

Health and Adult's Services

Local Account 2022-23

 Our
Greenwich


ROYAL *borough of*
GREENWICH



What is a Local Account?

A Local Account is an annual report that gives our residents an insight into how our social care and health services are performing and the impact they have had. In this report, you can find details on our achievements within adult social care as well as an update on upcoming priorities.



Cllr Denise Scott-McDonald
Cabinet Member
for Health and
Adults' Services

We are delighted to present to you the

first Local Account since the challenges of COVID-19. This is a comprehensive report that analyses the performance of the Royal Borough of Greenwich's Health and Adult Services in the previous financial year. This report will provide valuable insights into our achievements and outline our future plans in line with our corporate plan: Our Greenwich, our vision for the next four years.

Our primary objective is to support people's health and wellbeing so they can live their best lives. To ensure this, we are constantly striving to deliver services of the highest quality. This report will offer an in-depth analysis of how funding has been allocated to maintain excellence within our services.

Using our Forward Thinking programme, we have successfully implemented various initiatives throughout the year, from maximising the reablement service to modernising learning disability services. Each decision has residents' best interests at heart, even in the face of national financial challenges.

Looking ahead, we are excited to enhance our services through the implementation of assistive technology-enabled living. Recognised by the Department of Health and Social Care, embedding technology seamlessly into care and support services allows people to lead happy and fulfilling lives in their homes and communities. The government have also postponed reforms to the care charging policy, now delayed until 2025.

Our collaboration with residents has proven to be invaluable in enriching our health and care services. The conversations we have had with people who draw on care and support have provided unique perspectives and invaluable input for our future plans and decisions. The success of our Carers Strategy and Day Opportunities service is a direct result of this co-production work, as it has allowed us to create initiatives that are well-informed and designed to meet the needs of the community.

We are excited about the progress we have made and enthusiastic about the journey ahead. The Local Account report will provide a comprehensive overview of our accomplishments and outline our path towards a brighter future for residents of the Royal Borough of Greenwich.



Facts about Royal Greenwich and its people

Population



The population is estimated to have increased by 13.6% from 254,600 in 2011.

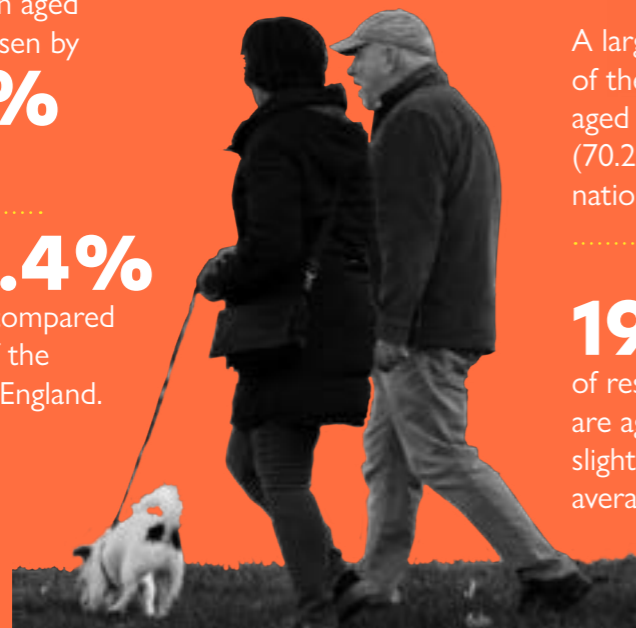
➔ This is higher than the overall percentage increase in population size across England (6.6%) and London (7.7%) for the same period.

Royal Greenwich has seen one of the highest population increases, by percentage, of any London borough since 2011.

Age

The number of residents in the borough aged over 65 has risen by **15.6%** since 2011.

This is **10.4%** of residents, compared with 18.4% of the population in England.



A larger proportion of the population are aged between 15 to 64 (70.2%), compared with a national average of 64.2%.

19.4% of residents in Royal Greenwich are aged 15 or under, which is slightly larger than the national average of 17.4%.



