

Welcome to Adult Social Care & Health



June 2022

Croydon Council

Enabling people to live in a place they call home, with the people and things that they love, doing the things that matter to them in communities which look out for one another.
 [#socialcarefuture]

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**Please note that this induction is specific to
Adult Social Care and Health and should be read and used
with the Corporate Induction.**

Welcome to Adult Social Care and Health (ASCH) at Croydon



Annette McPartland, Corporate Director
(DASS)

Social Care is an essential part of the fabric of our society.

Social Care at its best enables and transforms peoples' lives whether they need support with mental health, because of physical disabilities, learning disabilities, Autism or because they are becoming older and in need of additional support.

Working with our partners, for example Health, the Voluntary and Community Sector, our Providers, One Croydon etc. is integral to what we do

All of the teams within Adult Social Care and Health are important as working closely together we can achieve our fundamental vision for adult social care that residents should live as independent lives as possible, carers are supported in their caring role and our adults at risk of abuse or neglect are kept safe from harm.

Our mission is to make the best use of available resources to keep people in Croydon safe and independent. To achieve this, we must target our offer and be precise in what we can affordably do for our residents and utilise peoples' strengths to maximise their independence.

Where possible, we want to enable our residents to have their own front door, and to live in the borough and be connected to their communities.

Our core offer is:

- Safeguarding adults at risk of abuse or neglect,
- Providing social care information and advice to all residents and their families who need it,
- Supporting residents who have care and support needs in partnership with voluntary and community sector (VCS) organisations and active citizens, in an asset-based approach underpinned by community led support,
- Providing support proportionately, ensuring we make best use of the resources we have available,
- Commission services that meet the delivery of the core offer and to have a sustainable and quality market for residents,
- Integration with health where it makes sense for local residents, and,

- Developing an integrated plan to manage the long-term effects of COVID.

Our key objective is to manage Croydon's activity and expenditure on adult social care to the London average or below for younger adults and the National average or below for older adults by March 2024, whilst fulfilling all our statutory responsibilities and ensuring that our adults are supported and those at risk of abuse or neglect are safe.

About Croydon

One of Croydon's unique strengths is its diverse population. The borough shares similar demographic, economic and social characteristics with both inner and outer London boroughs as well as having:

- one of the largest overall populations by borough in London – 384,837
- the largest populations of children and young people in London (0-17yrs 94,775) whilst having the 2nd highest population of 18-64 yr olds (238,678) and the 3rd highest 65+ population in London (51,384)
- over 100 languages spoken

You can learn about Croydon on the [Croydon Observatory](#)

Directorate Priorities

Our top priorities from now until March 2023 (subject to review after election of Mayor in May 2022)

ASCH: We will promote the independence, health and well-being of our residents, and keep adults safe who are at risk of abuse and neglect

1. Develop our Resident Voice and fulfil all statutory responsibilities, ensuring our adults are supported and those at risk of abuse or neglect are safe.
2. Implement managing demand principles and processes, strong commissioning and market management; and moving activity and expenditure to the targets in our strategy.
3. Ensure health and care integration is successful and proportionate, and that it aligns to the Council's objectives for its budgets and our residents.

Who is in our Directorate?

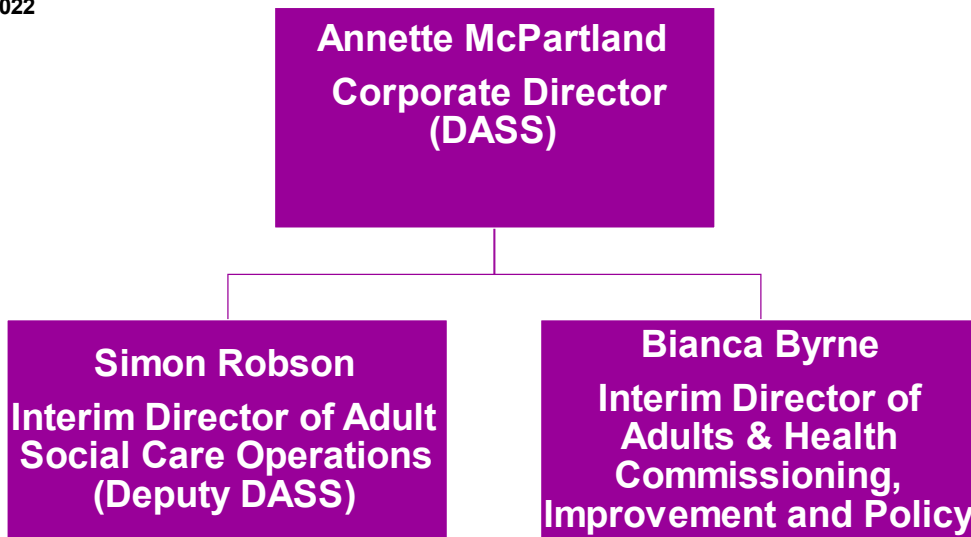
- Disability and Transitions
- Older People, Hospital and Occupational Therapy
- Provider Services (Active Lives, Dementia Services, Extra Care, Shared Lives, Sensory Impairment and Careline)
- Business Service and Compliance
- Safeguarding and Quality Assurance
- Mental Health and Substance Misuse
- Community Equipment Service

