

APPENDIX 5

INDEPENDENT LIVING STRATEGY – ACTION PLAN (YEAR 1) 2023/2024

***DRAFT ONLY – FOR REVIEW & UPDATE FOLLOWING COMPLETION OF
PUBLIC CONSULTATION ENDING 07/04/23***

1. 1. INFORMATION, ADVICE & ADVOCACY			Theme Lead: MC/SM
Priority		Y1 Action	Action Lead
1	Improve the delivery of information and advice that facilitates efficient self service, makes every contact count, and reduces the need for multiple unnecessary contacts.	Complete service mapping of local VCS information and advice offer to identify gaps in service and inform future VCS commissioning.	ASC Service Development, VCS
2	Increase provision of and access to basic information about the health and adult social care system and services including upcoming reforms to the system.	Improve links between Health & Adult Social Care and Customer Service Team to improve consistent information sharing	ASC Service Development
3	Improve the personalisation of information, advice and advocacy available to support personal choice in how information is received and improve inclusive access.	Review and update information, advice and advocacy on MyLife and improve links to Council Website and Simply Connect (national VCS website)	ASC Service Development, VCS

2. THE RIGHT HOME			Theme Lead: LM
Priority		Y1 Actions	Action Lead
1	Improve standards across specialist housing sector through the role out of local expectations in line with national statement of expectations for supported	Develop local statement of expectations for supported housing	ASC Service Development

	housing.		
2	Increase accessible information about specialist housing options to improve understanding of housing options among professionals, service users and their carers.	Review information and advice offer in respect of specialist housing, identify gaps in service.	Housing/ASC Service Development
3	Increase local provision of high quality, flexible and accessible specialist housing with care options for older people in the borough across tenure type, in line with borough need.	Progress milestones in the development of Reardon Court Extra Care Housing Scheme.	Housing/ASC Service Development
4	Support carers to continue caring through appropriate housing options.	Progress milestones in the development of Reardon Court Extra Care Housing Scheme, including promotion to unpaid carers.	Housing/Service Development/VCS
5	Reflect the housing needs of adults who require support and care are in the development of new communities. Include home ownership options for older people and adults with disabilities.	Inform planning of new communities (including Meridian Water) to reflect the housing needs of adults with support and care needs.	TBC
6	Support people to remain living in their own homes through the provision adaptations and equipment and expand Trusted Assessors to facilitate minor adaptations	TBC	TBC

3. TRAINING, EMPLOYMENT & INCOME			Theme Lead: TBC
	Priority	Y1 Action	Action Lead
1	Expand our employment support offer for people with disabilities to increase the number of people with disabilities gaining and sustaining employment, apprenticeships and volunteer opportunities.	Review existing provision for people with learning disabilities and identify opportunities to all disability groups.	ASC Service Development/ILDS
2	Reduce the impact of fuel poverty on adults with care and support needs and their carers.	Target income maximisation advice to adults with care and support needs and their carers.(TBC)	Service Assessment
3	Deliver a smooth transition to the introduction of cap on care costs	Consider Y2	TBC

4. THE POWER OF TECHNOLOGY	Theme Lead: AOO/DOD
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Priority	Y1 Action	Action Lead
1 Increase use of Assistive Technology to support independent living through expansion of the Council's Assistive Technology offer. Include tele-healthcare solutions to better support people with health conditions, including long term conditions.	Work towards expanding Telecare offer to include telehealth options and vital signs monitoring.	Principal OT/Community Services
2 Increase use of assisted technology within specialist and mainstream housing in line with best practice. Explore use of DFGs beyond traditional adaptations, to include the use of digital technology to help support people remain living at home.	Campaign to raise awareness of AT options among specialist housing providers DFGs	ASC Service Development/Community Services/VCS TBC
3 Increase use of technology to support social connection, reduce isolation and help keep people independent including Smart Living Enfield initiatives.	Develop process map for provision of Assistive Technology Establish and increase uptake of e-learning AT training for staff (inc vcs and health) Paincheck	Principal OT Principal OT TBC
4 Deliver shared care records and use technology to better share information and data between health and adult social care to improve service delivery.	TBC	Service Improvement
5 Increase awareness and understanding of Assistive Technology across the workforce.	Promote e-learning AT training for staff (inc vcs and health) Increase understanding and consideration of AT options at Duty stage in operational teams to raise uptake of AT	Principal OT/Community Services
6 Increase use of Assistive Technology among young people in transition to support independence when reaching adulthood	TBC	ASC Service Development/Operational Management Teams/ Transition Groups

5. ACTIVE, CONNECTED & INVOLVED COMMUNITIES		Theme Lead: DOD
Priority	Y1 Action	Action Lead
1	Support use of universal transport systems through Independent Travel Training, Assistive Technology and use of Personal Travel Budgets.	Develop and Travel Assistance Policy ASC Community Services
2	Improve accessibility of community groups for people with care and support needs to better support social connection for people with disabilities.	Implement Travel Brokerage Service
		Identify opportunities for Access Able to improve accessibility of local community groups ASC Service Development
		Embed access approaches in VCS contracting ASC Service Development
3	Improve accessible travel infrastructure including design and upkeep of walking routes to enable people with disabilities who wish to travel to do so safely and easily.	Review MyLife information with service user/carers and identify opportunities for improvement ASC Service Development
		Identify opportunities for Access Able to improve accessible route mapping TBC
4	Co-production	Dementia Friendly Group (TBC) TBC

