People with a history of complex needs live safe and healthy lives through engagement with services and support in their local community Accountability line

People are connected and active

- People work towards gaining employment
- People explore volunteering opportunities
- People participate in social groups and activities
- People form meaningful relationships
- People feel less isolated in the community
- People feel less lonely
- People feel safer in their homes and communities
- People maintain personal choice and control over their care needs
- People are able to remain safely in their own homes for longer

People have improved resilience

- People feel more motivated
- People have increased levels of selfawareness
- People make positive choices
- People participate in enjoyable activities
- People feel listened to and understood

People are able to **learn**

- People experience increased social interaction
- People understand and are able to set themselves realistic goals
- People are engaging in educational activities
- People are engaging in work related activities
- People understand how to access the most appropriate support for their issues

People share their skills and experiences

- People volunteer their skills to help others
- People use their knowledge to help others
- People develop friendships through sharing of experience

Reduced demand on health care services

- Fewer GP appointments
- Fewer referrals to social
- Fewer A&E presentations
- Improved access to services and support
- More people feel connected to their communities
- Increased prevention of relanse
- Fewer people escalate to acute services
- People are housed appropriately
- People receive support to engage in community activities
- Fewer recorded admissions due to falls











- Contribute to plans that meet the individuals needs
- Develop opportunities for mutual support
- Develop new community groups and opportunities
- Engage with individuals and groups appropriately
- Support and direct people towards existing community groups
- Increased social prescribing
- Encourage people to take responsibility for their own care
- Improve signposting to ensure people can access activities
- Build aspirations in people and address the root cause of issues
- Develop informal opportunities
- Develop skills and use/re-establish existing skills
- Help and support people to develop their own skills
- Promote where possible that people perform tasks and support themselves
- Develop self-confidence
- Ensure access to formal care and support services as appropriate

- Identify strengths, assets and opportunities to deliver confidence
- Take ownership of cases to support people to address root causes
- Change of culture to focus on self-help
- Change the perception of adult social care
- Encourage ownership for people to make their own informed
- Encourage people to take part in activities to build social networks
- Direct contact with named individuals within different services
- Co-locate with other services in the locality to promote
- Pull in support partners for specific tasks (e.g. home fire risk check, area safety)
- Advocate for residents to improve access to services for vulnerable people
- Increase understanding of legislation and how it guides service choices and opportunities



Partners:

- Local authority Wellbeing Team
- Combined Healthcare
- Changes Wellbeing Group
- GPs
- **PCSOs**
- **SFRS**
- CAB debt worker
- Housing
- Meir Community Centre
- District nurse
- Royal Voluntary Service
- Recovery Support Worker

- Occupational Therapists
- **Enablement Service**
- **Primary Care**
- Community matrons
- Voluntary services
- Meir Community Education Centre
- Children's Centre
- Growthpoint (New and Old)
- Library
- Primary Health Centre
- Local business'
- Existing opportunities within the local community
- Local clubs and societies

Staff Qualities:

- Resilience
- Skilled workers
- **Empowered**
- Willingness to learn
- Willingness to adapt to change
- Creative
- Realistic
- Trustworthy

