

SURREY COUNTY COUNCIL'S LOCAL COMMITTEE - TANDRIDGE

Friday 14 December 2007

Place: Council Offices, Oxted

Time: 10:15am

Organisation:**Adult Health & Social Care Service****Attendees:**

- Alan Warren - Director of Adult Health & Social Care Services
- Barbara Pink - Service Manager

What role does your organisation play in improving community Health?

The Adults Health & Social Care service combines the County Council's social care service for older people and people with physical/sensory disabilities with the community health services funded by the Primary Care Trust. Services include: care management; care home for older people (Dormers in Caterham); community hospital at Caterham Dene; community nurses and matrons; home care; walk-in centre; therapy services; telecare

Recent successes:

Our **Walk-in Centre** provides a triage and treatment service for all people calling at East Surrey Hospital. Opening hours have now been extended from 8.00 am through till 2.00am.

Our **Rapid Response** service has now been combined with the SCC home based care service to give a full care response for people needing community health and social care services. It has an extensive team of therapists to ensure that people are helped to regain skills to live at home. The service runs from 8.00am to 10pm.

Our **Integrated Nightcare Service** provides nighttime personal and healthcare visits to people at home so that care at home is available round the clock.

Our **Dementia Care Service** at Dormers has now been extended to provide a care setting for older people with extensive dementia needs. It is supported by our Consultant Nurse for old age mental health.

We have set up a full **Directory of our Care Services** so that GPs and other informed referrers now how to access our them.

Challenges:

The “Winter Pressures” time is now starting with a possible increase in the need for care. We have made plans to ensure that services are easy to reach over the holiday period. We will publicise these arrangements to colleagues and the public.

Aspirations for the Future:

We shall:

- improve our service for people who fall.
- strengthen our service for people with pulmonary/breathing difficulties
- redesign community nursing services to take on board the “virtual ward” approach
- improve usage of telecare
- extend services at Caterham Dene hospital
- market our services more effectively
- promote the positive image of older people and their ability to contribute to wellbeing by running both a care workers/ stakeholders event and a public “Celebrating Age” festival

We would be very grateful for Members advice on marketing our services and on support for the festival and stakeholder day.