Ethnicity



Ethnic Group	Percentage (2022)	Percentage (2011)	Difference
White British	41.4%	52.3%	-10.9%
Black African	15.3%	13.8%	1.5%
Other White	12.4%	8.3%	4.1%
Other Asian	5.1%	5.0%	0.1%
Any other ethnic group	3.7%	1.4%	2.3%
Indian	3.5%	3.1%	0.4%
Black Caribbean	3.0%	3.2%	-0.2%
Other Black	2.7%	2.1%	0.6%
Chinese	2.5%	2.0%	0.5%
Other Mixed or Multiple ethnic groups	1.9%	1.3%	0.6%
White and Black Caribbean	1.8%	1.6%	0.2%
White Irish	1.5%	1.7%	-0.2%
Pakistani	1.2%	1.0%	0.2%
White and Asian	1.2%	0.9%	0.3%
White and Black African	1.1%	1.1%	0.0%
Bangladeshi	0.8%	0.6%	0.2%
Arab	0.5%	0.4%	0.1%
Roma	0.3%	Not in 2011 data set	
Gypsy or Irish Traveller	0.1%	0.2%	-0.1%

Health and Adult Social Care responsibilities:

The department undertakes the statutory Social Care functions, which are covered by the 2014 Care Act. This includes:

- Assessing people for their social care needs.
- Planning and commissioning their care if they have eligible needs.
- Managing the local care market to ensure quality and value for money.
- Working with the NHS and other partners to ensure a joined and integrated model of service.
- Offering personalised approaches to social care.
- Ensuring vulnerable adults are protected (Safeguarding).
- Providing information and advice.
- Mobility services: Blue Badges, Taxi Card.

We also work with adults, that include: older people, people with disabilities, mental health and wellbeing, learning disabilities, Autism, support for carers, people in prisons and people with No Recourse to Public Funds.

Challenges for Social Care - growing population demand and diverse needs.

It's been another demanding year characterised by the national challenges facing social care including increased need, fragile care markets, and workforce pressures with concerns over recruitment and retention. These pressures on adult social care have also been compounded by the rise in inflation, the cost of living crisis, and breakdowns of unpaid care.

In line with the national picture, the number of older people in Royal Greenwich is projected to increase. Many of these people will live with age-related needs making them more vulnerable to long-term limiting illness issues with mobility. This also can cause struggles with their mental health including dementia. With people living longer and increasing numbers of people with chronic or multiple conditions, this will drive extra demand for health and social care services.

Despite the many challenges the Royal Borough of Greenwich and providers are working together to deliver adult social care services to residents with an increased focus on integration with the health service. This collaboration has enabled us to plan and develop services in a cost effective and sustainable manner. The Council continues to pursue a preventative approach to service provision, delaying and reducing the need for care and support and continue to focus on a strengths-based approach which identifies resources within the family and community. We'll continue to transform our services through innovations for example, increasing our use of digital technology and encouraging providers to adopt more digital solutions.

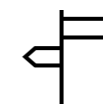
Social Care Activity 2022 to 2023



10,450 people made requests for support in the year. 7% more than last year.



1,167 carers were supported with assessments, information and advice or services.



71% of all requests resulted in information and advice or signposting to other organisations.



We sought feedback from 1,516 of our service users last year, 84% said their services made them feel safe and secure.



1,672 people were assessed during the year.



69% of people said they found it easy to find information and advice, 10% increase on the previous survey.



5,170 people were supported with services, 3% more than last year.



We responded and learnt from 338 complaints and received 91 compliments in the year.



510 individuals received direct payments, giving them control over how their social care needs were met.



£143m spent on adult social care in Greenwich, 76% directly on services provided to our residents.



538 people received reablement services, 70% no longer needed support after the service.



Total spend has increased by 9% over the last two years, an extra £12m spent on adult social care in Greenwich.



We supported 155 older people to move into residential and nursing homes.



In 2021/22 we spent £563 per adult in the borough,



We provided services in the community to 4,327 people, helping them to remain in their own homes.



1,073 people received Occupational Therapy assessments, numbers of people on waiting lists for assessment reduced by 23% over the year.

Our vision for Health and Adult Services 2021 to 2024

Our vision is to work together to make sure everyone living in Royal Greenwich lives the best lives they can.