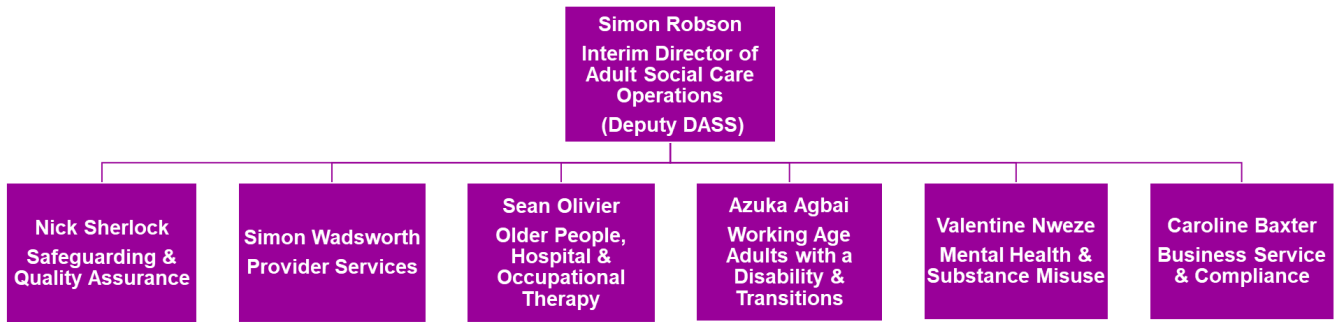
- Innovation and Change
- Adult Placement and Brokerage and Market Management
- Strategic Commissioning and Improvement

Structure Charts

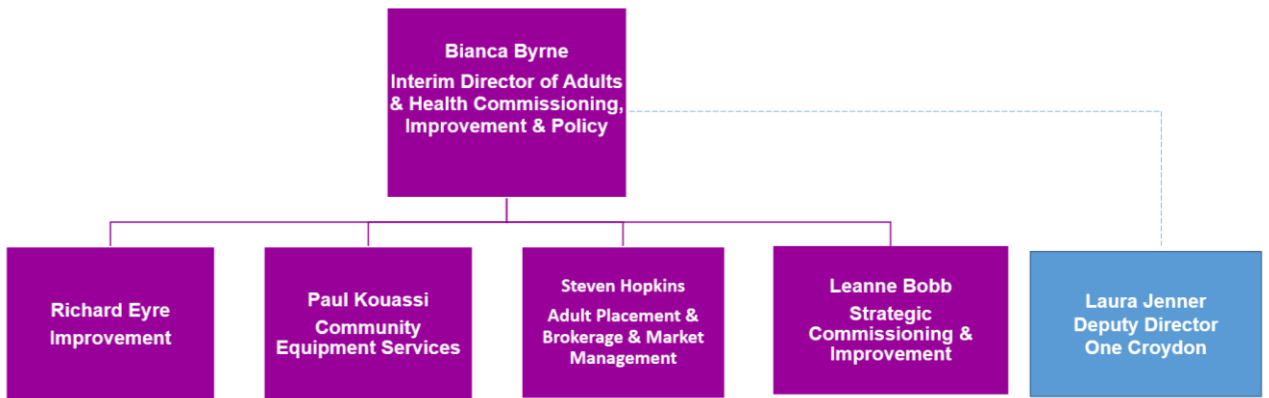
- Our Corporate Director (DASS) is Annette McPartland
- Interim Director of Adult Social Care Operations (Deputy DASS) is Simon Robson
- Interim Director of Adults & Health Commissioning, Improvement and Policy is Bianca Byrne

April 2022





April 2022



One Croydon

The One Croydon Partnership between the council, NHS and the Voluntary and Community Sector (VCS) is strong and mature.

