



# **Bromley Local Account of Adult Social Care Services 2022 - 2023**

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# Welcome to our Local Account

Bromley's Local Account of Adult Social Care provides an overview of how we have supported our residents to maximise their wellbeing and independence in the community during 2022/23 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 2022/23
- What we are doing in 2023/24

**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 is to also support existing networks to enable people to act for themselves.

**During 2022/23 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. The service was reviewed and then re-commissioned in October 2022 enhancing the support at 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. 13,292 referrals were received during the year.
- Celebrated the work of the Adult Social Care workforce across Bromley at the inaugural Bromley Adult Care Awards in June 2023 with nominations from day centres, domiciliary care, Extra Care Housing, learning, mental health and physical disability services and care homes.
- Begun our work to implement the Adult Social Care Reforms by working closely with social care providers in Bromley to produce the Market Sustainability Strategy, commissioning the Social Care Institute for Excellence to review and develop new models of care and improve uses of data and technology, and developing an Adult Social Care Workforce Strategy.

These workstreams will ensure that the right services are available for Bromley residents as they need them and that the social care workforce have the skills to support them as needed.

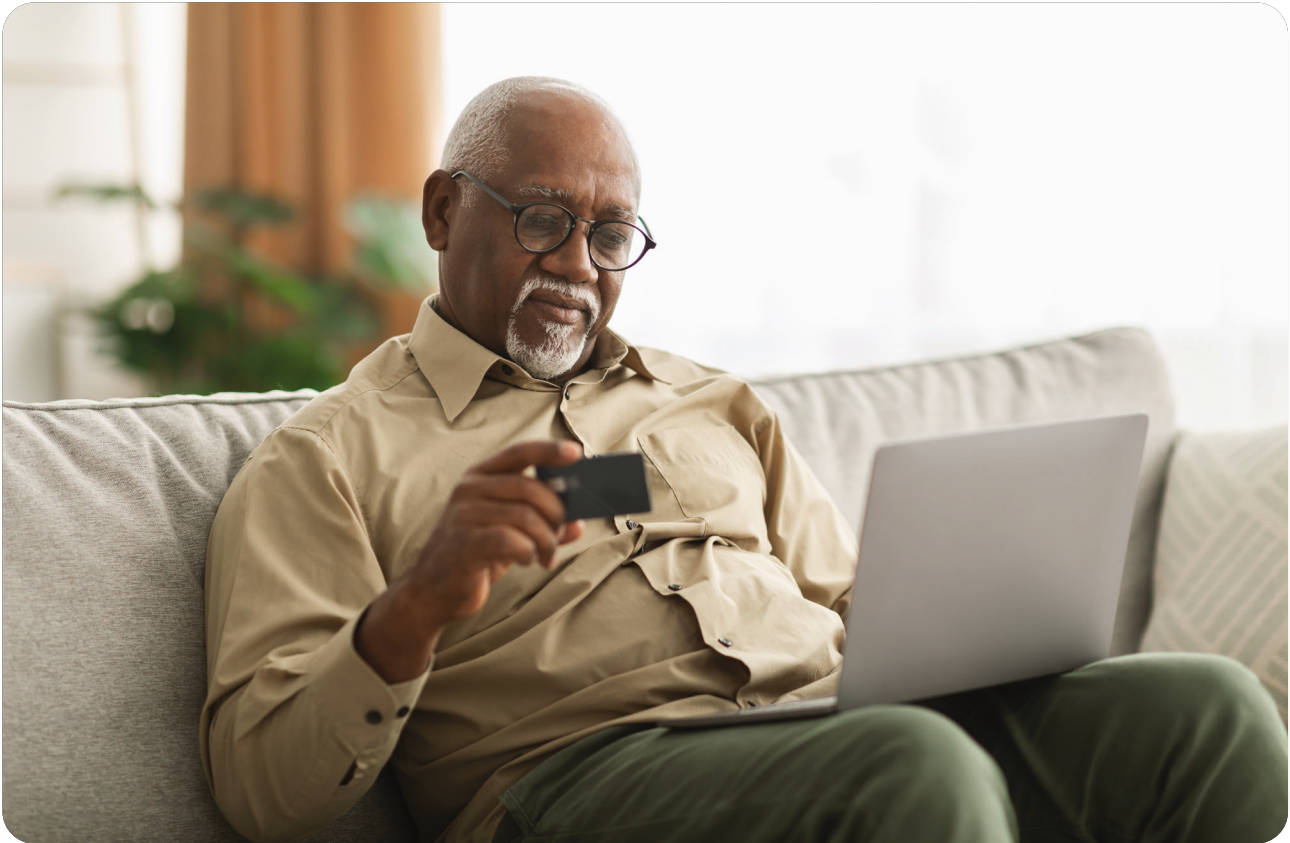
During 2022/23 we continued to deliver on the Transforming Adult Social Care programme with the aim of modernising our social care offer based upon a strengths-based model of support. We are focussing on the way we support residents to receive the right level and type of support, at the right time, to maximise their independence and ensure they have choice and control over their support.

