

# Newham's Adult Social Care Plan

Helping People to Live Well



# Contents

Foreword	3
Introduction	4
Equity, Culture and Diversity	6
Our Vision	7
Our Values	8
Our Approach	10
Our Work	14
1. Early identification, early help and short-term support	15
2. Enabling people to stay at home	16
3. Connected to the community and local resources	17
4. Increased capacity and high quality supported housing	18
5. Supporting Carers	19
6. A stable, supported, skilled and flexible workforce	20

# Foreword

Adult Social Care in Newham is on a journey. We started back in 2018, when the new administration led by Newham's directly elected Mayor, Rokhsana Fiaz, set out a clear ambition to put people at the heart of everything we do, to be far more responsive to the diverse needs of our community, championing equity and tackling health inequalities.

Placing these values at the centre, and more closely aligning our approach to public health and adult social care we went to Wigan to learn about their ground-breaking work – putting strength based practice and community at the heart of their approach to health and care with remarkable results. We returned focussed on applying those approaches to our far more diverse, transient and dense urban environment of Newham; common values, but with tailored application.

However, our trajectory was significantly altered by the pandemic in early 2020. Covid-19 hit Newham incredibly hard, with the borough at the forefront of both the first two waves. With 73% black and minority ethnic population, comparatively low levels of English as a first language, high levels of multigenerational living, a population disproportionately unable to work from home due to their occupations and significant underlying health inequalities Newham residents were particularly vulnerable to the impacts of Covid-19. But we also saw an incredible response from our communities, and built vital partnerships with our voluntary sector, to keep people fed, connected and ultimately vaccinated.

As we emerged out of the pandemic in 2022, our new Corporate Plan, Building a Fairer Newham established “A healthier Newham and ageing well” as a top priority.

We returned to our path, despite the deep challenges of cost a living and housing and homelessness crises, financial austerity, growing demand, more of population reliant on support and a deeply challenged healthcare system, as well the longstanding challenges of our underlying demographic and socio-economic context.



**Councillor  
Neil Wilson  
Cabinet Member  
for Health and  
Adult Social Care**



**Jason Strelitz  
Corporate Director  
of Adults (DASS),  
Health and  
Communities**





# Introduction

What is the role of Adult Social Care? Adult Social Care supports people aged 18 and over who have care and support needs arising from a disability or an illness. Assistance is also provided to carers who spend time providing necessary care to another adult. Many of our services are delivered in accordance with our primary legislation, the [Care Act \(2014\)](#). We support people by providing information and advice and referring them to services. When required, we can also help to arrange the provision of support for personal care and other everyday tasks. We carry out a range of personalised assessments to determine the level of care and support required. This may include care and support at home, day services, provision or recommendations of aids and adaptations, supported accommodation or residential/nursing care. We are here to help our residents to improve and maintain their wellbeing, understanding the

outcomes that are important to them. We recognise people as experts in their own lives and their wishes, feelings and beliefs are central to any decisions, and building support that is right for them. We understand that each resident we serve is unique, with their own personal story, and a blend of culture and experiences that make them who they are. We tap into this to understand what they enjoy doing, what their strengths are, what they need to feel safe and what networks of support they have around them.

As this plan sets out, our goal in doing this is to support people live as independent lives as possible, promoting good health, preventing poorer health and working with our residents and carers to ensure people retain as much control of their lives as possible.



**350,000+**

Number of people that Newham is home to



**32**

average age of Newham resident



**8%**

of people in the borough are aged 65 and over



**20 years**

difference between actual life expectancy and healthy life expectancy



**240+**

languages spoken



**21,000+**

people providing informal care to family and friends



**1 in 50**

residents providing between 20 and 49 hours of unpaid care each week



**5,000+**

number of people supported by ASC



**61%**

overall satisfaction of people who use services with their care and support



**90+**

number of voluntary sector organisations supporting Newham residents



**34,000**

number of residents connected to services through the Joy App (our Wellbeing Directory)

# Equity, Culture and Diversity

Newham is one of the fastest growing, young, and diverse boroughs in the country. Over seven in ten residents are from Black, Asian, and ethnically diverse communities and four in ten do not have English as a first language. Many communities have strong support from families and friends, some who live with them, and engage with wider social activities in the community which helps them stay active and independent. Our faith communities and social networks also play a key role in offering support and people rely on the many wonderful voluntary and community organisations for help. Our experience in Newham during Covid-19 highlighted where through working together we were able to achieve so much more.