There are six partners:

- Croydon Council
- Croydon Clinical Commissioning Group (CCG)
- Age UK Croydon
- Croydon GP Collaborative
- Croydon Health Services NHS Trust
- South London and Maudsley Mental Health NHS Foundation Trust

Who are all working towards improved outcomes for residents through the Croydon Health and Care Plan.

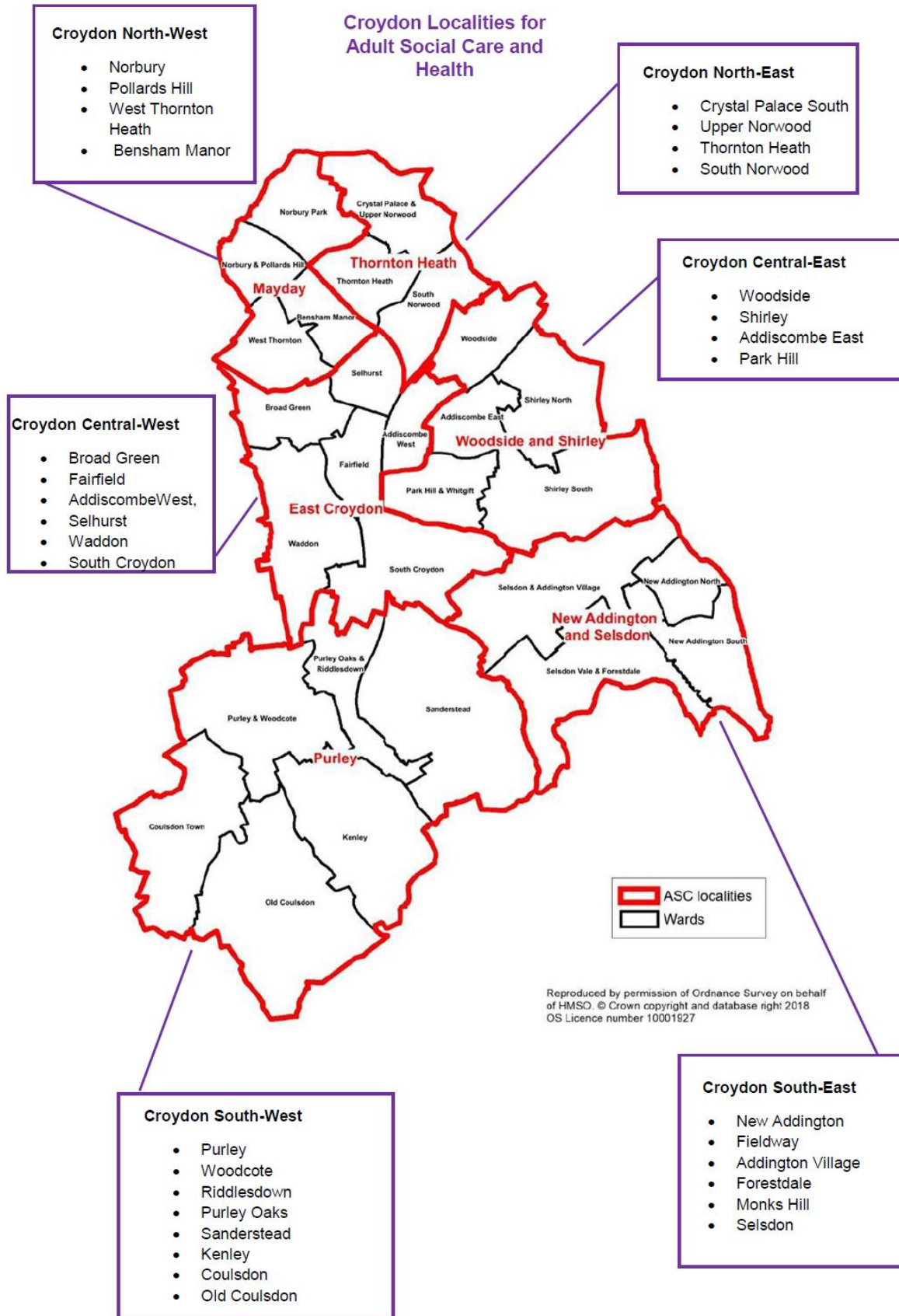
Integrated Community Networks (ICN+) are key, bringing together teams of professionals across health and social care VCS organisations and active citizens to build upon the existing assets in a locality to achieve individual and community-wide outcomes. This is a more holistic way of working with those from a variety of disciplines and different parts of the community coming together in one team.

