

Supporting people Connecting communities

Our plan for having a good life in Camden

Camden 2025





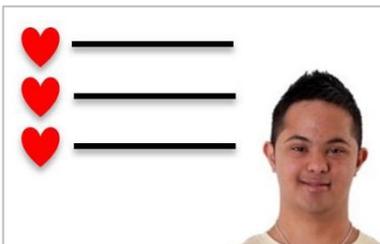
1 Introduction

We want people to

- be as independent as possible
- have more choice and control over their support
- be involved in decisions

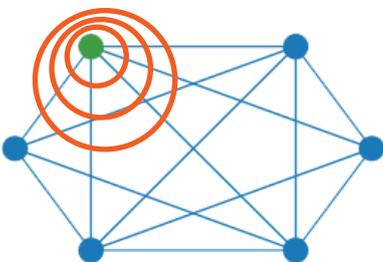


We want to support people to live healthy, active and independent lives for longer



We plan to

- focus on what is most important to you



- recognise your strengths and your networks



- help you stay connected in your community



We will use **community resources** first when finding solutions with people

community resources means all the support services, groups and activities that people can use in or near Camden



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Why change the way we work?

The Care Act says we should

- support people with their wellbeing and independence
- work in partnership to improve people's lives
- have better and more accessible information and advice
- have services that are more joined up



More people

As time goes by in Camden we will have

- more older people
- more people with learning disabilities
- more people with autism
- more carers who may need our support





Less money

By 2018/19, cuts will mean that we will have less than half the money from the government that we had in 2010

Councils that have used a **strengths-based approach** have better **outcomes** for people and make more savings



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



What are their strengths and skills and what support can they get from friends, neighbours and the community around them?

Outcomes means results – this is how we can measure success and see whether something is working well



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Working with people to develop our plans

We have worked with

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





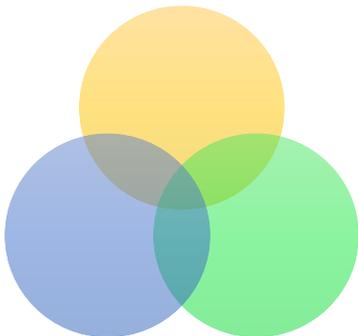
This helped us understand how we need to change adult social care



Staff will work differently with people, looking at their strengths



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



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A new relationship between the Council, the community and Camden residents



We want to have a new relationship of **shared responsibility** between people, communities and the Council

Shared responsibility means moving away from the 'we'll sort it out for you' approach to 'let's try to sort things out together'



We will help you build on your strengths and look at what works well



We will use a **strengths-based approach**, so that we

- help you to stay well and connected



- help you when you need it

- give you ongoing support for when you need it



- help you to stay safe



We will spend more time building relationships with people, looking at

- what you want to achieve



- what you can do yourself



- what help you can get from your local community



The new **Centre for Independent Living (CIL)** will be a **community resource** where people can get information, advice and support from people like themselves



The **Centre for Independent Living** is the new centre at Greenwood Place for

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

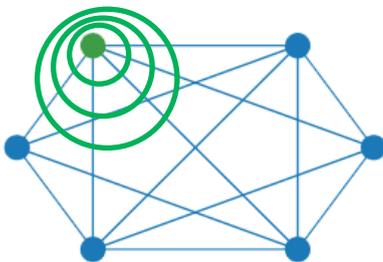


The **CIL** will act as a voice for disabled people



Helping you stay well and connected

When people and communities are more connected, there is less need for formal care and support services



We will make sure that our staff have good **networking skills** and better understanding of local communities



When staff have good **networking skills** they are able to connect with and have professional relationships with different people and organisations

Help when you need it



- at times of crisis
- when short-term support is needed



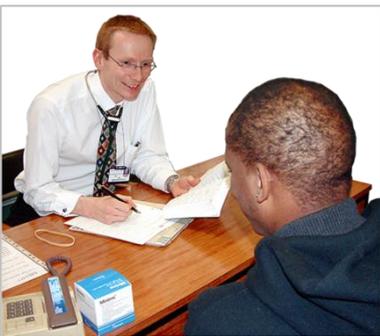
The short-term support we give will include

- help to support you to get back on your feet, when this is needed

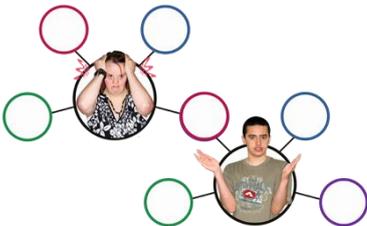


- using **technology** to help you stay independent

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



- making sure that more people with learning disabilities are known by GPs and have good health plans in place



- quicker help for people with mental health support needs and support for people with autism



- support for people to remain active during the day with things like jobs and training



Ongoing support when you need it

We will work closely with you to meet your long-term care and support needs



We will have a joined-up approach for people with more complicated needs



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



- there is better care and support



- you have more choice



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



Helping you to stay safe

When you are at risk of abuse or harm, we will support you to help keep you safe



We will continue to do work around

- hate crime



- mate crime



- tackling **scams**

Scams are when someone tries to trick you into giving them money or signing up for something you don't need



Scams can happen by phone or email, by someone approaching you on the street or coming to your front door



- working with victims of domestic violence and abuse



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How we will work together to get things done

Strengths-based practice



We will have this in place by **November 2018**

This means working with you on



- what matters to you



- what needs to change for you to live independently and have control of your life



- how we can help you to make the most important things happen



Supporting you at home

- helping you to remain at home for longer



- helping you return home quickly



- more use of technology to help you feel connected and to help you to live more independently at home



We will develop **floating support** for people with learning disabilities so it is

- more flexible



- specialist enough to support people with more complicated needs

- better at helping people to improve their confidence and independent living skills



Floating support can be support in the community or support at home



Supporting people in the community

We want people to have better access to work, education and leisure opportunities



We want to

- redesign day services



- develop Camden's Centre for Independent Living



- develop a new carers hub



- develop information and advice



- look at how we provide advocacy



- build a **dementia-friendly** Camden

A **dementia-friendly** Camden would be a place where people with dementia can be safe and supported to live a good life



Housing

- new supported living opportunities, using the latest technology



- fewer out-of-borough residential care placements



- new housing developments



- look at **Shared Lives schemes**

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

This gives their carer a break and also gives them a break from their carer



- help older people remain in their own home



The digital world

We want to use the latest technology to change the way we give services and to help you to stay independent for as long as possible



This includes

- new technologies to support carers



- smartphone apps



- new ways of connecting people



- technology to enable people to live independently



- online care accounts



- **web-based services**



Web-based services means services that use the internet to offer people a service rather than an office or shop – **Amazon** is an example of a web-based service

These are also called **online services**



Building a confident workforce

We are committed to having a well-trained workforce



We will make sure that our staff have good networking skills and an understanding of local communities



⑥ How we will check that we are doing well

We will check how we are doing



- by using something called an **Outcomes Framework**



- through staff and resident feedback



Outcomes Framework is jargon for having an agreed way of showing whether something is

- working well



- happening at the right time



- having the results we are looking for