We want all residents to reach their full potential. We know this can happen by working together, finding out what matters most to residents when it comes to their health and delivering an improved service as a result.

Watch our short video to understand our vision:
Vision for Health and Adult Services



Read the Health and Adult Services Vision:
Vision for Health and Adult Services 2021 to 2024

Read the Health and Adult Services Vision: Easy read version:
Vision for Health and Adult Services 2021 to 2024



Health and Adults Vision

People's worlds are changing, ours must too.



What is our approach?

Strength-based approach

Our approach is strength-based, building on the strengths of people, communities and diversity to deliver better outcomes. This means looking at skills or interests people have that they can draw on that might be used to help. Examples include personal resources (friends and family that may help them), social networks (a book club), or community resources (a library, community centre, or a gym) that can be used to enable people to live the best life that they can.

Strength in people: Making the most of everyone's abilities and potential to be as active and independent as possible.

Strength in communities: Making the most of connections, social networks and community resources to include and support us all.

Strength in diversity: Treating everyone fairly and with respect, addressing inequalities and working to stamp out discrimination.

We put people, families and communities at the heart of care and wellbeing, supporting independence, building resilience and better connecting people with communities, activities and opportunities.

Vision into action – co-production with residents

Co-production means working with people who use our services to improve them.

We recognise that we do not have all the answers when it comes to the needs and solutions for our communities. We are working to get better at listening to communities, and making sure communities feel they are heard; as well as working in partnership with communities to meet their needs. Across the borough we are enhancing our approach to co-production with people who use the services and communities.

The Royal Borough of Greenwich works with residents to co-produce services including the development of the Carers Strategy and Delivery Plan – highlighting the key work of family carers and the importance of their work. In addition, we have worked with people with learning disabilities, their families and carers to improve services.

Delivery of the vision

Health and Adult Services has continued to deliver the Health and Adult Services Vision 2021 to 2023 by turning the aims into actions.

Home First Programme

We have invested in the Home First programme to ensure people can live independently for as long as possible and avoid unnecessary hospital admissions. The aim of this programme is to ensure that there are improved intermediate care and responsive services to support those with long term conditions.

The programme was established to reflect the needs of the local population who are living longer but spending many years towards the end of life in poor health and vulnerable to extended hospital stays. Home First challenges our old way of doing things. The NHS, council staff, providers and voluntary organisations can now come together to develop this new model of care that will help more of our local population receive care within their own home.

Home First approach extends to effectively integrating community teams in neighbourhoods to provide the right support when and where it is needed. Under the Healthier Greenwich

Partnership (HGP), the Better Care Fund supports connectivity and integration of services to enable residents to access support as close to their home as possible.

Reablement

Reablement is for people discharged from hospital who need some extra support. It's short term help we carry out in resident's homes.

Work has continued to ensure that more residents can access our reablement service where they move from hospital safely back into their homes. A new service structure was put in place to develop and strengthen our close working relationship with our hospital teams, to ensure those who had a change in their health and needs, are supported to regain their independence.

Reablement means 'learning or re-learning the day-to-day skills needed to encourage self-confidence, support independence and promote healthy living'. This focuses on maintaining independence and supporting residents to live in their homes. From 2022 to 2023, 538 people received reablement services. 70% no-longer needed support after the service.

Case Study

Luma's story

Luma, 63, underwent elective surgery for intracranial cysts at King's College Hospital. She has had diagnoses of Focal Seizures, Osteoarthritis in her knees, Diabetes and Hypertension.

Luma was previously independent in all areas of her life, including working as a Social Worker.

Upon discharge from hospital she experiences difficulties with her personal care, dressing, mobility and toileting due to left side weakness.

She was referred to our Reablement Services to support her with regaining her abilities and confidence following her surgery.

Luma said: "The service I received surpassed my expectations, it was an experience that made me understand what residents go through and I can now take that back into my work when I return.

"Brilliant support workers - every one of them. I could not fault them, and the OT and physio were excellent".

Luma will continue to work on her outdoor mobility before returning to work but feels confident for the future.

Harry's story

Harry, 75, lives at home with his wife and supportive family.