However, there are challenges too. These include issues like language barriers, racism, health inequalities and discrimination, as well as struggles with poverty and housing. While there are lots of job opportunities in the city, the cost of living in London often results in extremes from families who are living in homes with multiple generations. For many residents, their families and friends are more likely to be working, or live further away, and less able to provide regular informal care. Newham is home to many asylum seekers and has a large number of people who are experiencing homelessness and sleeping rough, and we are seeing younger and more complex needs. Our community, voluntary and faith sector also struggle after years of cuts to funding.

Things like money, housing, and the nature of the neighbourhood environment all affect people's health. When these things are difficult, people may feel lonely, get sick more often, and find it hard to get help. These problems are often connected, and need a joined-up solution that gets the right support in place and prevents the issues worsening or happening again.

The Council understands the scale of this challenge and we are committed to working with people to address any inequalities that affect their health and wellbeing. Across all the work we do, we recognise people's human rights, and their right to dignity and safety.

We see individuals as unique, which means we work with them to understand their identity, culture, and their preferences, to make sure that the support provided is tailored to focus on the things that are important to them.

At the core of our adult social care model, we believe that everyone should have a fair and equitable opportunity to be as healthy, happy and safe as possible.



## DG's Story – Men in Sheds

DG, a 65-year-old retired Prison Officer, was referred to our Community Neighbourhood Link Worker (CNLW) service in September 2023 for help with a Disabled Freedom Pass application. He faced multiple health issues and social isolation after medical retirement in 2021, feeling a loss of purpose and spending most of his time at home.

DG engaged in community activities with CNLW support, attending sessions like "Time to Talk" and "Forever Young" to stay active. In July 2023, he was invited to a Men in Sheds focus group, contributing to its development and forming friendships. He naturally took on a leadership role, influencing decisions and project choices, including bike and wheelchair repairs, restoration and gardening. He now attends daily, and has begun mentoring other members of Men in Sheds to support with their challenges.

Through the Men in Sheds project, DG has found companionship, a renewed sense of purpose, and improved well-being. The initiative has helped him stay active, mentally stimulated, and provided a strong support network. His involvement has given him structure, motivation, and a sense of belonging.

**"Being part of Men in Sheds has given me a purpose I didn't know I was missing. It's more than just a place to work on projects; it's our own community."**

# Our Vision

To improve the health and wellbeing of all adults in the borough to support them to live as independently as possible within their local communities

## Bringing the Vision to Life in Adult Social Care

We know that our residents want to live happy, healthy and fulfilling lives in a place they call home, surrounded by loved ones and doing what matters to them in supportive communities. We value everyone's contribution to society and Newham are committed to offering personalised support to those who need it. We recognise that feeling safe is essential to people's happiness and wellbeing. There are many factors that contribute to this, and we work with residents to address any concerns or risks to their safety that we can address or alleviate.

Adult Social Care plays an important role in helping residents stay healthy, connected, and independent through life's challenges. Some of our residents may need advice, others more intensive support, all based on their individual needs. We work with other parts of the council (such as housing and transport) and external partners (particularly the NHS and care providers) to make sure care is coordinated and comprehensive.

Informal, typically familial carers, play an absolutely critical role in delivering support to our residents, in place of or alongside commissioned care. Our community are supported to identify their own health with [national estimates](#) that the value of informal care is three times what is nationally spent on formal long term care.

It is vital that we support carers who are critical to maintaining the independence our residents value.