Locality Working

The ICN+ programme aims to improve outcomes for residents in Croydon by creating 6 integrated, locality-based teams made up of professionals and workers across health, the Council and the voluntary and community sector. It is focused on all adults (18 years and above) and is aligned with services for children and families.

The ICN+ model breaks down organisational barriers and adopts a person-centred approach to provide more coordinated and preventative timely support.

Our older people's teams are split into the 6 localities, whereas our adults disability teams cover Croydon in three teams – North, Central and South.



Key information

As well as your welcome to Adult Social Care and Health, you will also have a corporate induction into the Council. You can read about this on the [Intranet](#)

You can find a lot of important information on the [Intranet](#) a few pages you might find useful are:

- [HR handbook](#)
- [Safeguarding and Protection](#)
- [Nolan Principles](#)
- [Croydon Digital Services](#)
- [Health and Safety](#)
- [Our Appraisal](#)
- [Information Management](#)
- [Mental health and wellbeing](#)
- [Our Values](#)
- [Information about our local political representatives and the democratic process](#)
- [Council corporate management team](#)
- [My Resources - for HR, finance and procurement self-service](#)

Learning and Development

Our Learning and Development Consultant is Elizabeth Uwadiae, please contact Elizabeth with any L &D queries you may have: Elizabeth.Uwadiae@croydon.gov.uk

You will receive a corporate induction to Croydon Council.

Your learning and development will be a continuous part of your time at Croydon Council and there is some corporate and ASCH mandatory training you must do.

Your corporate and Adult Social Care and Health specific mandatory training is listed below.

ASC MANDATORY TRAINING OFFER				
Course Title	Learning Type	Audience		Frequency
		Staff	Practitioner/ Manager	
Safeguarding Adults Level 1 – Understanding Effective Adult Safeguarding	Face to face / eWorkshop	✓		Every 3 years
Safeguarding Adults Level 2 – Applying the Safeguarding Framework	Face to face / eWorkshop		✓	Every 3 years
Safeguarding Adults Level 3 – SAMs	Face to face / eWorkshop		✓	Every 3 years
Safeguarding Children Level 1	eLearning	✓	✓	Every 3 years
Safeguarding Adults and the Law: The Legal Context	Face to face / eWorkshop	✓	✓	Every 3 years
MCA/DoLS Level 1 – Awareness	eLearning	✓		Every 3 years
MCA/DoLS Level 2 – Improving your assessment reports	Face to face / eWorkshop		✓	Every 3 years
Care Act 2014: Legal Update	Face to face / eWorkshop	✓	✓	Every 3 years
Domestic Violence and Abuse	Face to face / eWorkshop	✓	✓	Every 3 years
Workshop to Raise Awareness of Prevent	Face to face / eWorkshop	✓	✓	Every 3 years
Modern Slavery	Face to face / eWorkshop	✓	✓	Every 3 years
Introduction to Financial Abuse	Face to face / eWorkshop	✓	✓	Every 3 years

ASC MANDATORY TRAINING OFFER FOR FRONT LINE PROVIDER SERVICE STAFF (Additional to the mandatory training for all staff)		
Course Title	Learning Type	Frequency
Moving and Handling People	Face to face	Every 3 years
Infection Control	eLearning	Annually
Food Safety and Hygiene	eLearning	Every 3 years
Medication Awareness	eLearning	Every 2 years
Emergency First Aid	Face to face	Every 3 years
Fire Safety	eLearning	Annually