He was admitted to King's College Hospital in February following a Stroke at home which has resulted in left side weakness. He spent 11 weeks in hospital, receiving physiotherapy and occupational therapy in preparation for his discharge home.

An assessment of him concluded that he had achievable goals if he was supported by the Reablement Service. His goals were to be independent with transfers, including the use of his chair and bed as well as being able to independently wash and dress himself.

Harry was discharged home with four times daily support from the Reablement Team. He received 56 days of service and required no service at the end. He became fully independent and lives at home with support from his wife.

Harry and his wife were very happy with the service they received. He stated that he "worked hard with the support workers encouragement". He said he benefitted from their "friendly and empathetic" approach and "could not fault any of them".

New homecare services

Additional support at home can make all the difference to help a person to continue living in their own home. Work commenced before the pandemic to recommission our homecare service by taking a local approach to providing care in people's homes, providing specialist support to those with health care and social care needs. This ensures a more robust approach that can deliver high quality and timely care and support to residents.

Resources are in place to support residents to understand the change and ensure their needs are reviewed before any change of provider in their care and support plans. Further work is underway to ensure a sustainable and sufficient network of support is available. All providers are approved by the Care Quality Commission (CQC), the independent regulator of health and social care in England.

Carers' Strategy

During 2022/23 the Royal Borough of Greenwich launched its Joint Adult Carers Strategy. The strategy was developed with the support of a range of people from across the community. From this a Carers Partnership Board has been established which is co-chaired by Cllr Denise Scott-McDonald and an unpaid carer. The Board has responsibility for monitoring the implementation of the strategy and has made the following commitments

- Carers will be treated with dignity and respected as expert care partners.
- Carers will have support to build on their strengths and have access to personalised services to support them with unmet needs.
- Carers will be able to have a life of their own outside their caring role.
- Carers will be supported to mitigate (where possible) the financial impact the caring role has on them.
- Carers will be supported to stay mentally and physically well.

The strategy agreed to fund five separate proposals from 2023. The proposals include engagement with carers from minoritised communities, raising awareness amongst local employers and digital support tools.

Royal Greenwich Joint Adult Carers Strategy | Royal Borough of Greenwich



Supporting mental health and well-being

The Royal Borough of Greenwich works with a range of partners to support better physical and mental health in the borough - offering health promotion and prevention to maximise healthy life expectancy and reduce and delay the need for health and social care support.

Focus on Live Well

We help our residents in taking charge of their health and well-being. Our goal is to help them lead healthier lives and minimise their future care and support needs. We have continued to work on initiatives and collaborations which promote independence such as Live Well Greenwich. The Live Well service includes a squad of specialised behaviour change professionals that provide valuable guidance.

Live Well Greenwich offers health advice face-to-face, over the phone and online. They provide information on a wide range of issues that impact on health and wellbeing, including debt and finance, work and training, housing and social isolation. The service allows residents to access

help and advice in a way that suits them. By offering this flexibility, we ensure that residents can easily get the support they need to live well. One-to-one advice is available over the phone six days a week via the Live Well Greenwich line.

The Greenwich Community Directory website is an easy to use resource listing health and social care services. Local organisations and groups are being encouraged to become part of Live Well Greenwich to help improve staff health and wellbeing, leading to positive knock-on effects for the wider community.

The Council commissions Charlton Athletic Community Trust (CACT) to deliver the Live Well Greenwich line and CACT are part of a network of local Live Well Coaches who can provide signposting and support.

Learning Disabilities Day Opportunities

Our Day Opportunities service has moved forward with a new service model which includes Sherard Road being used as a hub for residents with the most complex needs. Holistic care and support to our residents is provided which includes monthly Nursing and Speech and Language clinics at the hub. In addition seven

community-based groups have been developed which include a wide range of activities available during the daytime and one evening opportunity. Activities on offer range from accessible sports, gardening and horticultural activities, themed discos, a library based accessible book club, creative arts activities and more.

As well as this, a new arts-based project called Allsorts which is run by the organisation Heart N Soul provides sessions there. These sessions use music and the arts in a creative and therapeutic manner to engage, empower and celebrate the talents of Adults with Learning Disabilities and /or Autism. These have been extremely successful yielding numerous benefits for participants not least developing new friendships and a sense of community cohesion for our residents.