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  
**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**

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

**Email us:**  
**[adultsocialcare@bromley.gov.uk](mailto: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 2023/24

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)

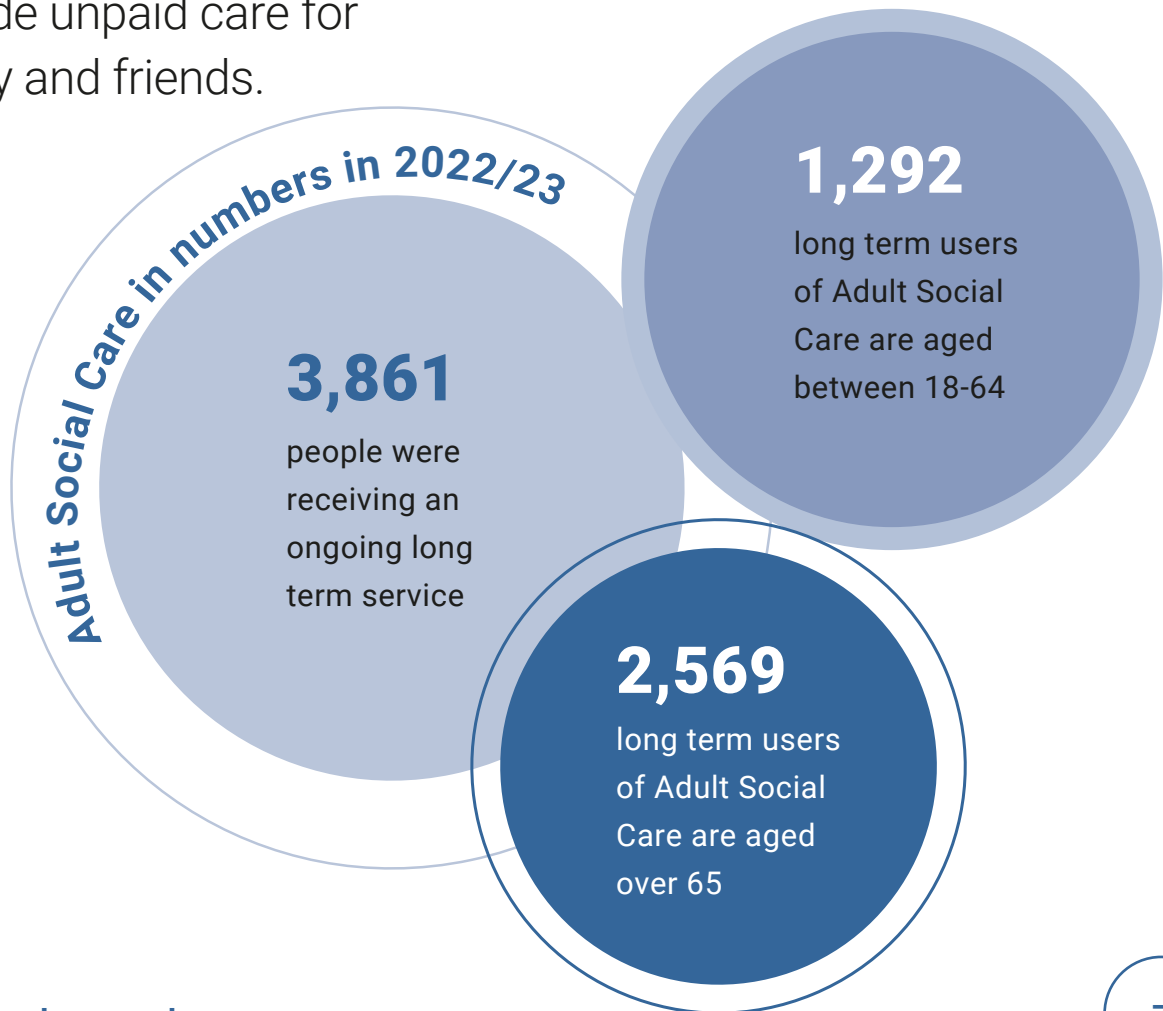


Visit: [www.bromleywell.org.uk](http://www.bromleywell.org.uk)

# 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 people who provide unpaid care for family and friends.

Adult Social Care services include making an assessment of your needs, 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 2022/2023



**482**

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



**759**

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



**567**

people took a Direct Payment



**2,978**

unpaid carers had their needs assessed



**19,009**

people were invited to have a NHS Health Check



**4,966**

people had a NHS Health Check



**2,771**

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



**1,719**

households had a Housing Assessment completed



# What we spent in 2022 - 2023

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.

## 2022/2023 expenditure

- **£23,296,474**  
Assessment and Care Management  
(Complex care, long-term care)
- **£117,972**  
Direct Service (Reablement, CareLink)
- **£43,662,379**  
Learning Disabilities
- **£8,649,499**  
Mental Health
- **£2,333,397**  
Quality Assurance and Safeguarding
- **£26,536,335**  
Better Care Fund
- **£6,739,670**  
Improved Better Care Fund
- **£1,298,942**  
Commissioning

# What we are doing in 2023 - 2024

The Adult Care and Health Strategic Priorities for 2023-2024 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.

They also incorporate the priorities of the Adult Social Care Strategy which was developed during 2022-23 in consultation with staff, residents and other stakeholders.

