

# Health, Wellbeing & Social Care

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# Reflections & Achievements 22/23



- We support most people to live independently at home – our residential admission numbers remain low
- We focus on the strengths of those who need our support – an excellent learning and development offer supports our staff to practice with a “strengths based approach”
- Our new Tower Hamlets Connect service providing advice, information and signposting to help people stay independent and well is working well – 69% of those contacting the service were helped in this way (above the target of 59%)
- A Healthy Advertising policy has been introduced to help tackle our health inequalities
- Health & Wellbeing Ambassadors had 3000 interactions with residents – mostly those over 40 with existing long-term conditions or at risk of developing one
- 88% of people report that they have a positive experience of our home care services
- We supported 1150 people to quit smoking - 460 people from Black, Asian & Multi Ethnic backgrounds
- We secured an additional £4.7m over 2 years to enhance substance misuse services and a new needs assessment was undertaken



# Priorities 2023/24



- Recommissioning home care services using a co-production approach and with a focus on ethical care (and preparing to implement free home care from 2024)
- Bringing our Direct Payments Support Service in house and increasing the numbers of people who use them
- Finalising our 'Housing with Care Strategy' and planning for the development of more supported accommodation
- Implement an enhanced Technology Enabled Care offer
- Deliver 8000 Health Checks targeting high risk groups
- Deliver a new strategy under the Combatting Drugs Partnership including new premises to support culturally appropriate provision



# Ongoing pressures & challenges



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



## Reflections and achievements

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