When residents require support, we work alongside them, focussing on their strengths and goals, not a one size fits all approach— residents' needs are unique. In times of crisis, they will get quick, intensive help to regain independence.

Co-production underpins all the work we do – we believe in designing care and support plans with our residents and the people that support them. This means that support is tailored to the person receiving it, recognising their personal preferences, goals and what makes a good day for them. We also work with the community to co-design services, ensuring those with lived experience guide future care. The Council's website is regularly updated with our co-production work. For more information or to get involved please visit our [pages](#).

We are committed to identifying and tackling health and broader inequalities in the borough which affect residents' ability to maintain good mental and physical health. We support people to feel safe identifying how they want to, and live as they choose, championing their human rights.

The equity of access to support, the quality of support provided and ensuring our residents' safety is the driving force behind all the work we do in the design, delivery and commissioning of services.

---

**“I started at 105kg and am now 95kg, aiming to lose 10kg more. Attending 3 sessions a week has improved my endurance and mental well-being.”**

Resident part of the Get Healthy pilot

# Our Values

Our approach is underpinned by five core values that are woven through every action we take, putting the resident at the heart of everything we do.







## Person-Centred Care and Support

We work with residents to provide care and support that is tailored to their needs so they can achieve the things that matter most to them. This means putting the resident at the centre of everything we do, supporting them to choose and control what care and support they receive. We will treat every resident with respect and dignity.



## Strengths-Based and Outcomes Focused

We will work with individuals in a way that recognises that they are experts in their own lives, will have hopes and aspirations and have a range of strengths and assets (including personal strengths and social and community networks and including carers, families and friends) that can support them to remain independent. We put the individual and their well-being at the heart of everything we do and we will support residents to achieve person-centred outcomes.



## Preventative and Supports Independence and Wellbeing

We will support residents to improve and maintain their health, wellbeing and quality of life through access to a range of information, advice, activities and more targeted support. We will work with partners and our community to improve the wider determinants of health. Our commitment to improving health and wellbeing aims to support residents to live independent, fulfilled lives within their communities and neighbourhoods.



## Prevent Harm and Reduce The Risk Of Abuse, Neglect And Self Neglect

We will work collaboratively to prevent abuse, neglect and self-neglect. We will raise awareness of what abuse, neglect and self-neglect is, helping people to identify when this is happening and the support available. Residents will remain in control, making decisions about what happens next and how they want to live. Our response to any concerns will be timely, coordinated, and effective in managing risks, to optimise residents' safety, wellbeing, and quality of life.



## High Quality, Value for Money Services

We aim to deliver a high-quality offer to our residents, which provides value for money and is outcomes-focused. We will work closely with our partners and providers to ensure we are continuously evaluating and improving services, to ensure they are meeting the needs of our residents both now and in the future. We will work with our residents to co-produce, co-design and shape services.

# Our Approach

The Care Act is key to how we deliver adult social care, guiding how we assess people and provide care. Newham's approach applies this framework, whilst considering changes in the last decade and the the unique demographics in our borough, such as:

- The increasing demand for housing.
- Advancements in technology to support independence.
- The impact of the pandemic on loneliness and isolation, and the positive community response.
- Ongoing funding cuts and increasing demand for services.

We focus on what really matters to residents, and what would make a difference.

In Newham, the average healthy life expectancy is 20 years below life expectancy, meaning many people face years of poor health and reduced independence. Our goal is to help prevent or manage health issues and maintain wellbeing to reduce reliance on formal care.

Choice is essential. Wherever we can we try to empower residents to control their lives, choosing what a good day looks like and drawing on support that helps them live it. Our person-centred, strengths-based approach, set out below, helps people live healthier, more fulfilling lives and reduces the need for formal care.