Corporate Mandatory training				
Course Title	Learning Type	Audience		Frequency
		Staff	Manager	
Corporate Induction	eLearning	✓	✓	Once
Introduction to Mental Health and Wellbeing at Work	eLearning	✓	✓	Once
Manager Core Skills	Face to face / eWorkshop		✓	Once
Mental Health First Aid (Champions)	Face to face / eWorkshop		✓	Once
Budget Management	Face to face / eWorkshop		✓	Annually
Code of Conduct	eLearning	✓	✓	Annually
Cyber Security	eLearning	✓	✓	Annually
General Data Protection Regulation (UK GDPR)	eLearning	✓	✓	Annually
Good Governance Awareness	eLearning	✓	✓	Annually
Information Security	eLearning	✓	✓	Annually
Equality and Diversity Essentials	eLearning	✓		Every 2 years
Listening to residents / good communication / consultation / public servant accountability.	TBC	✓	✓	Every 2 years
Managing Diversity	eLearning		✓	Every 2 years
Safeguarding Adults and Children Basic Awareness	eLearning	✓	✓	Every 2 years
Whistleblowing with Confidence	eLearning	✓	✓	Every 2 years
Health and Safety for Managers	Face to face / eWorkshop		✓	Every 3 years
Introduction to Health and Safety	eLearning	✓	✓	Every 3 years
Modern Day Slavery and Human Trafficking	eLearning	✓	✓	Every 3 years
Recruitment and Selection eWorkshop (Prior to conducting recruitment and refreshed every 3 years)	Face to face / eWorkshop		Recruiting managers	
Recruitment and Selection eWorkshop (Prior to acting as a panel member)	Face to face / eWorkshop	Panel members		
Recruitment and Selection (Refresher)	eLearning		Recruiting managers	Every 3 years

You can access learning and development via the council's learning management system, [Croydon Learning](http://Croydon.Learning) (Croydon.learningpool.com)

Croydon Learning is a self-service system where you can manage your learning. Once you have a network login and ID you will have access to the system. You will even have a shortcut on your desktop so one click will take you to the login page.



In addition to Croydon Learning, you can access Me-Learning, an online Portal that provides a range of e-learning courses including the Care Act 2014 which is the main piece of legislation that is relevant to your post. [Click here](https://croydon.melearning.university/course_centre) (https://croydon.melearning.university/course_centre).

Adult Social Care and Health specific information

Collaborative working between the adult social care operational teams and commissioning colleagues is imperative to ensure the directorate and whole-system working is effectively delivered.

Commissioning, Policy and Improvement

Croydon has the largest care home market in London with over 125 care homes and we have over 6000 residents who receive care.

The Adult Placements, Brokerage & Market Management team supports all ages of adults of the borough that require care support and has overall responsibility for managing the largest care provider network within London.

Strategic Commissioning & Improvement

The strategic commissioning and improvement team are responsible for the commissioning and improvement function on behalf of Adult Social Care & Public Health.

It is the commissioning team's responsibility to

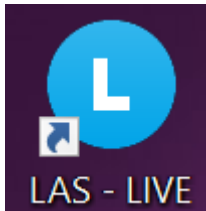
- ensure there are effective services available for the adult population of Croydon that maximise independence and wellbeing
- manage services for all adult social care and public health client groups - this includes older people and carers, those with a physical disability, learning disability and/or autism, those who have a mental health condition, those who live with a long-term condition and functions that are the responsibility of the public health grant.

- work with key stakeholders such as: staff in service areas e.g. social workers, suppliers / providers, residents, and service users to develop commissioning strategies and improvement plans so that services are fit for purpose and reviewed to ensure they meet the needs of our local population
- monitor and manage all externally commissioned services that are delivered to adult residents of Croydon alongside teams such as the adult Placements, Brokerage & Market Management team
- work with the market to drive innovation, to deliver improved outcomes and ensure best value.

Policies and Procedures

All our policies and procedures for Adult Social Care and Health can be found on TriX [Croydon Adults Procedures \(proceduresonline.com\)](http://proceduresonline.com)

Systems



We use the [Liquidlogic Adults' Social Care System \(LAS\)](#) which is designed to be used by social workers, professionals in partner agencies such as health, providers, the third sector and service users and carers.

The LAS – LIVE Icon will be on your desktop

Your manager will need to submit an application for you to have access to LAS; use the link below for guidance. Once this application is submitted you will be offered training relevant to your role. All LAS users must complete a Me-Learning module which includes confirmation of your adherence to an acceptable use policy. Social Care staff must also complete mandatory remote learning practitioner and safeguarding modules

[ContrOCC](#) is a tool for people who manage social care contracts, payments, budgets, financial assessments and charges. Access to ContrOCC is via the application process as above.