Day Opportunities residents and staff reopened their market stall at Greenwich Market on a seasonal basis selling ceramics and other wonderful works created by Day Opportunities residents.

Royal Hill Independent Living Service

Greenwich Living Options (GLO) were awarded management of the new Royal Hill Independent

Living service (RHILS) which offers a four-bed shared flat and five individual flats to residents with learning disabilities.

The RHILS project is designed to offer short term tenancies with the intention of developing the residents independent living skills for them to move on to their own front door.

We are working with both Unity Works and London Southeast Colleges to develop a bespoke Adult Education offer to residents at RHILS. A coffee morning will be held between RHILS residents and Adult Education and Employment support providers.

RHILS has not formally opened yet and residents are yet to move in however most prospective tenants have been identified and allocated.

Strength-based Practice

We are continuing to invest in our workforce to improve our strength based practice. Key actions include:

- Establishing a Learning and Development Team to coordinate consistent training opportunities and knowledge sharing across the department. This has enabled the Learning and Development function



357

Service users provided their feedback

83%

Were satisfied with their care and support

70%

They had as much or adequate control over their daily life

84%

Support services help in having control over daily life

71%

Said they have as much or adequate social contact as they want with people they like

43%

Describe their health as either very good or good

44%

Received practical help on a regular basis from someone living in their household

Feedback:

'I would like to thank RBG for the care package now in place... I feel better knowing care is in place for her (my mum).

to better understand and respond to the needs of the service and to work more collaboratively with the teams.

- Recruitment of Social Work apprentices – started at Kingston University, now an on going offer to strengthen our workforce and offer career progression to unqualified staff, to promote staff retention.

Quality

We are focussed on ensuring high-quality outcomes for people with social care needs and their carers. Our work ethos is one of continuing improvement.

Our quality assurance processes monitor compliance with policies and procedures, evidencing good practice, identify areas for improvement, and drive learning.

We are continuing our journey to become a learning organisation and have implemented regular quality assurance processes including:

- Quality Assurance Board which monitors and upholds care practice and standards.
- Monitoring performance.
- Feedback from complaints and compliments.
- Ongoing resident satisfaction surveys.
- Audits of services.
- Peer reviews.
- Self assessments.
- Budget monitoring.

Priorities include preparation for Care Quality Commission inspections and ratings in line with the Health and Social Care Act. The purpose of these inspections is to enable an understanding of the quality of care in the borough and provide independent assurance to the public of the quality of care in their area.

This years social care survey indicated a larger proportion of our residents (59.4%) expressed satisfaction with our services, compared to 58% in London. The survey was distributed to 1,516 people in the borough. There has been an increase in the proportion of people finding it easy to access support information – up from 62% to 69% and exceeding the London average.



Complaints and compliments

From 2022 to 2023 staff continued with hybrid working following the COVID-19 pandemic and new ways of working continue to be sought through the ongoing work of the Forward Thinking change programme.

In July 2022 the South East London Integrated Care Board (ICB) was established, a partnership comprising of six boroughs including the Royal Borough of Greenwich, bringing together organisations responsible for health and care services in the area.

From 2022 to 2023, 223 statutory complaints and enquiries were processed – of these 34 were upheld, 57 were partially upheld and 38 were not upheld. Of the remainder, a number of these cases were appropriate to other services in the council. We continue to encourage workers to resolve dissatisfaction immediately and seek a resolution to their concerns where possible.

Four cases were escalated to the Local Government and Social Care Ombudsman and one was investigated.

- The outcomes of complaints are logged and this information enables us to improve services. A number of complaints were received from sight impaired service users.

The Royal Borough of Greenwich provides accessible communication for sensory impaired residents but it is recommended that this provision is reviewed to make sure it is up to date.