As part of our strengths-based approach to social care, we will:

- Consider the individual's views, wishes, feelings and beliefs.
- Consider whether and how we can prevent, delay, or reduce needs.
- Ensure that decisions take into account all of the individual's circumstances, and will avoid making decisions based on unjustified preconceptions and assumptions.
- Ensure that any restriction on the individual's rights or freedom is kept to the minimum necessary.
- Strive to achieve a balance between the individual's wellbeing and that of any friends or relatives who are involved for caring for them.
- Support residents to prevent abuse, neglect and self-neglect occurring; and respond quickly to concerns to optimise residents' safety and wellbeing.

We will listen and design services with you.

You can access more information on [what to expect from Adult Social Care in Newham](#).

Around 75% of our budget is spent on care packages delivered through care providers, often based in Newham and North East London and employing local residents. We need make sure there are enough good services for our residents to choose from, and that these services meet your needs. The goal is to have a range of services that work together to provide the best support for everyone.

More information about our commissioned services is available in our [Market Position Statements](#).

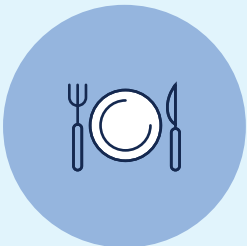


# Adult Social Care Journey



## Contact

A wide range of information, advice and guidance can be found on our [website](#). Alternatively you can contact the Access to Social Care Team where you can have an initial conversation with our teams. You can contact us on 020 8430 2000 (option 2).



## Reablement

Our reablement team will be in touch and arrange to visit you to see what ways we may be able to help you continue and/or regain your independence.



## Assessment

Where appropriate, a practitioner will arrange a conversation, together with a carer or advocate if requested, to further understand personal circumstances and to look at what is going well in life and any areas that require support. This may take place in-person, virtually or over the phone.



## Support planning

We will support you to create your own care and support plan if you need it. If appropriate, we will also do what we can to identify activities and resources in the community that may help improve your mental health, wellbeing and overall health.



## Financial support

We will help you to review all your benefits and support you to ensure that you are receiving all that you are entitled to. We will also support you to complete a financial assessment, and discuss with you any financial contributions that you may need to make towards the cost of your care and support services.



