

Croydon Adult Social Care and Health Strategy 2026 - 2030

A summary for Carers

Our vision



‘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.’

What is the one thing you need to know:

We are here to help you get the **right support, as early as possible**, so you and the person you care for can live well.

We want to make your life easier by working together across health and social care—and we will always listen to your ideas.

To find out more about Adult Social Care and Health in Croydon, visit:

www.croydon.gov.uk/adult-health-and-social-care

Support people as early as possible: we are committed to providing support to you and the person you care for, before needs escalate and independence is reduced. This includes services in the community to help with health and wellbeing, support with employment, using technology to help live in the most independent place possible, with specialist short-term support, including occupational therapy. We will work with you and the person you care for to understand what’s available and make sure you’re not left to manage alone.

Help people live more independently: our goal is to support you, and to help the person you care for live as independently as possible. This involves providing the right kind of support, not less support. We will help you to consider direct payments, to help give you more choice and control, and supporting you to help the person you care for regain or maintain independence. We will also think about how best to support you, so that the care you provide is sustainable, including through a clear respite offer.

Identify and reduce inequities through high quality services: we’re focused on making sure everyone gets the best care, regardless of background or financial situation. Our staff will be supported to work with you and the person you care for in a strengths-based way, rather than what you and the person you care for might struggle with. We will learn from others to continuously improve our services and always review our data to ensure access to services is equitable

Improve the range and accessibility of accommodation: we’re working to improve the range and accessibility of accommodation for people with care needs, including support to adapt your home to allow the person you care for to remain home. This means more suitable housing choices, support to live safely and comfortably, and listening to what works best for you and the person you care for.

Use ideas from the community to shape our work: Your voice matters. We will listen to you, the person you care for, and the wider community to involve you in shaping services. We will always be transparent, and explain why we made decisions, especially where they might not align with all the feedback received. We will have a clear flow of information, both to and from you, the person you care for and senior decision-makers.

Work closely with health and community partners to provide more joined-up services: We will work with health services and community organisations to make care more coordinated and seamless. You and the person you care for shouldn’t have to repeat your stories or feel like receiving care and support from across health and care services is burdensome. It should feel natural and logical when moving between services, where different skills and knowledge are needed to best support you and the person you care for. We want you and the person you care for to feel supported every step of the way.