Before you start using these systems you must have completed your training, even if you have used LAS or ContrOcc in a previous role.

You can read more about LAS and ContrOCC on the [Intranet](#)

Community Led Support (CLS)

Community Led Support (CLS) is the approach developed by the National Development Team for Inclusion (NDTi) that underpins the One Croydon partnership and the localities-based work in Croydon.

CLS has seven Key Principles on which this work in Croydon is based:

1. There is a focus on 'place', community and the whole person
2. Co-production brings people and organisations together around a shared vision
3. People get good support and advice when they need it
4. The culture is based on trust, empowerment and shared values within and across teams
5. Support is strengths-based, building independence, control and community connections
6. Bureaucracy is the absolute minimum it has to be
7. The system is responsive, proportionate and delivers good outcomes

These principles have been put in to practice in the following areas:

- Community-focussed and led working in each of the six Croydon localities with the setting-up of six Local Community Partnerships working on Community Plans in each locality
- Using the NDTi's, strengths-based 'Resource Wheel' to guide all conversations between workers and local residents
- Community Hubs being set up in each of the six localities where local residents can get early advice and support from a team of locality-based workers
- Closer partnership working through locality-based Multi-Disciplinary Teams, Local Community Partnership events and increased contact between VCS, Health and Council has increased trust and strengthened community connections

For further information, please attend 'Community Led Support (CLS) in Croydon' and 'CLS – Good Conversations' workshops or contact Andrew Slegg, Community Led Support Coproduction Development Officer – andrew.slegg@croydon.gov.uk

Person Centered Practice

In line with the Care Act (2015), Croydon ASCH is committed to personalisation and person centred ways of working, including encouraging the use of Person Centred Plans (PCPs) and supporting residents to have as much choice, control and independence in their lives as possible.

Useful resources are:

- Helen Sanderson Associates, Person Centered Practices
- 'What is Personalisation' by the [Social Care Institute for Excellence \(SCIE\)](#) - [What is personalisation? - YouTube](#)

Croydon Adult Support

Our Information and Advice website: [Adult Support Home | Croydon](#)

There are 4 main sections within Croydon Adult Support:

- An information and advice section - this provides information that can assist you with information and advice, such as money management and help with staying at home.
- A Personal Assistants (PA) register - Personal Assistants can register online enabling people to search and make contact with a PA to meet their care and support needs.
- An e-Marketplace - here you can find and access services and activities within Croydon. People looking for services in Croydon, will be able to search, choose, and contact providers of wellbeing and social care services through the marketplace.
- A virtual wallet - allowing people to have all of the benefits of a direct payment with none of the administrative burden. Direct payments are 'credited' to an online account for people to manage their care and support and direct payment. It gives choice and control, is easy-to-use, it's secure and gives complete transparency for all parties

Guides for Direct Payments and setting up the Virtual Wallet can be found on Trix

Communications, engagement, business service and compliance

Keeping you updated and hearing from you all is very important to the management team. A few of ways this happens are:

- Our Departmental Management Team (DMT) send you an email called the Monday Message which is full of useful updates.
- A series of departmental meetings (currently using MS Teams) which are an opportunity for you to hear what's going on, and importantly, for you to let the management team know how you are doing
- Your Corporate Director (Annette McPartland) has an open door session every Friday, 3.30 to 4. This is an opportunity for you to have a chat with Annette or raise any concerns
- You can always talk to your team manager, service manager, head of service or director if there is anything you need to discuss, they will always make time for you
- You can contact us with ideas or questions via ADAPT@croydon.gov.uk

As part of your corporate induction you will hear how Croydon manages our Complaints, Freedom of Information (FOI) requests, Members Enquiries, Information Management and any data breaches that may happen.

Our Business Service and Compliance manager leads on all these areas and will be happy to help you with any questions or queries. Please contact Kay.Hefferman-King@Croydon.gov.uk

Some key documents and websites are:

- Our strategy
- [Care Act](#)
- [Health and Care Plan](#)
- [People at the heart of care – Adult Social care reform paper](#)
- [The Croydon Safeguarding Adults Board \(CSAB\)](#)