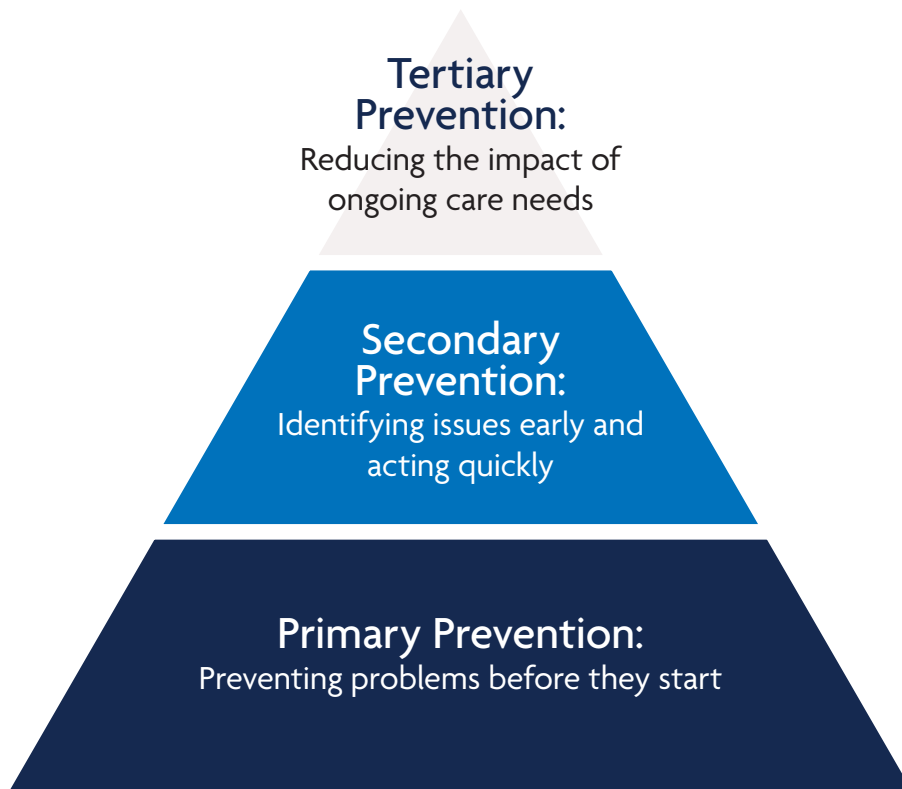
## Review

We will stay in contact with you to ensure that your care and support is meeting your needs. We will be here if you need us, and we encourage you to let us know if your needs change.

## Newham's Adult Social Care Plan

Prevention is about taking steps to avoid illness, injury, or health decline before they happen. It focuses on improving well-being, reducing risks, and helping you stay healthy longer. Prevention is part of everything we do, not just one area, and our services, strategies and plans are developed around this principle.

For example, prevention can involve connecting people with community activities to prevent loneliness or helping them stay at home instead of moving to a care home. We break prevention down into 3 phases:



### Tertiary

- Aim to improve quality of life for people with ongoing needs.
- **Strategies:** Home care, supported housing options, and carer support programmes to help family or friends care for loved ones.

### Secondary

- Focus on spotting problems early and preventing them from getting worse.
- **Strategies:** Targeted support for vulnerable adults, reablement, early detection of issues like financial struggles or abuse, and using assistive technology to support independence.

### Primary

- Aim to improve quality of life for people with ongoing needs.
- **Strategies:** Home care, supported housing options, and carer support programmes to help family or friends care for loved ones.

In all areas, prevention aims to keep people healthy, independent, and connected to their community.

---

**“It’s great, I am so much better. I am building my confidence. It’s nice because the friendly staff give you support and encouragement.”**

**Resident using Bikeworks Scheme**





## Working with our Partners

We work closely with our health partners, through the Newham Health and Care Partnership, to make sure all our staff— from those working directly with you to our leaders—are on the same page, that residents can access right care, at the right time, in the right place.

Even though there are different organisations, we're all working for the same community. It's important we work together to improve the health and wellbeing of our residents.

We are working on developing a new, more joined up model of neighbourhood working, where our organisations can develop teams covering local areas residents recognise, that know each other and better know their local areas.



### Mrs B's Story – Leacroft Lodge

Mrs. B is 89 years old and has memory problems due to dementia. She used to live in a Residential Care Home, but in August 2024, she moved to a new Extra Care service called Leacroft Lodge. This place offers her more independence and allows her to live in a self-contained one-bedroom flat with her own tenancy. Since moving to Leacroft Lodge, Mrs. B has made great progress in becoming more independent. She can now manage her daily activities on her own and enjoys using all the communal areas available.

Mrs. B now receives 15 hours of care and support, which is much less than what she needed in the care home. This support can be updated over time as her needs change.

This case shows how Extra Care housing can help people with dementia and other complex needs live more independently, and prevent the use of Residential Care, while still getting the support they need to manage their conditions.

# Our Work

The Newham Adult Social Care plan outlines our six key priorities to support the delivery of the [Council's Corporate Plan - Building a Fairer Newham](#), and the [Health and Wellbeing Strategy \(50 Steps to a Healthier Borough\)](#) and our vision.

Paramount in delivering our six priorities, is that we place residents and carers at the heart of everything we do. We ensure that each individual is treated with dignity and respect, recognising their uniqueness and what matters to them. Our focus is rooted in prevention - reducing the impact of poor health, supporting our residents happiness and wellbeing, ensuring they are safe from harm and neglect, and supporting them to live as independently as possible.

Our Six Priorities are:

1. Early identification, Early help and short-term support
2. Enabling people to stay at home
3. Connected to the community and local resources
4. Increased capacity and high quality supported housing
5. Improving Support for Carers

## 6. A stable, supported, skilled and flexible workforce

These priorities are embedded in our Adult Social Care Service strategies and plans, which have been developed in collaboration with residents, their families, friends, and partners such as health, voluntary, and community organisations. This collaboration ensures that our services focus on what matters most to the residents who access them. Each includes an action plan and measures to monitor the impact and achievements of these priorities.