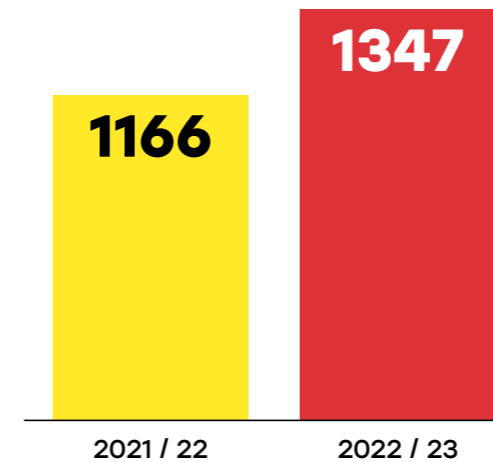
Prevention of abuse and neglect - Safeguarding

Safeguarding adults is everyone's responsibility, it requires all agencies and local communities to work together to promote individual wellbeing and prevent abuse and neglect.

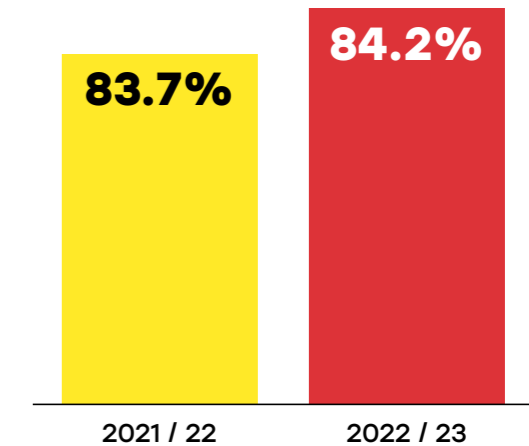
Adult safeguarding is covered by the Care Act and is the process by which people and organisations work together to protect people who are at risk of abuse or neglect.

The local authority is the lead agency for ensuring safeguarding arrangements are in place - working across a wide range of partner organisations including: local NHS Trusts, the

Number of safeguarding concerns



Number of people who feel safe and secure



Police, London Fire Brigade, the Ambulance Service, voluntary organisations and prisons.

At a strategic level, this is achieved through a multi-agency Safeguarding Adults Board (SAB) with an Independent Chair.

The SAB is required to oversee safeguarding arrangements within the borough and has 3 statutory functions:

- To produce a strategy for adult safeguarding.
- To produce an annual report detailing safeguarding arrangements.
- To commission an Independent Safeguarding Adult Review where an adult has died as a result of abuse or neglect.

Safeguarding Case Study:

Mr. X is a 46-year-old man with mild learning disabilities who lives in a rented property in Royal Greenwich. Mr X was referred to the Adult Safeguarding Team following concerns

from his neighbour who says that recently he has been looking unkempt and has had some bruising around his eyes. Following information gathering by the Safeguarding Team a full safeguarding enquiry was undertaken. In the course of the enquiry it was discovered that a group of drug dealers had occupied Mr X's property and were using it as a base to supply drugs. The social worker referred his case to the police and to the Council's Cuckoo Panel. An action plan was devised and the dealers were arrested and evicted from the property. Mr X now attends a local support group for people with learning disabilities where he is able to share his experiences and support others to learn how to obtain help and advice.

Priorities for 2023 to 24

Assistive Technology Enabled Care

Assistive Technology Enabled Care is a term we use for technology that helps to deliver care and can be used in a variety of health and social care settings, as well as at home. This makes it easier for residents in our care to access the support they need within their own homes and communities. To build the best service, we want to understand how people in Royal Greenwich are currently using technology to support their independence and meet their care needs. We will be working with residents to help us design what a future assistive technology service looks like, using their experience and expertise.

Case study: Nora's story

Assistive Technology could help people like 82-year-old Nora, who attended one of our initial focus groups. Nora's son, Stuart, suffered a brain injury after a tragic accident at the age of 10. She and her husband dedicated their time to taking care of him for many years, but when her husband sadly died, it became too difficult for Nora to look after Stuart and his needs at home.

Stuart now lives in an adapted flat with care in place to support him, however, this is not 24 hour care. Nora still does his banking, bills, shopping, washing, cleaning and tries to arrange

his social life. As he is becoming older, Stuart's needs are increasing, but Nora has failing health and is now worried about who will take care of her son when she is not around.

When Stuart is anxious or having panic attacks at night, he uses his careline support service to call for help, who in turn calls Nora.

