

Croydon Adult Health and Social Care Plan





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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

A group of people are standing behind a large clock face. A red arrow points from the clock towards the first theme box.

Supporting people early

A man in a black hoodie is giving a thumbs up. Above him is a house icon with the text "My House" below it.

Living independently

A group of people, including one in a wheelchair, are standing together. A large green checkmark is overlaid on the image.

Good support for everyone

A group of people are standing in front of several circular icons that show different types of houses and buildings.

Accessible places to live

A group of people are sitting on a bench in front of a church. A circular arrow surrounds the group, with the text "Community Life" at the bottom.

Ideas from the community

A group of people, including one in a wheelchair, are talking and gesturing. Speech bubbles are shown above them.

Working with community groups and services

Supporting people early



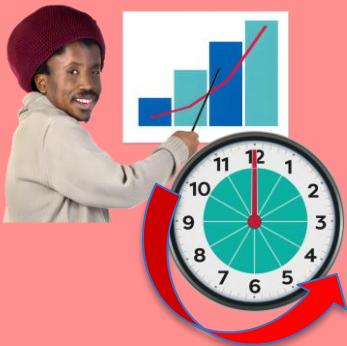
What does research tell us?



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



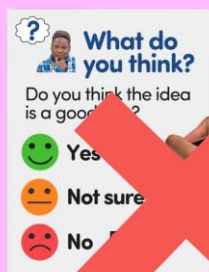
What does research tell us?



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**



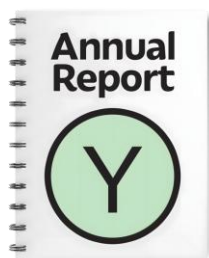
- We will **update the rules** for how our health services work together



- 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



Thank you for reading our plan



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