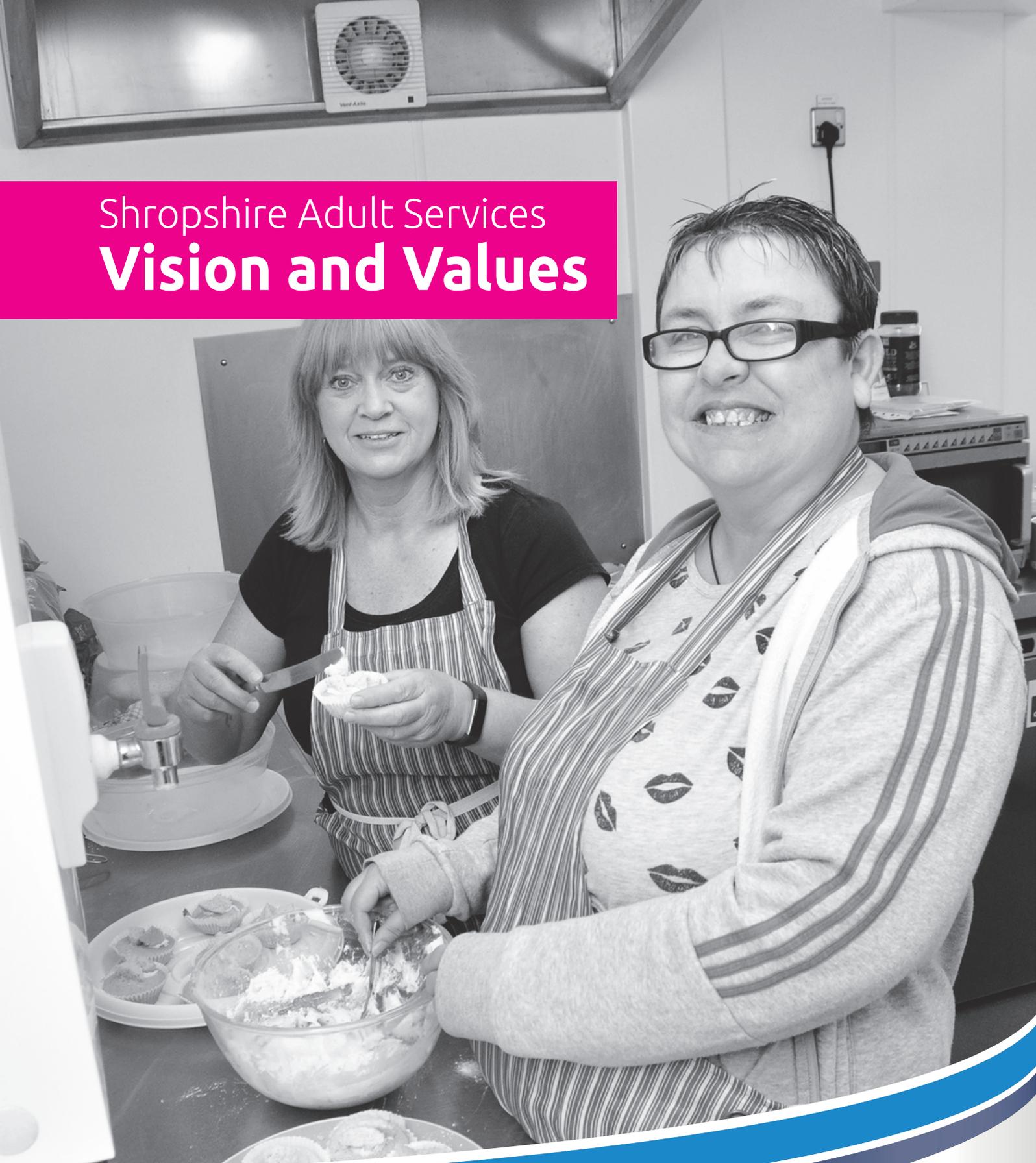


# Shropshire Adult Services **Vision and Values**



## Shropshire Adult Services **Vision and Values**

This document has been produced to accompany Shropshire Council's [Adult Social Care \(ASC\) Strategy](#). It has been created by ASC staff and people who make use of care services; demonstrating a shared passion.

It highlights our Vision and Values and details the measures that we will use to make sure we support people well. It shows the way in which we will work with every person we encounter; conscientiously and with care and creativity as we aim to make every experience positive.

Adult Social Care has an important role in working alongside people living within our local communities and other statutory partners, to enable people to maintain their independence. A sustainable Adult Services system promotes and maintains greater independence and well-being and maximises the support available within local communities. Our practice fosters and promotes well-being, independence and self-management through different conversations so that between ourselves, the public and stakeholders all parties can enhance and promote independence for our citizens.