Nora says hearing about the Assistive Technology project that Royal Greenwich is exploring has given her hope. She says that if her son had some basic technology, this could allow him to become more independent and not have to rely on her quite as much. She wonders if seeing him on a phone/tablet might calm him down, so that she wouldn't need to rush to his side in the middle of the night. She wants to prepare him for when she is not around.

Assistive Technology could enable:

- A video care phone for Nora and Stuart, so they could see and speak to each other whenever they want.
- A smart watch for Stuart to increase his confidence and independence when out and about. He could use it to speak to mum or other carers at any time. It could give his location if that provided peace of mind and supported confidence.
- Alexa for Stuart – for reminders, medication prompts, shopping lists, music and wellbeing content to help calm him when he's anxious.

Refer to: **Discovery Report**

Learning Disabilities - New Models of Care programme

The Royal Borough of Greenwich is developing new models of care options that aim to increase choice and control for people who use care services. The new Models of Care programme will include three key areas:

- Individual Service Funds (ISF) – A new offer for people in Royal Greenwich who are eligible to receive a personal budget for their care and support and prefer the increased choice and control of a direct payment but cannot or do not want to manage this on their own, preferring to work with an ISF provider to manage their personal budget.
- Micro Enterprise Development – Development and support for very small, locally developed community businesses, that can increase service offers for vulnerable people whilst offering local employment opportunities, particularly for those who may have been excluded from the workforce.
- Market Shaping (learning disabilities) – A new strategy that will determine our service offers and commissioning intentions for people with Learning disabilities over the next 5 to 8 years.

Residents who use learning disability services will be invited to join our co-production programme help develop our new models of care programme. Whilst some of the early work on new models of care (ISFs and Community Micro Enterprise Development) will focus on the offer for those with Learning Disabilities, these offers will progress to being available across those with social care and/or health needs.

Supported employment

Our ambition is to increase the numbers of adults with learning disabilities and/or Autism accessing apprenticeships and employment. We aim to reach the highest attainable level as a Disability Confident Employer. By working with the British Association of Supported Employment (BASE) and a range of departments including Housing, Regeneration, HR, Finance, Children's services, Social Care and Health to further develop and embed supported employment roles within the council and beyond. We wish to develop an appropriate and sustainable strategy with the support of BASE to develop an inclusive supported employment model within the borough.

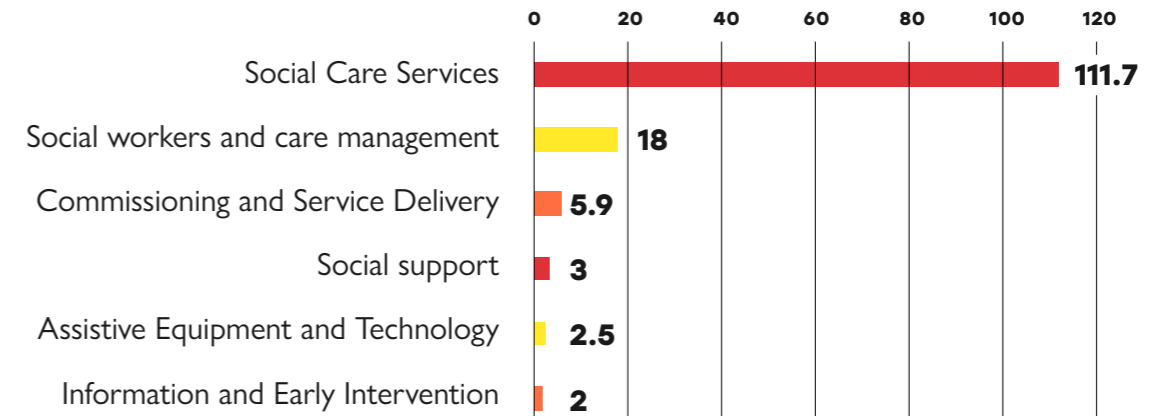
Royal Hill Independent Living Service

This will be formally opened for residents to move in. Bespoke adult education activities will be provided for the residents and independent living skills-based sessions including budget management, cooking and nutrition skills, cleaning, and laundry skills. The aim is to encourage and support RHILs residents to access a plethora of leisure and development opportunities. We will develop an AI and assistive technology offer at RHJILs to benefit the residents.



