

## A summary for the workforce

### 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 will build a system where you are supported to support others - with the right tools, training, and partnerships.**

**Your work matters, and your voice helps shape the future of Adult Social Care and Health in Croydon.**

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

[www.croydon.gov.uk/adult-health-and-social-care](http://www.croydon.gov.uk/adult-health-and-social-care)

**Support people as early as possible:** We will aim to intervene before needs escalate, by promoting a wide range of preventative services and community support to help people avoid relying on statutory support services. This does not mean diverting people away without the right support. We will work with residents to understand what is available in the community and other services. These include employment support, how technology can help to improve life quality, and how occupational therapy and reablement can help reduce and delay need, as our first step. We will be proactive in identifying early signs, signposting effectively, and working collaboratively with residents and partners.

**Help people live more independently:** We will continue to focus on Community Led Support, Strength-Based Conversations and promoting independence. We will complete mandatory training to deliver this approach and we will always look to use direct payments first. This aims to give choice and control to residents, to spend on services in the community that meet care and support needs, improving independence creatively, encourage choice and control, and support residents to regain or maintain independence.

**Identify and reduce inequities through high quality services:**

**Improve the range and accessibility of accommodation:** We will improve the range and accessibility of accommodation for people with care needs, including more independent settings like Extra Care. We will advocate for suitable housing, support transitions, and help residents with care and support needs feel safe and settled in their homes.

**Use ideas from the community to shape our work:** we will listen to residents and the wider community, to have them actively shape the services they, or loved ones, receive. 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 residents and senior decision-makers.

**Work closely with health and community partners to provide more joined-up services:** we will work with health and Voluntary Community and Faith Sector (VCFS) partners to work towards providing services as close to home as possible. Residents shouldn't have to repeat their 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 residents. We will collaborate across boundaries, share information, and make transitions