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.
- Building on improvements including the implementation of new multi-disciplinary preventive pathways and the establishment of Primary Care Networks to focus on wellbeing and prevention.
- Enabling older people to retain their independence for as long as possible with the assistance of family, friends, faith and community groups, the voluntary sector and local authority and health services.

- Focussing our efforts on ensuring older people are safe and safeguarded, remain connected to their communities and live in homes suitable for their needs and aspirations while maintaining and improving their health.
- 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 live in in supportive and inclusive communities: tackling social isolation, providing more choice of supported accommodation and housing and boosting employment opportunities for this group.
- Working with carers, including young carers, and those providing support to carers, to better understand and meet their needs and aspirations.
- Delivering our Tackling Loneliness Strategy – 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.
- Implementing workforce strategies which help to recruit and retain the highest quality social care staff across all providers.
- 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.
- Continuing to exploit the benefits of digitalisation in service delivery by integrating systems and processes where it is feasible and practical to achieve a digital transformation in Adult Social Care.
- 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 and Care Homes** – providing additional support to people living in these locations
- **Dementia Hub** – to increase diagnosis and universal post diagnosis support
- **Community Equipment and Assistive Technology** – to support discharge from hospital
- **Hospital Discharge Services**
- **Home First provision**
- **Self-Management and 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 2022/23, it received 13,292 referrals in total. These included 1,834 referrals for information and legal advice, 1,214 referrals to the Elderly Frail Service, 961 referrals to the Handyperson service, 285 referrals to the LongTerm Health Conditions service and 263 referrals to the Physical Disability Service. A review and re-commissioning of the service, which began in October 2022, 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.



- **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 roll out 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.

- **Disabled Facilities Grant**

– there has been an increased focus on reviewing the links between housing and health provision to further strengthen the integrated care offer.

- **Support at home**

– continuing development of the local integrated community response offer as well as the development of a robust Domiciliary Care offer to enable residents to remain in their own homes together with the full mobilisation of the Home First offer to enable more residents to be discharged home with enhanced support.

# 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 supporting more people to live at home and in their community; building on service users' strengths and the resources available to people close to home and joining up care and health services with NHS partners and other agencies.

**We focussed on the following workstreams during 2022/23.**

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

- The recommissioned primary and secondary interventions service began in October 2022 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. Bromley Well continues to provide this service.
- A Housing with Care Strategy, including plans to develop Extra Care Housing and supported living schemes, has been produced and agreed for implementation.
- Care and support arrangements for supported living schemes for adults with a learning disability were recommissioned.
- A new respite and short breaks service for adults with learning disabilities was commissioned.
- We awarded a new contract to supply community equipment for people who need aids and equipment to help them live at home.

- New ways of supporting residents through assistive technology have been piloted. Projects include assistive technology to help people's discharge from hospital to home or step-down flats as well as links to the Urgent Community Response Falls Service to avoid hospital admittance.

### Working with the NHS

- Close working with NHS saw the introduction of the South East London Integrated Care System (SELICS) together with the establishment of the One Bromley Local Care Partnership Board with joint Council and NHS leadership in July 2022. The development of the SELICS priorities together with Bromley care and health priorities took place over the year with agreement reached in June 2023.
- Joined-up working across the Council with NHS partners was able to support another year's successful winter planning with timely and supported hospital discharge of patients from the Princess Royal University Hospital.
- Further work was carried out with health partners to refine the new Hospital Discharge Partnership arrangements and pathways with implementation taking place by May 2023. Multi-agency teams form part of the Single Point of Access for hospital discharge. For winter 2022/23 we introduced new arrangements to help people to avoid having to go to hospital and to be cared for at home or closer to home.

- Work has begun on the joint commissioning of a new mental health housing support service. New supported housing schemes with a new floating support service will be introduced next year.
- Joint working between care management and the Primary Care Networks continues in the borough. All client groups are being supported 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. Training on the Making Practice Personal approach has been carried out by the Social Care Institute for Excellence.
- Promoting the use of direct payments continued in 2022/23 with a communications campaign with residents. 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. This saw an increase in the number of residents receiving a direct payment to 25% of long term service users.

### Managing and Developing the Market

Local authorities have the responsibility to encourage providers to develop services that support vulnerable residents.

- In March 2023 we published the Council's Market Sustainability Plan setting out how the Council planned to respond to growing demands for care homes placements and domiciliary care services and how the Council is supporting the local market to respond to this demand.
- The new domiciliary care service was launched in summer 2021 with 8 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 winter 2022/23 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 2022/23 has included reduction in falls; managing deterioration; developing the care home market; establishing urgent care plans; reviewing the training offer for the workforce as well as improving the support for residents' physical health.

- 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 through an extensive promotion and recruitment programme.





# Adult Social Care Reforms

The White Paper, 'People at the Heart of Care', was published in December 2021 setting out a 10 year vision to transform support and care in England.

## **Putting people at its heart it aims to fulfil three objectives:**

- People have choice, control and support to live independent lives.
- People can access outstanding quality and tailored care and support.
- People find adult social care fair and accessible.

## **The paper outlines how investment from national government will support developments.**

### **These Systems Reforms include:**

- CQC Assurance Framework,
- widespread digitalisation across social care
- new models of social care,
- support to unpaid carers,

- integrating housing into care,
- developing and supporting the Adult Social Care Workforce,
- better use of data to help manage current and future demand and
- improving system navigation, access to information, advice, and guidance as well as support.