6. KEEPING SAFE		Theme Lead: Safeguarding
Priority	Y1 Action	Action Lead
1	Prevent abuse	See Safeguarding Strategy See Safeguarding Strategy
2	Learn from experience	See Safeguarding Strategy See Safeguarding Strategy
3	Protect adults at risk	See Safeguarding Strategy See Safeguarding Strategy
4	Improve services	See Safeguarding Strategy See Safeguarding Strategy

7. KEEPING HEALTHY & WELL	Theme Lead: GS/MT
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Priority	Y1 Action	Action Lead
1 Improve access to local support services to keep people well in the community and avoid hospital admissions.	TBC	ICB TBC
2 Reduce Health Inequalities (through targeted action to increase take up of health check, improve access to Primary Care).	TBC	ICB – ILDS TBC
3 High vaccination uptake including seasonal booster jabs.	Establish baseline vaccination status among service users	ICB & Public Health
4 Support people to make healthy lifestyle and behaviour choices.	Review and refresh H&WBS	Public Health
5 Reduce falls through increased strength and balance activity among those most at risk of falling.	Identify at risk groups and options for increased strength and balance activity.	ASC Service Development

8. FLEXIBLE CARE		Theme Lead: DOD
Priority	Y1 Action	Action Lead
1 Develop information, advice, guidance and services to support the forward planning of care and smooth transition of care arrangements when life circumstances change.	Progress Think Ahead workplan and promote brokerage services to support transitional care arrangements.	ASC Community Services
2 Facilitate the market development of services to support individuals in the management of their personalised budget.	Develop provider market to support management of individual Direct Payments.	ASC Community Services
3 Integrate adult social care and health budgets.	TBC	TBC
4 Plan and develop the role and use of direct payments following the introduction of care cost caps to maximise choice and control when funding arrangements change.	Establish cross partner working group to identify options for role and use of DPs following the introduction of care cost caps.	ASC Community Services

7. 9. JOINED UP CARE		Theme Lead: SW/MT
Priority	Y1 Action	Action Lead
1 Identifying and addressing health and wellbeing inequalities in BAME communities	SW TBC	SW TBC

2	Achieving uptake of screening and immunisations to keep residents healthy and catch physical and mental conditions earlier, including for cancer, giving people the best possible intervention/treatment	SW TBC	SW TBC
3	Driving greater focus on improving mental health and wellbeing among residents	SW TBC	SW TBC
4	NCL Integrated Care Board strategic aims: Start Well Live Well Age Well Workforce Enablers – Digital Estate and Value for Money	SW TBC	SW TBC

To be reviewed and updated with Partnership Boards.

10. PEOPLE WITH LEARNING DISABILITIES		Theme Lead: CR/CT
Priority	Y1 Action	Action Lead
Develop a sustainable and affordable local market for more complex or high risk groups such as those with challenging behaviour, physical disability and complex health needs.	Market engagement with LD providers as part of our plan to develop a new framework for procuring services to support our residents	CR TBC
Improve choice of support and accommodation options for young people in transition to adult services with complex needs.	Market engagement with LD providers as part of our plan to develop a new framework for procuring services to support our residents	CR TBC
Reduce health inequalities for people with learning disabilities.	Work with stakeholders to improve the take up, consistency and quality of Annual Health Checks and Health Action Plans	CR TBC
Increase understanding of out of borough placements and improve health handover from placing authorities to ensure health needs met.	Work with NCL Boroughs, and develop London wide, to ensure the NCL LD Placing Protocol is followed, minimise	CR TBC

	risk of placement breakdown, maximise access to local health services and agree standards/expectations when they make care arrangements for their service users in Enfield	
Continue to support timely, planned and safe discharge back to the community from Assessment and Treatment Units through provision of good quality, experienced care and support/interventions in the community.	Joint work with Integrated Care Board to ensure correct processes and engagement from different stakeholders involved. Develop experienced, well trained provider workforce through Market engagement with LD providers as part of our plan to develop a new framework for procuring services to support our residents	CR TBC

11. AUTISTIC PEOPLE

Theme Lead: Autism Strategy Lead

Priority	Y1 Action	Action Lead
Celebrate and value neurodiversity	See Autism Strategy.	See Autism Strategy.
Provide needs-based support	See Autism Strategy.	See Autism Strategy.
Support more autistic people into employment	See Autism Strategy.	See Autism Strategy.
Recognise and combat isolation and loneliness	See Autism Strategy.	See Autism Strategy.
Provide inclusive mental health and wellbeing support	See Autism Strategy.	See Autism Strategy.
Improve support within the criminal and youth justice system	See Autism Strategy.	See Autism Strategy.