- [Ageing Well Strategy](#)
- [Autism Action Plan](#)
- [Carers Strategy](#)
- [Learning Disabilities Action Plan](#)
- [Mental Health Strategy](#)
- Supported Accommodation Plan

The following section provides some more information on our priorities, with illustrative examples of our work and ambitions. A full account of our plans and what we have achieved can be found on our website.

## PC's Story – Reablement

PC is a 93-year-old tall and well-built gentleman. PC sustained a nasty fall and fracture of his ribs, requiring hospital admission. He was referred to Reablement on discharge from hospital with 21 hours care per week.

Once home he required significant support with all transfers and personal care from two male carers per visit. He experienced weakness and pain on movement, had limited mobility and instability in standing, and had lost his confidence due to the fall. A male Reablement practitioner worked closely with PC and his family to help him regain his confidence, and set goals to assist him to rebuild his physical ability. PC was often agitated and short-tempered, but the Reablement practitioner formed a rapport and encouraged him.

Reablement maximised PC's natural network (in particular his daughter and granddaughter) also provided support and encouragement. Provision of equipment further enabled PC to gain his independence. PC was able to leave the Reablement service with within six-weeks, with no on-going support.



# 1. Early identification, early help and short-term support

Helping people to stay healthy, happy and independent, in their community, for as long as possible. When a crisis does happen, people are supported to recover and regain independence.

## What does this mean in practice?

- Our residents have access to information and advice when they need it in a format that is accessible to them
- Following an illness or crisis we work with people to restore their independence
- We identify residents at risk and provide proactive support

## How we know if we're getting it right?

- Residents tell us they feel supported through information and advice
- Residents supported through reablement and intermediate care do not need a long-term care package or less care
- Residents accessing community activities through the Well Newham platform
- Residents accessing Ask SARA

## Our priorities going forward?

- Improve residents' knowledge of and access to wellbeing services through the promotion of [Well Newham](#), and work with the Voluntary, Community and Faith Sector to expand, promote and deliver the [Be Connected](#) programme.
- Host and promote a programme of physical activities and exercise classes in libraries and community centres, to support people to maintain their health, wellbeing and social connection.
- Host meaningful activities for residents with Learning Disabilities and Dementia that support connection, independence and wellbeing. Accelerate our efforts to support residents into employment or volunteering where possible and increase their contribution to the community.
- Improve awareness of and access to Concessionary Travel so that residents are able to be active in their community.
- Pilot an evidence-based Falls Prevention Service.
- Work closely with our Public Health colleagues to understand the wider determinants of health and health inequalities in Newham, so we can create the



## Our commitments

We talk to people to understand what they want in life and the care, help, and housing they need. We look for tailored solutions, beyond just what formal care can offer.

We work with people to make sure that their personal plans promote wellbeing and enable them to be as independent as possible.

## 2. Enabling people to stay at home

Providing information, support and other mechanisms so people can remain in a place they call home for as long as possible.

### What does this mean in practice?

- Homes that can be adapted as residents' needs change
- Support at home when residents need it
- Equipment and assistive technology that help residents with daily tasks

### How we know if we're getting it right?

- More residents supported at home rather than care homes
- More residents supported through assistive technology and equipment
- More residents supported through home adaptations

### Our priorities going forward?

- Pilot a Technology Enabled Care offer for residents in receipt of Long Term Care in their own home.
- Expand and improve our Reablement offer so that people leaving hospital have targeted support to recover and regain independence before being assessed for long term care planning.
- Develop a flexible "Floating Support" service to enable residents with a wide range of support needs to remain living independently in their own homes.
- Promote [Home Adaptations and the Disabled Facilities Grant](#) to make adjustments to people's homes, where necessary, to live in an environment that is safe and supports their independence.
- Continue to embed a strengths-based approach for our social workers, that supports people to access their family and community networks for help where possible.



