



**Age UK Lewisham and Southwark**  
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Councillor Victoria Olisa  
Southwark Council  
c/o Members' Room  
160 Tooley Street  
London  
SE1 2QH

Monday, 10 February 2020

Dear Councillor Olisa,

I am writing in response to your request for further information regarding the Southwark Lay Inspection service that has been provided by Age UK Lewisham and Southwark (AUKLS).

We have been funded by Southwark Council to undertake Lay Inspections for a number of years, and in recent years have been inspecting 6 care homes in Southwark per year. Inspections involve several visits and engagement with as many people as possible to enable us to get an accurate picture of the experiences of service users and their carers in relation to each of the care homes. Each care home is inspected annually (unless issues have been identified which necessitate more frequent visits). Comprehensive reports are then written and shared with the Council, Care Home managers and owners.

This year, however, although AUKLS started this work as usual, this work was suspended in the autumn, due to uncertainty about whether the work was going to be funded for the current year. In December 2019 AUKLS received £10,000 funding from LBS for 2019/20 and as a result we were making preparations to relaunch the service. However, at a meeting in January 2020 to discuss the service, Genette Laws (Director of Commissioning, Children and Adults Services) asked AUKLS if we would be prepared to change the format of our visits and reports – to ensure they complement (instead of duplicating) the CQC and Council inspections, by having more of a focus on the experiences and views of residents and their families. I said that we would be pleased to do this. A meeting is now scheduled between AUKLS' Director of Services, Diana Hofler, and Jemima Strydom (Southwark Council) and Carol O'Brien (Southwark CCG) to discuss a revised Inspection Service. We fully expect to re-start the Inspection Service once we have agreed the revised processes and agreed the funding available for this for 2020-2021.

Examples of our recent reports are attached for your information, along with a description of how the current Lay Inspection service has been operating.

Please do get back to me if you need any further information.

Regards

Ross Diamond  
Chief Executive Officer

**'Improving life for older people in Lewisham and Southwark'**

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