Partnership Board

The South East London Integrated Care System was established in July 2022 together with the One Bromley Local Care Partnership Board with joint Council and NHS leadership. These structures bring together commissioners, providers, the voluntary sector and residents to improve health and social care in these areas through the commissioning of services and the implementation of best practice.

Glossary (continued)

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

Quality of Life

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

R

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

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

Transfer of Care

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

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