

Health, Wellbeing & Social Care

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Reflections and achievements

- Our work with people – We received over 1400 adult safeguarding referrals into the service which we responded to and completed over 350 safeguarding enquiries. We received over 14,500 contacts into Adult Social Care and completed over 2000 assessments for people who had presenting needs for care and support. We currently support 3250 number of service users with long term care and support in the Borough.
- Mosaic – ASC core client record system simplified reducing time spent working through system pathway and reducing delays, providing benefits to both staff and residents.
- ASC Web pages improvements – We updated our resident facing web pages to ensure that we provide the most up to date information and advice to residents.
- CQC Readiness activity – Successful peer review by London ADASS in January 2024 across two of the four inspection themes – feedback included recognition of the passion and commitment of our workforce a stand-out feature.
- New Adult Social Care JSNA completed – with a detailed look at need and inequities across the ASC landscape.
- 86% of people report that they have a positive experience of our home care services
- We supported 1200 people to quit smoking – over 500 people from Black, Asian & Multi Ethnic backgrounds

Priorities for 2024/25

- CQC Inspection Readiness – we will seek to streamline this activity into business as usual with an overarching Transformation and Improvement plan and appropriate governance.
- Improvements: We will be working to improve our reablement and hospital discharge offer to residents. Now we have an in house Direct Payment service, we will seek to improve our Direct Payment offer.
- Free Community Care – we will be updating our charging policy to implement from Community Care from April 2025.
- Finalising our ‘Housing with Care Strategy’ and planning for the development of more supported accommodation
- Implement an enhanced Technology Enabled Care offer
- Begin implementation of the new Combatting Drugs Partnership strategy including new premises to support culturally appropriate provision

Ongoing pressures and challenges

1. Increased demand & complexity pressures in Adult Social Care resulting in ongoing budget pressure alongside a need to find savings across the Council
2. Preparing for the new inspection of Adult Social Care by the Care Quality Commission
3. No progress on Adult Social Care reform or funding nationally
4. Entrenched health inequalities & the impact of cost-of-living crisis
5. Changes in the NHS and the impact locally

