

# Croydon Adult Health and Social Care Plan





**Croydon Adult  
Health and Social  
Care Plan**

**Page 3**



**Information about  
Croydon Borough**

**Page 5**



**The 6 key themes of  
the plan**

**Page 7**



**Supporting people  
early**

**Page 8**



**Living independently**

**Page 10**



**Good support for  
everyone**

**Page 12**



**Accessible places to  
live**

**Page 14**



**Ideas from the  
community**

**Page 16**



**Working with  
community groups  
and services**

**Page 18**



# Croydon Adult Health and Social Care Plan



Croydon Council must help people who need care. This is the **law**



Many councils, including Croydon, **spent more money** on adult social care than planned



The **NHS** wants to **change** how care is given



Councils are **finding it hard** to do this because of **money problems** and **more people are needing help**



Croydon Council wants to **make changes** to help people **live better lives**



# Croydon Adult Health and Social Care Plan



**This plan** shows what Croydon **needs** and what the Council **will do** in the next **five years**

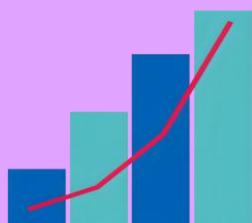


This plan was made by **talking** to over **1000 people**, listening to **their thoughts and ideas**



## This included

- People living in Croydon
- Local organisations
- Health and social care workers



# Information about Croydon Borough

Croydon has the **most people** living there out of all the London boroughs

This number has **got bigger since 2011**

Many people in Croydon come from **different backgrounds**, and speak over **100 languages**

Croydon has many **older people**, with a lot of people **over 85 years old**

People live **shorter lives** in Croydon, by over **9 years in men** and over **6 years in women**

It is **important** to make sure everyone gets the **help they need**





# The 6 key themes of the plan

**Supporting people early**

**Living independently**

**Good support for everyone**

**Accessible places to live**

**Ideas from the community**

**Working with community groups and services**





# Supporting people early



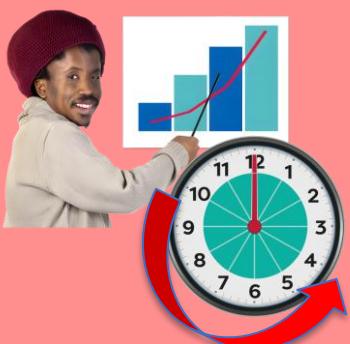
**What does research tell us?**



People are feeling **more lonely** and living in **poor conditions**



This makes their **mental health worse**



Studies show that **early support** can **stop** people needing **long term support**



## Our plans to help



- We want to make **social care better** by giving **help early**



- We will make sure our **information** is **easy to find** and **understand**



- We will work with **local community groups** to find out **what people need**



- We will give **good breaks** for unpaid **carers**



# Living Independently



**What does research tell us?**



**Not many people in Croydon are using  
Direct Payments**



**Research shows helping people at home  
means they don't need to go into hospital**



**Paying for services that work is better for  
everyone**



## Our plans to help



- We want to make it **easier** for people to get **direct payments**



- We will **work with services** to help people be **more independent**



- We will **train our workers** to help people **reach their goals**



- We will try **new ways** to help people after they **leave the hospital**



# Good support for everyone



**What does research tell us?**



**Croydon Social Care services are not doing as well as other places in England**



**Many people are not happy with the services they get**



**Many people from the Asian community feel this way**



**There are more white people in support homes than other ethnic groups**



# Our plans to help



- We will **let people know** how we are doing, and if things are fair



- We will **do research** to **find out** why things are not fair



- We will **work with the community** to find ways to **fix unfairness**



- We will make sure **everyone gets good help**, no matter how much money they have



# Accessible places to live



**What does research tell us?**



**Many people are waiting** for homes under the **Extra Care scheme**



**Extra Care Homes** give **more freedom** and **choice** than moving into a traditional care home



There are **not enough homes** in Croydon for people with **mental health needs**



There is **spare money** that can help **make homes better** for disabled people



# Our plans to help



- We need to make homes **more accessible** for everyone



- We should **know where there is space** for people to move into



- Housing and social care will **work together** more



- We will **make decisions** that make sure **everyone gets the best care and support**



- We will **check our services** to help them get better



# Ideas from the community



**What does research tell us?**



Some people **don't feel listened to** when decisions are made about their care



Many people from the **Asian community** feel this way



Some people think **decisions are made before they are asked** for their opinion



**People want to be involved** in making decisions about their care



# Our plans to help



- We will make **new partnership boards** to **help us listen** to what people have to say



- We will make our **Resident Voices group** better



- We will create a **plan** to help workers **talk to and work with** the community



- We will be **clear** and **explain our decisions**



- We will make sure there is **good communication** between people and decision makers



# Working with community groups and services



**What does research tell us?**



**People think health and care services should work together better**



**Staff in health and social care services want to make sure information is shared**



**If services work together, people won't feel like they are starting at the beginning again**



# Our plans to help



- We will create **Named Neighbourhoods**. These are areas where **social care and community groups work together**



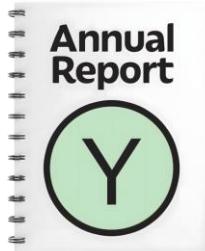
- We will **update the rules** for how our health services work together



- We will look into ways to **improve results for residents**



- We will make **moving between services easier**



**Every year** we will publish a **report**, telling you **what we have done**, and **what we will do** in the next year



If you would like to **share your thoughts**, or **get involved** with the plan, please **email us**



**[talk2socialcare@croydon.gov.uk](mailto:talk2socialcare@croydon.gov.uk)**



**Thank you** for reading our plan



**With thanks** to the **Easy Read Team** at **Advocacy for All** for making this plan into **Easy Read**