In Bromley an Adult Social Care Reform Programme Board was established in 2022, chaired by the Director of Adult Services, to oversee the reforms and ensure the measures of success are achieved. Subsequently the Adult Social Care Reform Programme and Adult Services Transformation Programme were merged under the Adult Social Care Transformation and Assurance Board.

Its initial work focussed on the Fair Cost of Care review, undertaken with social care providers, to understand the cost of delivering care in Bromley. The information gathered informed the Market Sustainability Plan, which was submitted to the government in October 2022.

The Market Sustainability Strategy was agreed in March 2023 with initial funding focused on care homes and increasing services from domiciliary care providers.

Additionally a development plan to support the implementation of the reforms was agreed. However, in November 2022, it was announced that the implementation of the charging reforms was delayed until October 2025.

The Social Care Institute for Excellence was commissioned to undertake reviews and produce forward plans in the following areas: developing new models of care and using data and technology to deliver staff and resident experiences and outcomes.

An Adult Social Care Workforce Position Statement was produced and will inform the development of the the Adult Social Care Workforce Strategy. Additionally the safety of the workforce is being taken forward using the Work Safe approach.

The Adult Social Care Portal has been developed to enable residents and professionals to make referrals online and track progress to enhance existing referral channels.

The work of the Adult Social Care workforce across Bromley was celebrated at the inaugural Bromley Adult Care Awards in June 2023 with nominations from day centres, domiciliary care, Extra Care Housing, learning, mental health and physical disability services and care homes.



# CQC Assurance Framework

In April 2023, the Care Quality Commission (CQC) commenced undertaking its new duty to independently review and assess local authority performance in delivery of their adult social care duties. In preparation for a future inspection from the CQC, Bromley began work on a self-assessment which will be completed using a tool developed by the Association of Directors of Adult Social Services and that is based on the assessment framework laid out by the CQC themselves.



This self-assessment process continues as one of our priorities, and provides invaluable information on areas for improvement as well as on areas of strength within our service. As part of this work we have updated our Quality Assurance Framework, updated the Case File Audit Guidance and Process to improve practice and ensured the Bromley Safeguarding Adults Board's business plan also covers all relevant areas.

# 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 the Hub provides an information and advice line, dementia advisors, dementia cafés, training workshops, a volunteer befriending service and a young onset service.

### 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)

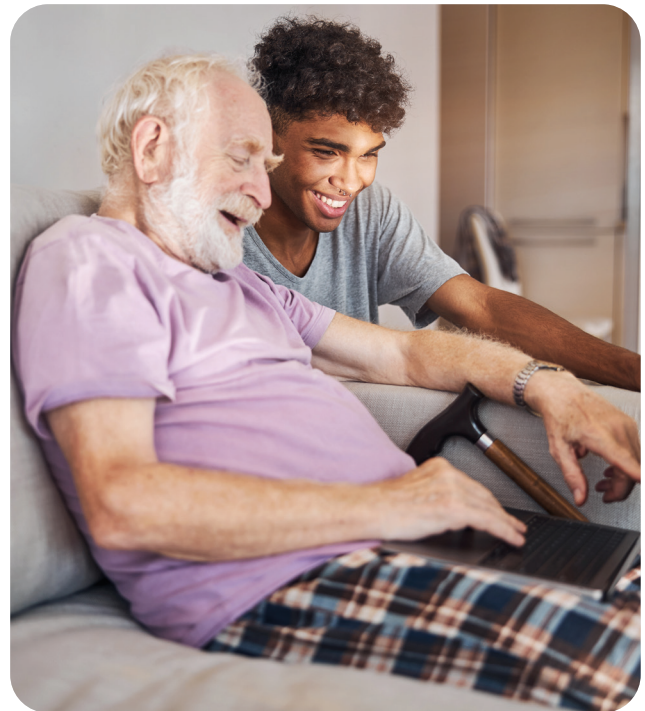
## Key Statistics in 2022/23

- It is estimated that there are over 4,500 adults with dementia in Bromley. 2,847 individuals had a diagnosis of dementia in 2022/23.
- 465 people of all ages had a primary support reason of memory and cognition in 2022/23, which compares with 553 in 2021/22.
- The service worked with 2,611 clients across the Hub in 2022/23 with 1,028 new referrals into the service.



## Achievements in 2022/23

- 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: 1,256 individuals had a Dementia Advisor, 126 attended one of the dementia cafés, 96 used the befriending service and 164 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](mailto:training@mindcare.org.uk)
- In May 2022, the Dementia Hub, in conjunction with the Memory Clinic, began a year's pilot for a new Cognitive stimulation surgery, providing Cognitive Stimulation information and resources for people and their carers at the early stage of dementia. This complements the Memory Clinic's existing therapy courses for people in the later stages of dementia. Following the successful pilot the service has been incorporated into the on-going service offer.