### Our commitments

We have conversations with people to make sure we get all aspects right for them as individuals.

We know that the place where people live, the people they live with, and the support they get, are important to their wellbeing and often interlinked.

We make sure people feel safe and comfortable in their home, which is accessible, with appropriate aids, adaptations, technology and medical equipment to keep them as independent as possible.



### 3. Connected to the community and local resources

Supporting people to enjoy the opportunities that Newham has to offer, and ensuring a range of support, friendly services and activities are available and easy to connect to.

#### What does this mean in practice?

- It is easy to know what is going on in the community and where
- Our residents
  - have accessible options
  - have access to education training and employment opportunities
  - feel socially engaged

#### How we know if we're getting it right?

- Residents accessing community opportunities through the Well Newham
- Residents accessing education training and employment opportunities
- Residents feel socially involved and active in their communities

#### Our priorities going forward?

- Implement the redesign of the in-house Community Opportunities Service for adults with Learning Disabilities. This includes re-purposing the Active Support Service to focus on employment; strengthening the Dementia, Positive Behaviour and PMLD Services to better meet people's needs in partnership with ELFT; and establishing a Be Connected 'mini-team', which will support events and activities to tackle loneliness.
- Redesign the Dementia Support Service to provide a wider range of community-based activities for those diagnosed with Dementia.
- Work in partnership with Better, the councils leisure service, to develop leisure services and activities for older residents and those with learning disabilities.
- Promote the Joy App and Well Newham directory of services, to keep people connected with free and low cost activities and services in their area.
- Develop resident-led peer support groups for autistic residents.



#### Our commitments

We have a clear picture of all the community groups and resources in our area and use this when supporting people and planning services.

We want our residents to feel welcome and safe in their local community, able to join in community life and activities that are important to them.

We want to support our residents to have opportunities to learn, volunteer and work and can do things that match my interests, skills and abilities.

## 4. Increased capacity and high quality supported housing

Developing the right housing solutions in the borough, including Supported Accommodation, to enable people to live as safely and independently as possible. Whilst also working closely with neighbouring boroughs to improve things collaboratively.

### What does this mean in practice?

- High quality supported housing options that meet the changing needs of our residents
- Different types of accommodation that prioritise the safety and maintenance of our residents' independence
- Council investment in developing supported housing

### How we know if we're getting it right?

- Services in our borough achieve CQC ratings good or above
- The number of commissioned housing units meets demand
- We receive positive resident feedback through a range of engagement including surveys

### Our priorities going forward?

- After successfully opening a new 52-unit Extra Care Housing scheme, continue finding ways to help people live independently instead of moving into residential care. Develop a new system to make sure all Extra Care Housing is high quality.
- Work with a housing provider to build 30 more Extra Care units.
- Open a new 40-unit Centre of Excellence to support people who have experienced rough sleeping and provide 110 supported homes for single homeless adults and look for more opportunities.
- After a successful pilot project, officially set up a Supported Living service for people with mental ill health.
- Publish a 10-year plan for Supported Accommodation.
- Create a Supported Accommodation Pathway for people with complex needs including:
  - Opening a Supported Living scheme at Chant Square for autistic residents and people with learning disabilities who have complex needs.
  - Opening an Assisted Living scheme at Wakeling Court for people with dementia.



### Our commitments

We want residents to have a place they can call home, not just a 'bed' or somewhere that provides them with care.

We offer housing options that can meet their care needs and keep them connected to the community and as independent as possible.

## 5.Supporting Carers

Ensuring the profile of Carers in the borough is raised, recognising their importance to the people they support, understanding their needs and creating opportunities for support and respite.

