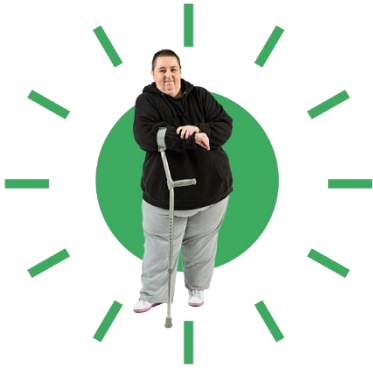


Supporting people Connecting communities

Our **updated plan** for having a good life
in Camden

Camden 2025





Introduction

We want people to

- be as independent as possible



- be healthy and active



- have more choice and control over their support

- be involved in decisions



We believe people are the experts in their own lives and that they have their own strengths and resources

With the right support people can keep their independence and live a good life

We call this a **strengths-based approach**



A strengths-based approach is when we start by looking at what people already have rather than what they are missing

It means helping people to work out what matters to them and their own strengths and resources to achieve that, so that they can be independent

Working with people on our plans

We have worked with

- residents
- people who use services
- partner organisations
- staff



 Camden



This helped us understand how we need to change Adult social care



Staff will work differently with people, looking at their strengths



We will work with voluntary and community groups to help make sure the right services are out there

What we have achieved so far

Supporting people in the community



Our social care is now based on

- **What matters, the Camden approach to adult social care**
- the **named worker** model for people with a learning disability



Named worker means having a named social worker as your first point of contact

Having a named worker can help a person have a better outcome



The **Charlie Ratchford extra care sheltered** scheme will provide care through **self-managed teams**

A self-managed team is a team that takes responsibility for all or most of a service



Camden Careline are supporting more people to remain independent in their homes with the use of **technology** and telecare

Technology means things like telecare equipment, smartphone apps and the internet



The **Centre for Independent Living (CIL)** is the new **community resource** at Greenwood Place

Here people can get information, advice and support from people like themselves



It opened in February 2019 for

- people with learning disabilities
- people with mental health support needs
- people with sensory needs
- people with physical disabilities



The **CIL** will act as a voice for disabled people



Shared Lives is a service that offers short breaks to people who need care and support by finding them a family to stay with for a few days at a time or longer



The **Discharge to Assess** team are supporting people to come out of hospital quickly and safely and regain their independence



Family Group Conferences are a way of giving decision making power back to families and individuals and supporting them to make plans for themselves



What Matters

What Matters sets out how social care and our partners should work with people



- working with our partners in neighbourhoods
- connecting people to the things that matter to them
- offering early help when people need it

How are we doing?



We check how we are doing

- by using something called an **Outcomes Framework**
- through staff and resident feedback



An Outcomes Framework is a way of showing whether something is

- working well
- happening at the right time
- having the results we are looking for



We asked you for feedback about your experience of adult social care

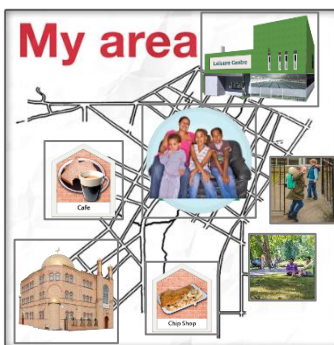
We used your answers to help us decide what we should focus on

More than half of you felt that



- your social care worker understands what matters to you

- you get the right support in a crisis



- your social care worker understands your local area

- you had enough support to do the things you most wanted to do



- you knew how to live a healthy life



Less than half of you felt that

- we helped you live more independently
- we helped you be more active
- we helped you feel better connected to your local community
- it was easy to find information about services in Camden



Other results



- most people with a learning disability said they had a more positive experience
- most people receiving a direct payment said they had a less positive experience



Ethnicity



Most people from non-white ethnic backgrounds were

- less likely to feel their contact with social care has connected them to their community
- less likely to believe their social care worker understands what matters to them
- less likely to feel they have enough support to do the things they want to do
- less likely to feel they knew how to live a healthy life



Our updated aims

Information

We will get better at sharing the information between health and social care so that we can have a better understanding of your needs

We will focus more on early help and prevention





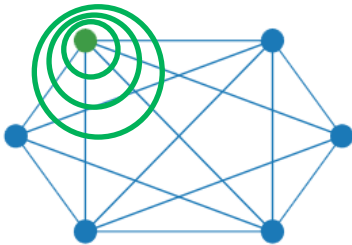
Money

We want to make sure Camden adult social care offers both value for money and good outcomes for people



Building a confident workforce

- We will make sure our staff have the right training
- We will make sure our staff have good networking skills and an understanding of local communities



Working with our partners

We will use a more joined-up approach when working with people with more complicated needs



We will develop the adult social care **provider market** so that



- there is better care and support



- there is early help and prevention



- you have more choice



- you feel connected



Provider market means all those businesses and organisations outside the Council that offer services and support to people



Equality

We will look at the inequalities within our workforce

- lack of diversity at the top



- Covid health inequality for people from black, asian and minority ethnic backgrounds

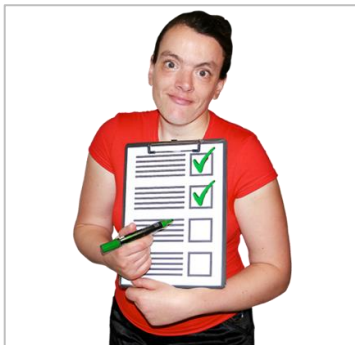


We will focus on these areas

- race
- sexuality
- gender
- disability



We take a zero-tolerance approach to racist abuse towards social care workers and expect the same from our partners



Our 9 priorities

Following on from what you told us is important, and what we've learned over the last 3 years, we have set out 9 priority areas for the future



- We value and support carers and other informal networks of support



- We focus on what matters to people



- We use a neighbourhood approach and offer early help at the right time



- More and better housing



- Digital inclusion



- We offer support into employment for people who want to work



- Health and social care work together



- We help you to stay safe