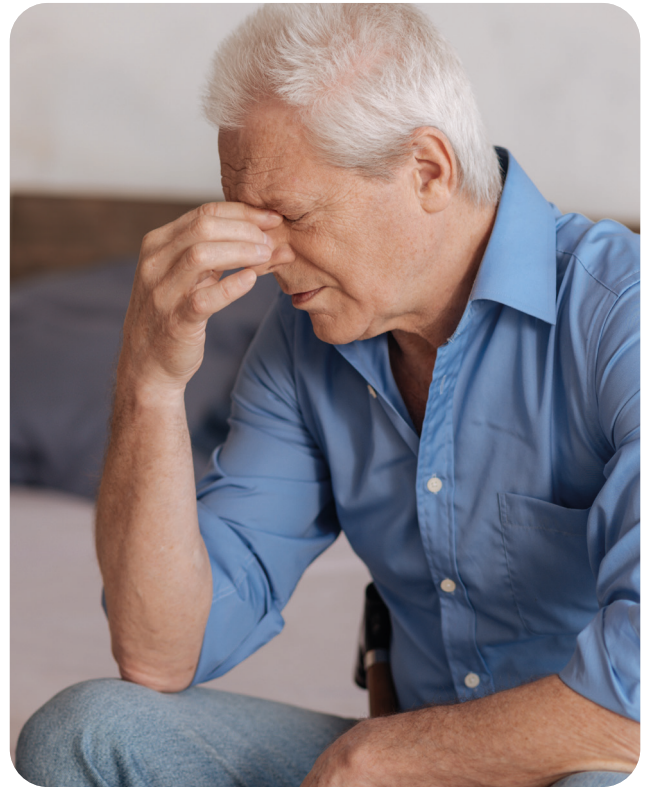
## In 2023/24

- The Dementia Support Hub will continue to provide support both face to face and virtual support and 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.
- Planning has been completed for the next six months of activities for the Young Onset Dementia Group, the Memory Lane clinic and the Zoom Café.
- We will continue to review services for people who have been diagnosed with dementia to ensure best practice is embedded in service delivery.
- Volunteer befriender recruitment remains one of the top priorities in the coming year.

# 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.



**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**

## Key Statistics in 2022/23

- Approximately 64,000 people in Bromley (19% of the population) are estimated to have had problems related to their mental health,
- 3,160 individuals have a severe mental illness (SMI).
- 11.2% of Bromley residents aged 18 and over were recorded as having depression in 2021/22. 11.5% of Bromley residents aged 65 and over are estimated to have depression.
- Bromley has the fourth highest level of recorded depression in London.
- During 2022/23 we carried out Mental Health Act Assessments of 544 people.

## Achievements in 2022/23

- The development of the Mental Health and Emotional Wellbeing Hub has continued. As well as multi-disciplinary psychology and welfare professionals from Oxleas NHS Trust and Bromley and Lewisham MIND, the service also provides housing support and improved links with GPs and other voluntary sector organisations. Bromley Well continues to work with the Hub to ensure a seamless service.
- The establishment of mental health practitioners in GP practices, enabling more people with mental health challenges to access the help they need from their GP.

- Improved access to Bromley talking therapies for people with common mental health challenges including stress, anxiety and depression.
- The commencement of a large-scale transformation programme of mental health recovery services, enabling 80+ people to live more independently with their own tenancies.

## In 2023/24

- The Council and the NHS have commenced a wide-ranging and expert-led exercise to understand mental health demand and need in the borough which, in turn, will inform a new Mental Health and Wellbeing Strategy from 2025.
- The new mental health support@home service will open in late 2024, offering independent housing and support for people with long-term mental health challenges.
- The Council and NHS will be working together to further embed our new Mental Health and Wellbeing Hub, with work taking place to bring more services together within the Hub.
- The Council and NHS will work with Oxleas NHS Foundation Trust to improve access to mental health social care, including for those people who are eligible for Care Act support.

# 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,**  
Civic Centre, Stockwell Close,  
Bromley, BR1 3UH  
**020 8464 3333**

## Key Statistics in 2022/23

- 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. The increase in residents transitioning into adult services who have very complex needs continues to add pressure to existing services.

## Achievements in 2022/23

- 281 people with learning disabilities were supported through Supported Living schemes.
- 221 people with learning disabilities were supported through a direct payment.
- 492 people with learning disabilities were living on their own or with their family. This is 75.7% of the 650 people with learning disabilities who receive services from Bromley Council.



- 245 new referrals were made to the learning disability pathway at Bromley Well with 214 receiving high level interventions and 211 supported to develop self-management techniques.
- A new employment contract with Bromley Mencap began in spring 2022 to support people with learning disabilities to access work, whilst a scheme to encourage social enterprises was developed. Bromley Mencap opened an approved work skills centre to support employment initiatives and offer wider options for young people leaving education.
- 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.
- We undertook the successful tender of three supported living services from a new provider that commenced from March 2023. All commissioned supported living services are now operating under long term contracts ensuring stability and continuity in our local provider market.

- The Bromley Well service continued to offer a range of interventions and support to clients including provision of online learning platforms.
- One off funding from SELICS allows us to continue commissioning the Autism Pathway Project as well as a new benefits advice project, travel support project and enhancing the SEN Family Support role.