12. PEOPLE WITH MENTAL HEALTH SUPPORT NEEDS

Theme Lead: IH/LO/D

Priority	Y1 Action	Action Lead
Improve opportunities for early intervention through the delivery of Mental Health and Wellbeing Hub.	Seek approval for finances for MH&WB Hub, review site options Continue engagement with key	ASC Service Development TBC

	Stakeholders to inform project development	
Improve access to high quality counselling support services including services for seldom heard populations living in Enfield.	TBC	ASC Service Development TBC
Increase community rehabilitation options for people with complex mental health needs.	Develop current services and work with NCL boroughs as part of the Community MH Rehab Care Market Development Steering Group to increase rehabilitation options for people with complex mental health needs	ASC Service Development TBC
• Support people with mental health support needs into training, development and employment.	Seek additional funding opportunities and consider future delivery options.	ASC Service Development TBC
• Work with service users and their families to identify the causes for higher levels of BAME community in MH and collaboratively identify solutions for mental wellbeing and safety.	TBC	ASC Service Development TBC

13. OLDER PEOPLE		Theme Lead: NA/LF/SM
Priority	Y1 Action	Action Lead
Increase opportunities for active, inclusive ageing and community integration, promoting older person contributions to society to heighten feelings of being valued	Understand service gaps through stakeholder engagement and address in specifications for future VCS contracting.	ASC Service Development TBC
Reduce social isolation and loneliness.	Understand service gaps through stakeholder engagement and address in specifications for future VCS contracting. Complete Social Isolation and Loneliness event to raise awareness and promote preventative services	ASC Service Development TBC ASC Service Development TBC

Increase opportunities for intergenerational working hereby young and older people can work together to support wellbeing.	Review existing and establish further opportunities (i.e through education services) to increase intergenerational working	ASC Service Development TBC
Ensure older people are not excluded in our increasingly digitalised society.	Understand service gaps through stakeholder engagement and address in specifications for future VCS contracting.	ASC Service Development TBC
	Produce advice/guidance for Care Providers re best practice in supporting digital inclusion.	ASC Service Development TBC

14. PEOPLE WITH PHYSICAL &/OR SENSORY IMPAIRMENT		Theme Lead: NA/SM/LF
Priority	Y1 Action	Action Lead
Reduce avoidable admissions of adults with physical disabilities into residential care by increasing supported housing options for people with physical disabilities and complex needs requiring 24-hour on site care.	Identify potential sites for development	ASC Service Development TBC
Expand service offer to better support people with sensory impairment to live independently.	Map current offer Understand service gaps through stakeholder engagement. Identify options to expand in line with need.	ASC Service Development TBC

15.UNPAID CARERS		Theme Lead: LM
Priority	Y1 Action	Action Lead
Improve the health and wellbeing of Carers and reduce health inequalities.	Increase awareness of carer services across health services (including GP practices) by re-establishing links to and presence within surgeries.	TBC
	Increase awareness among service users, carers and professionals of Assistive Technology (AT) available to	TBC

	support carers through the production of an AT/ Equipment/ Adaptations offer for Carers.	TBC
	Increase update of ECC digital lending library.	
Increase involvement of Carers across health settings to improve outcomes for the carer and those being cared for.	Increase awareness of carer rights and carer services across hospital discharge services through promotion of carers video/information and inclusion of clear points of communication with carers within discharge policy and practice.	TBC
Increase opportunities for Carers to be included and ensure that their voice is central in designing, delivering and evaluating support services.	Develop Carers Ambassadors work programme	TBC
Increase early identification of Carers, including identification through GP referrals. Support carer re-engagement of services following Covid pandemic.	See Action for Priority 1.	TBC
Identify and reach more Carers of all ages and backgrounds, including young carers, ensuring that services and access to services is representative of our communities and their needs.	Promotional exercises to increase identification of 'hidden carers' outreach in schools and virtual/face to face community groups.	TBC
Support carers to maximise benefits, manage finances and understand impact of social care reform on people that they care for.	Improve access to benefit support and practical support in form completion.	TBC
	Map what support is available to carers to maximise benefits and manage finances.	TBC
Support Carers to have the support they need, when they need it, including breaks and respite.	Y2 – Understand service gaps through stakeholder engagement	TBC

16. LONG TERM CONDITIONS

TBC to align with the NCL Population Health Strategy & Forward Plan and

Theme Lead:GS/MT/ICB

the development of refresh H&WBS for Enfield.

Priority	Y1 Action	Action Lead
Improve joint approaches to diagnosing and supporting people with Long Term Conditions in the community.	Understand service gaps through stakeholder engagement and address in specifications for future VCS contracting.	TBC
Increase targeted interventions to prevent the development of Long Term Conditions amongst adult aged 50-64 at risk.	TBC	TBC
Increase information, advice, knowledge and self-management for people with Long Term Conditions.	TBC	TBC
Improve joint approaches to timely dementia diagnosis, post diagnosis support, annual reviews and dementia support in care homes.	TBC	TBC
For a range of long terms conditions, improve the identification, assessment, treatment, recovery and prevention care for those with co-morbidities.	TBC	TBC