# To achieve this

The following principle is at the heart of this vision

**'The individual is at the centre of everything we do and our priority is to enable independence and wellbeing.'**

To achieve this

- We will ensure that everyone has access to information and advice that supports their wellbeing
- We will ensure all information, advice and guidance is easy to access and available through opportunities such as online, by phone, through 'Let's Talk Local' appointments, drop-in or where required through pre-arranged home visits
- We will work with people who may be at risk of needing help in the future and intervene early to help people stay well
- We will ensure that there are short-term resources available, such as assistive technology, to prevent longer term needs from developing
- We will deliver services that enable people to gain or regain skills to help them to live independently
- We will support people in the short term whilst expecting that, wherever possible, people will support themselves in the longer term
- We will work with young people in their preparation for adulthood, enabling them to plan for the future with their families and carers
- We will work with individuals and families to manage a crisis so that individuals learn to become more adept and skilled to deal with issues in the future
- We will support people to live a life that's free from harm and abuse as a human right
- We will support people to understand and manage risks at an acceptable level in a way that supports their own wishes, feelings and aspirations
- We will ensure people who cannot easily communicate their needs are supported by the right person to advocate on their behalf
- We will recognise and enable carers to continue with this vital role whilst also supporting them to achieve their own aspirations and maintain their own wellbeing
- We will encourage neighbours, citizens and communities to look out for one another
- We will continue to develop our understanding of people's strengths, needs and preferred choices, gaining feedback to improve the quality of services

# Our approach starts with you\*



- You first, you know yourself best
- Consider what works for you to help keep you healthy, happy and safe
- Your friends, family and neighbours also know you well
- Explain to them what you want; they may be able to support you
- Consider the resources and people available in your community, such as local groups and clubs
- Look for ways in which your community could support you to keep healthy, happy and safe
- You may need a bit more help and advice at times
- We can provide information and guidance and tell you what else is available
- You might choose to have a conversation in a local hub, or at home if you are not able to travel
- We will talk to you about what's working well for you and what needs to change
- The conversation might identify a need for additional support from us
- Any care and support we provide will focus on building your strengths and enhancing independence, within the scope of legislation

\* We recognise that lives are often complex with people not always following a path like the one we're describing here, instead joining and leaving at different points and places.

# We will know when we have been successful when we see:

## Resilient communities helping people continue to live independently.

- An increased use of information portals (e.g. Shropshire Choices and FPOC) giving people easy access to appropriate information and advice
- Positive feedback from call back reviews and peer reviews of services showing that services are proportionate and timely
- A vibrant Voluntary, Community and Social Enterprise (VCSE) sector offering a diverse range of preventative services and an increased pool of volunteers across Shropshire
- More people with care and support needs living as independently as they are able in their community
- A reducing number of safeguarding concerns indicating that communities, families and individuals are better able to protect people from abuse

## Preventing or reducing people's needs.

- More people regaining independence following effective short-term care and support
- More carers receiving a carer's assessment and receiving appropriate support
- An increase in the numbers of people accessing Let's Talk Local and social prescribing that is proportionate and appropriate to individuals and their needs
- An increase in the number of people who receive support through the voluntary sector
- More young people being supported appropriately as they prepare for adulthood
- Reducing the number of adult safeguarding concerns

## Delaying the impact of people's needs.

- More people who have care and support needs staying at home and out of hospital
- An increase in the take up and use of assistive and digital technology
- More individuals and carers are planning for the future, with or without support to do so
- Our Social Care survey shows increased numbers of people feel safe and have control in their lives

## Meeting people's needs through a creative approach to care that is value for money

- The establishment of effective new care and support initiatives
- Increased choice and control is demonstrated through an increased take up of Direct Payments
- Person centred Care and Support Plans show clear evidence of an asset based strengths approach
- More options available to increase the proportion of people receiving early and preventative guidance or assistance so that they can meet their own needs or source the appropriate information and support without accessing statutory services or hospital health services until required

# The 3 C's are the values that Shropshire Adult Social Care are committed to. They guide the behaviour we expect staff to work to every day.

## Creative

I will value your knowledge, life experience and skills and focus on developing your strengths.

I will be familiar with what is happening in the local community and work creatively with you to identify opportunities to help you live the life you want and plan for the future.

I will work with you and your chosen support networks to be creative in identifying what it is you need and want to do.

I will aim to keep my knowledge and skills up to date.

## Caring

I will take care to respond to your query in a helpful way.

If unable to help you I will support you to find the right person.

I will communicate clearly and respectfully making sure I listen carefully and that you understand the purpose of our discussion.

I will identify and provide information in a way that works for you.

## Conscientious

I will make sure you know who I am and how to contact me if you need to.

I will explain what I am doing and do what I say I will in agreed timeframes.

I will be sensitive with your personal information, seeking approval to share when appropriate.

## My Pledge

I will ensure you are at the centre of everything I do.

I will be open and honest with you, and respect your views.

I will aim to make your experience positive.

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