## In 2023/24

- A combined 0-25 service, incorporating Children's Social Care, Adult Social Care and health, is delivering 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 during 2023 to ensure best use of resources to meet current and future needs.
- A Learning Disability Market Position Statement will be produced together with a refreshed Learning Disability Strategy. Further analysis of residents' needs will inform long term commissioning plans.
- The employment brokerage service will be extended for two years in order to integrate with the Supported Internship programme.

# 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**

**Call: 0808 278 7898**

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

## Key Statistics in 2022/23

During 2022/23 2,978 carers were assessed to determine their support needs (this includes assessments carried out separately or with the person they care for).

## Achievements in 2022/23

- During 2022/23, 555 individuals were referred to the Bromley Well Carers Service. In total 2,486 carers were supported in some way.
- Bromley Well provides a service for young carers aged 4-19 to manage caring relationships whilst enjoying their childhood.
- 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.
- Work to develop a Carers Plan took place during 2022/23 including engagement with carers and other stakeholders and was signed off mid-2023. Its aim is to improve carer pathways and the support available to carers of all ages throughout the borough.

## In 2023/24

- A Carers' Charter is being developed which will outline carers' rights and expectations and will be endorsed by the members of the OneBromley Local Care Partnership.
- 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. Adults are supported to enable them to make choices and have control about how they want to live whilst improving their lives.



## Concerned about the safety of an adult?

Call our Initial Response Service on **020 8461 7777**, or email [adultsocialcare@bromley.gov.uk](mailto:adultsocialcare@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 2022/23

- 1,464 safeguarding concerns generated
- 424 safeguarding enquiries started
- 336 concluded enquiries
- 1,657 Deprivation of Liberty Safeguarding (DoLS) applications responded to

## Achievements in 2022/23

- Safeguarding adult case file audits are routinely undertaken to measure social workers' compliance in carrying out safeguarding enquiries and identify any gaps in their knowledge and application of Making Safeguarding Personal.
- 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 good overview across all area of adult deprivation of liberty.

## In 2023/24

- 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 forum which has been created to mitigate risk related to the delay in the implementation of the Liberty Protection Safeguards.
- We are developing a new Adult Social Care Strategy 2023-2028 which has as its first priority 'Keeping you safe – safeguarding'.

# 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.

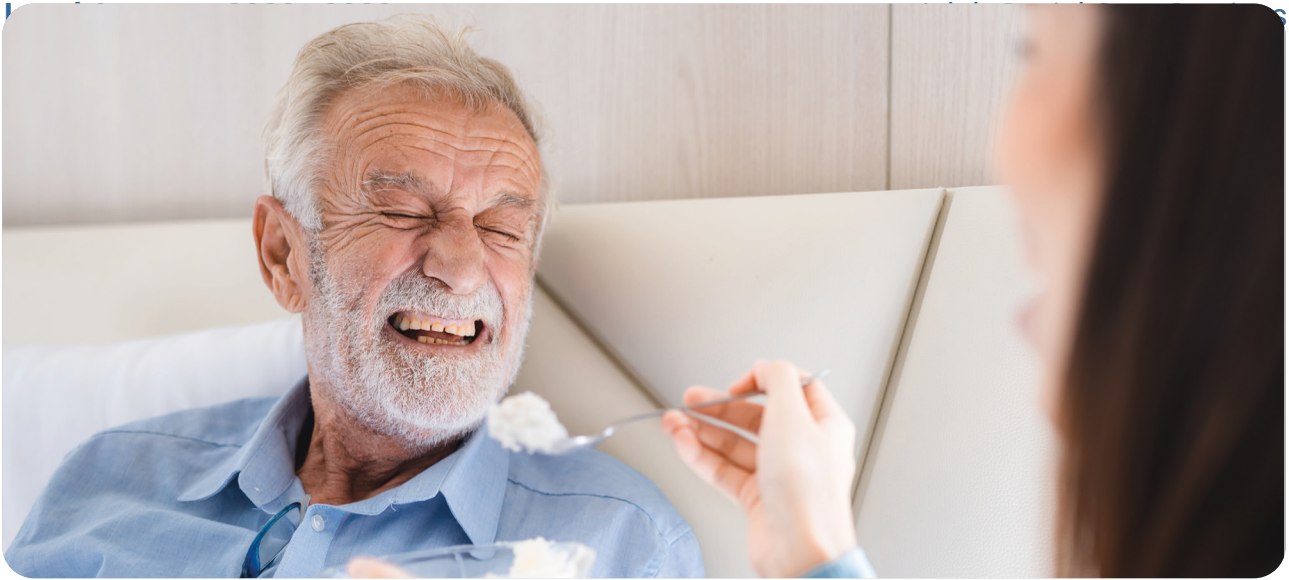


**How to get in touch**

**Bromley Safeguarding  
Adults Board (BSAB)**

For more information visit

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



## Achievements in 2022/23

- In 2022/23 the Board has focussed on its key priorities of domestic abuse, financial abuse, self-neglect, modern day slavery, transitional care of children into adulthood, and vulnerable adults in specialist care and residential homes. The Board also looked at other emerging matters, such as tackling loneliness and how to support those who are most vulnerable and isolated.
- The Board held a number of outreach events to engage with residents, including a two-day Roadshow event, together with our Trading Standards colleagues, at The Glades shopping centre. We also utilised our digital platforms, such as the BSAB website and Twitter account, to engage with residents and capture their views on adult safeguarding within Bromley.
- The outcomes of the engagement activities fed into the Board's Business Development Day with all partner agencies to review the Board's current position in order to develop a forward business plan.
- The Board developed a comprehensive