### What does this mean in practice?

- Carers feel seen and supported
- Carers understand where to get information, advice and guidance
- Carers can have a life of their own alongside their caring role

### How we know if we're getting it right?

Carers tell us through our Carers Survey that they feel more positive about:

- Their quality of life
- The ease in finding information
- How included they feel in discussions about their loved one

### Our priorities going forward?

- Refresh the [Carers Strategy](#), recognising what has worked well and what we can do to promote the needs and experience of Carers in Newham.
- Deliver our Carers Hospital project, providing better support to Carers when their loved one is in or leaving hospital.
- Rerun the [Carers Small Grants Programme](#) (seeking to address some of the gaps).
- Develop a Carers digital offer, to make it easier to connect with Carers networks, local activities and quick information and guidance.
- Procure accommodation-based Carers Respite for cared for older people and those with learning disabilities.
- Explore how we can better support Carers of residents with Dementia through the redesign of the Dementia Support Service and the in-house Dementia Day Service.



### Our commitments

We make sure we know who is caring for our residents and include them in decision-making and care planning.

We recognise the huge role that carers play in the lives of the people they care for, listen to their experiences and provide the right support to them.



## 6. A stable, supported, skilled and flexible workforce

Our workforce is our most important asset, and our vision cannot be achieved without our passionate, skilled and caring workforce. We value our workforce and are committed to optimising their wellbeing and making Newham a great place to work with excellent professional development and career progression opportunities.

### What does this mean in practice?

- Our workforce has the right skills, knowledge and experience
- Our workforce is supported to continually development their skills and knowledge, and progress in their career
- Our workforce feels valued and has high levels of job satisfaction
- Our workforce supports residents to achieve what is important to them, optimising their independence and wellbeing

### How we know if we're getting it right?

Residents tell us through Annual and regular surveys that they are more positive about:

- Their quality of life
- How safe they feel
- How satisfied they are with their support

### Our priorities going forward?

- Continue to embed our new Adult Social Care Practice Framework "Optimising independence and wellbeing" across our workforce
- We have a vast amount of innovative activity underway to achieve our workforce vision and have started to develop our Workforce Strategy to reflect this. Our Adult Social Care Workforce Strategy includes -
  - Workforce forward planning to meet the future needs of residents as demographics and residents' care and supports needs change
  - Workforce planning in relation to succession planning, to ensure we have adequate skills, knowledge, experience and capacity
  - Wide ranging professional development opportunities to meet different learning needs
  - Career development pathways providing more opportunity for career development
  - Policies to optimise staff wellbeing



- The second phase of our Workforce Strategy will include our Social Care provider workforce and our future workforce in relation to the Integrated Care System and neighbourhood models.
- Explore integrated working models, particularly in Mental Health and Learning Disabilities services, making sure health and social care staff work together well and provide wraparound support for residents.
- Develop training and skills sharing for social care providers procured as part of the new All Age contract, to maintain quality in domiciliary and home care.

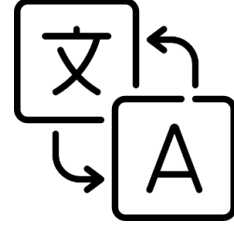
### Our commitments

We see people as individuals with unique strengths, abilities, aspirations and requirements and value people's unique backgrounds and cultures.

We know how to have conversations with people that explore what matters most to them – how they can achieve their goals, where and how they live, and how they can manage their health, keep safe and be part of the local community.



FOR FREE TRANSLATION OF  
THIS INFORMATION SCAN THIS  
QR CODE OR CALL US



ترجمة مجانية

Безплатен превод

বিনামূল্যে অনুবাদ

Traducción libre

وههگیزانی بی بهرامبهه

Laisvas vertimas

મુફત અનુવાદ

Bezplatne tłumaczenie

وړيا ژباړه

Tradução gratuita

Traducere gratuită

Бесплатный перевод

இலவச

மொழிபெயர்ப்பு

مفت ترجمه

<https://forms.office.com/e/G06zwgv2JN>



0203 376 8182

**CODE:4724934**

[www.languageshop.org](http://www.languageshop.org)