

Adults' Health and Care Vision

Adults' Health and Care encourages and enables you, your family and community to stay well and live independently. Where you need support, we will help you to identify the best solutions. If you have needs but are not able to arrange your own care, the support we agree with you will help you to live the best life you can with the help you have around you. By doing this, our limited resources can be used to help the growing number of people who need our direct support and reduce inequalities.

Working together we will:

encourage and enable you to stay well

- We encourage you to do as much as you can with support from your family, friends and community networks
- We work with other organisations to ensure you can access advice and find out about local support and other services to help you look after yourself in your community
- Making local places, healthy and safe places

support you to help yourself

- When you need more help, we provide information and advice about where you can find help
- Where you have specific care needs we will help you to find support that increases your ability to manage these

carefully work with you when you need help

- When you are vulnerable and in need of direct support, we will ensure you have access to social care services that meet your needs and are affordable for the County Council
- If you are referred to Adults' Health and Care, we will ensure you are assessed, and should you need support, that you receive services to enable you to live as independently as you can

How we work

- We provide you with good quality information and advice to enable you to make informed choices about your care and support
- We work together with service users, carers, service providers, the NHS, voluntary groups, and local communities to develop effective social care services
- We communicate clearly and consistently
- We ask for feedback, experiences and stories to help us to improve what we do

What the **Vision** means for our staff

Our Vision builds on, and develops the transformational work already started. Every member of staff whether in a frontline or support role, is personally and professionally accountable for delivering the Vision for Adult Social Care in Hampshire. Managers in particular, are accountable for ensuring they and their staff deliver the Vision in the ways set out below.

How we work to deliver the Vision

Person centred

- We will treat people with compassion aiming for the best outcomes within the available means
- We use the strengths based approach in all our dealings with the public to support them to safely look after themselves
- We will be clear and consistent in our communications with the public

Resilience

- We will support you to be creative and innovative and to work differently
- We will ensure staff have the required tools and skills to do the job
- We will support each other, helping to maintain our own wellbeing and that of the teams within which we work

Accountability

- We will follow departmental policies and procedures in all that we do
- We will offer constructive challenge to help improve the way we do things
- We will use positive risk taking to support people to take control of their lives

Working together

- We work in partnership with service users, carers, service providers, the NHS, voluntary groups and the wider population to deliver effective health and social care outcomes
- We strive to make Public Health everybody's business

Our approach will be underpinned by strict adherence to professional standards, safeguarding requirements and statutory responsibilities