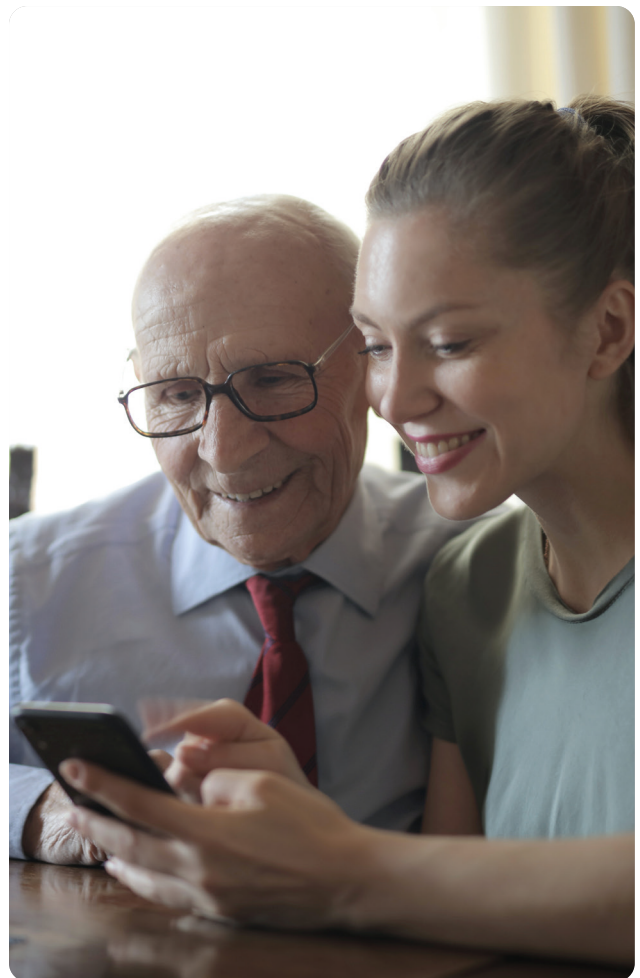
training programme, which included both classroom and webinar-based training on a range of subject areas related to adult safeguarding and the Board's priority areas. Additionally resources continued to be developed that raise awareness of spotting the signs of potential abuse, and what to do.

- The Board completed three statutory Safeguarding Adults Reviews (SARs), which were themed around self-neglect, potential carer stress, domestic abuse and neglect.
- We continue to work closely with the Bromley Safeguarding Children Partnership, Bromley Health and Wellbeing Board and the Bromley Safer Partnership 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 London-wide schedule of learning events for the 2022 Safeguarding Adults Awareness Week.

## In 2023/24

- The Board continues to identify the role and responsibility of partner agencies, and professional groups, who are responsible for the protection of vulnerable adults. A rolling programme of assurance and audits will be completed in line with strategic priorities.
- The Board will establish ways of analysing safeguarding data to increase the Board's understanding of the prevalence of abuse and neglect within Bromley. This will be achieved via the appropriate subgroups.
- The Board will ensure that its policies and resources that support the protection of vulnerable adults are fit for purpose in collaboration/consultation with partner agencies and service users.
- Preventative strategies will be developed by the Board that aim to reduce instances of abuse and neglect within Bromley. This will be achieved through effective information sharing via existing multi-agency forums, training, sharing of relevant guidance, and via case reviews.
- The Board will ensure Equality, Diversity and Inclusion (EDI) remains a priority in its work. This will be achieved by the work of all subgroups.
- The Board will effectively balance the requirements of confidentiality with the consideration that, to protect adults, it may be necessary to share information on a 'need-to-know' basis. This will be achieved through our confidentiality and Data Sharing Agreements.
- The BSAB will capture the voice of the service user and where appropriate, adapt its business plan to address themes identified. This will be achieved via various methods, including through appropriate forums and online consultations.



# 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 Resident Voice Group has been established to coordinate our resident engagement activities and work with partners, as well as working in conjunction with council-wide resident communications and engagement groups and to centre their voices in the improvement of Adult Services procedures and commissioned services.

Bromley Council administers the national Adult Social Care Survey and the Survey of Adult Carers in England on behalf of NHS England. The surveys allow us to understand how residents view the social care services they receive and measure against past performance as well



performance regionally and nationally. The Survey of Adult Carers did not take place in 2022/23.

Through the 2022/23 Adult Social Care survey we found that:

- 82% of people using adult social care said that the services they have made them feel safe and secure: an increase from 80.5% in 2021/22.
- 62.1% of people using adult social care were satisfied with their care and support compared to 59.2% in 2021/22.
- The impact of Adult Social Care services on individuals' quality of life in Bromley rose since 2019/20 from 0.383 to 0.425.
- 76.6% of people using adult social care said they have control over their daily lives compared to 73.9% in 2021/22.