Spend

We spent £143m on adult social care services in Royal Greenwich, 9% more than we did two years ago.



The Greenwich Community Directory

We have hosted the Greenwich Community Directory since 2015. The aim of the website is to provide residents with contacts, support and services they need to live their best lives. All local authorities in England have a statutory duty to provide information to residents about services that are available in the local area. This has been re-designed to better meets different users' needs and phase one of the launch will focus on the Adults Services side of the website in early 2024.

The new website will:

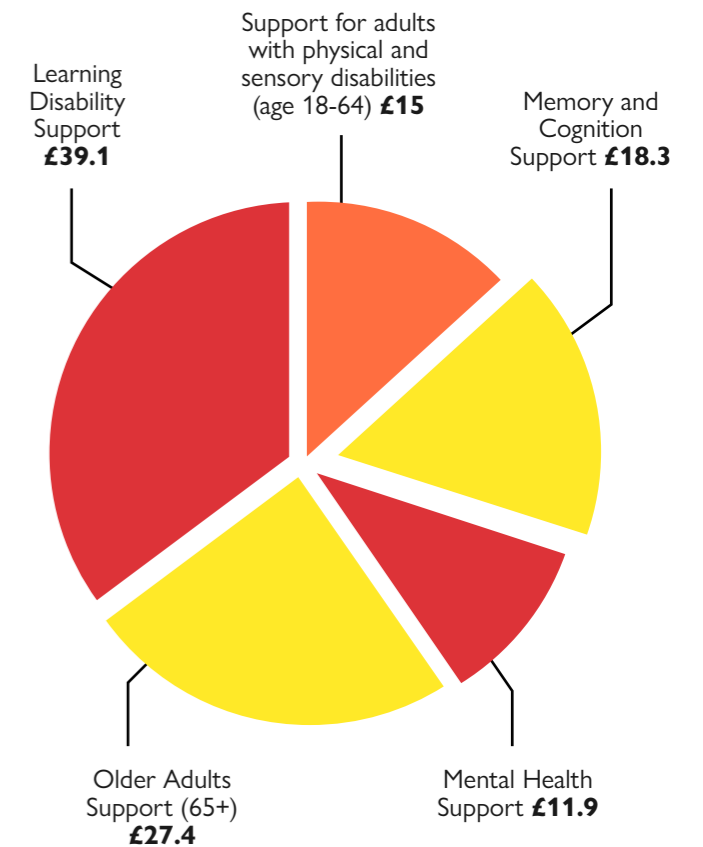
- Make it easier for residents and frontline referrers to find local services.
- Make it simpler for service providers to share information on the directory.
- Make it more efficient for council staff to maintain the directory.
- Enable better sharing and reuse of data about community services. Supporting mental health and wellbeing.

Supporting mental health and wellbeing

It is known that people suffered with increased mental health and wellbeing challenges due to the pandemic. This was already a key priority area of improvement for the Royal Borough of Greenwich, and this has been reinforced. The Healthier Greenwich Partnership have confirmed mental health as being one of the priorities by delivering a programme of Community Mental Health support including access to earlier help, addressing health inequalities, and closer working with health, social care and the voluntary sector. Mental health hubs are being developed which aim to help people in the community, where they can recover more quickly and effectively, while supporting Hospital emergency functions to reduce pressures.

Adult Social Care Finances

Adult Social Care is one of the largest services in the Council. A large proportion of the money is spent on services that we commission from Adult Social Care providers for the people we support. This includes services such as residential care, care and support in people's homes.



Get Involved consultation – Vision into Action

The Vision into Action group meet with residents to translate the **Health and Adults Services Vision into Action**.

This has also been supported by the Forward Thinking Programme of work to continuously improve our Social Care practice and new models of care.

Work will continue to ensure engagement and co-production approaches are embedded across operational and commissioning activity. We hope you will be a part of it.

Join us!

Email us at:
healthandadultsfeedback@royalgreenwich.gov.uk