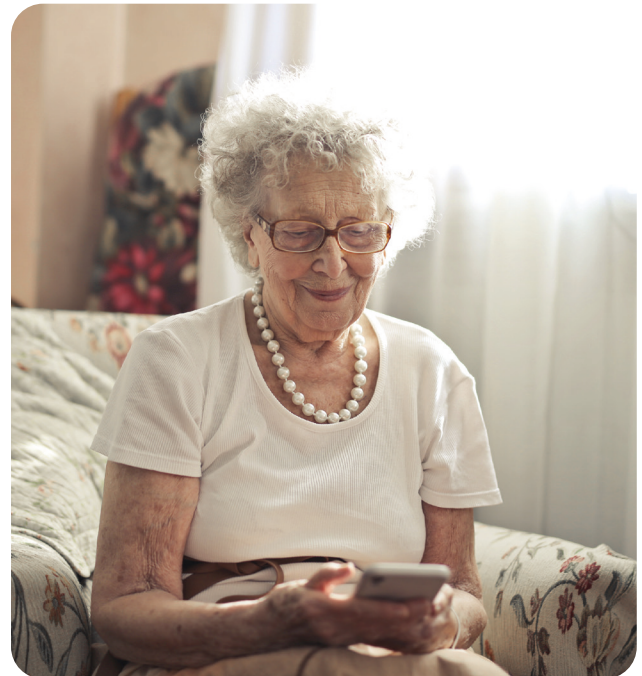
Engagement with residents in the development of our plans and strategies is also very important. During spring 2022/23 we engaged with over 100 carers, including young carers, about the priorities in the forthcoming Carers Plan. The main messages from the consultation were:

- Information, advice and guidance should be more consistent across the agencies that carers approach to get their support
- GPs and other health workers are often seen as the first source of advice and could provide more information and advice and signpost carers to the best help from other agencies
- Care and health professionals could share more information with carers on the residents they are caring for
- Care and health workers undertaking assessments should learn more about the lived experience of being a carer
- Clearer information and advice is needed on what respite support is available
- Support to develop long-term and emergency plans would reduce anxiety about situations when carers may be unable to provide care.

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

Call: 020 8461 7706

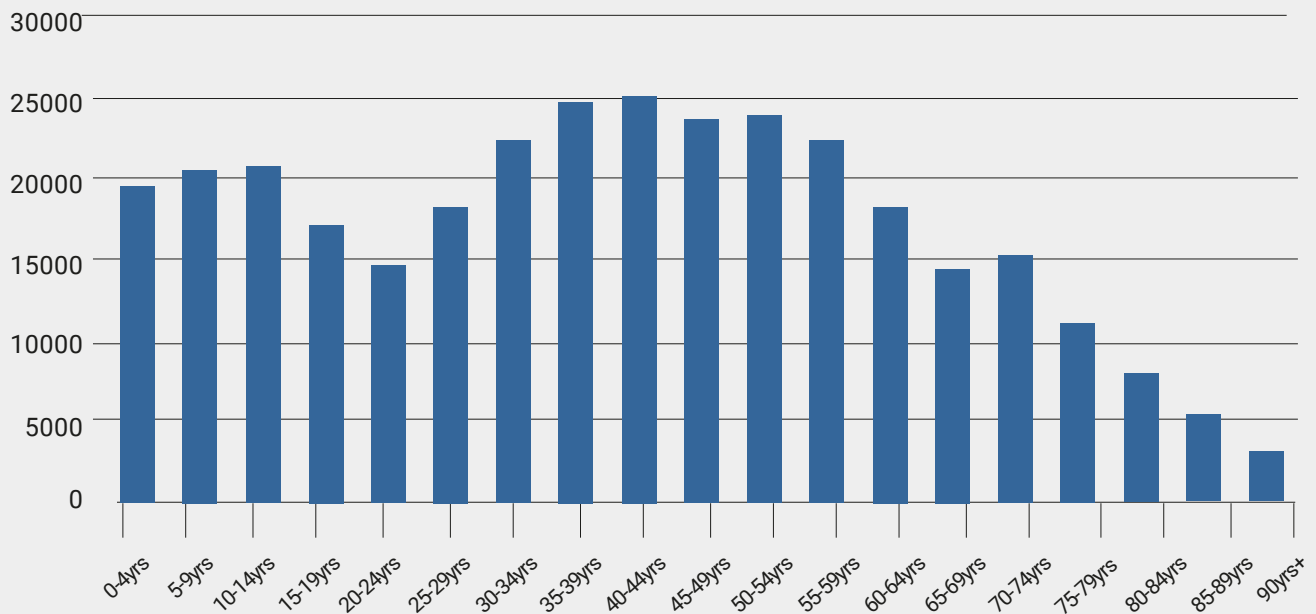
Email: [complaints@bromley.gov.uk](mailto:complaints@bromley.gov.uk)

Adult Social Care complaints were up 35% in 2022/23 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	76.5%	53.4%	81.7%
Mixed/ Multiple Ethnic Groups	5.4%	5.8%	2.9%
Asian/ Asian British	8.3%	20.7%	9.3%
Black African/ Caribbean/ Black British	7.6%	13.7%	4.0%
Other Ethnic Groups	2.3%	6.4%	2.1%

Source: ONS Ethnic Group data: Census 2021

# 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.

## Co-production

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

## 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.

# 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

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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

### 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.

**Produced by:**

Adult Social Care

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