

# Adult Social Care and Health Plan 2024-2027

Our vision for adult social care and health



**HILLINGDON**  
LONDON

[www.hillingdon.gov.uk/socialcare](http://www.hillingdon.gov.uk/socialcare)



# Contents

Foreword	4
Introduction	5
National context	6
Local context	7
Adult Social Care vision	8
Our residents	9
The operating model for Adult Social Care and Health	10
1. Early intervention	12
2. Independent lives	13
3. Choice and self-directed care	14
4. Supporting carers	15
5. Managing safety and risk	17
Next steps	18

# Foreword

Welcome to Hillingdon Council's Adult Social Care and Health Plan 2024-2027.

I am excited to present this plan that highlights our vision for the next three years and puts residents at the centre of everything we do. We are committed to supporting our residents to feel empowered and able to access support at the point of need in a way that recognises their strengths. We are aware that this can only be achieved through meaningful coproduction and so the delivery of this plan hinges on strong partnership and collaborative approaches when working with both our partners and our residents.

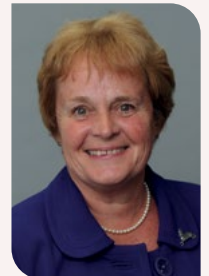
We recognise that the last few years have been a really challenging time because of COVID-19, and as we emerged from the pandemic, we started to understand the long-term effects of COVID-19 and 'Long COVID' on the health and social care needs of our residents.

We recognise the immense challenge for adult social care, where demand is greater than ever, as well as increased budgetary and inflation pressures. However, the council is focussing on a preventative approach to supporting residents, which means early conversations, digitally enabled residents and working with partners to deliver services to improve the lives and outcomes for our residents.

This plan outlines the approach we are taking to effectively support residents within the resources we have available, over the next three years. It sets out how we will strengthen and improve the support and care that we provide to residents and their carers. The central theme of the plan is that we will support individuals to live as independently as possible and recognise their rights and choices when we are supporting them, and to ensure they are safeguarded when necessary.

We want to make sure that, wherever possible, residents in Hillingdon are supported to stay or return to their own home, so that they can maintain important relationships with family, friends and continue to actively be a part of their own community.

**Councillor Jane Palmer,  
Cabinet Member for  
Health and Social Care**



# Introduction

The Adult Social Care and Health teams in Hillingdon are committed to providing universal high quality, consistent and integrated support. Early intervention plays a vital role in maximising residents' independence and helps to prevent reliance, as well as dependency, on care services. Residents have told us that one of their main priorities is to be able to remain as independent as possible for as long as possible. They value socialisation and want to stay connected to their community whilst also being able to participate in activities, with support to do so if they need it.

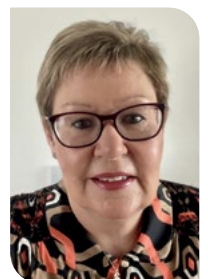
We want to focus on what we can do, what our partners and communities can do, and what individuals can do to enhance the possibility that with the right help at the right time, residents are able to live fulfilling lives, exercise choice and control and be able to use innovation and technology to maintain independence.

Our working relationships with partners, residents who have care and support needs, and unpaid carers, will be firmly based on co-production. Co-production is an important priority, both at an individual level and at a strategic level, in the development and improvement of support services in the community and through commissioned support services. It is important to recognise that this is just the starting point in an ongoing conversation with residents and other relevant stakeholders and we will continue to review this plan based on those conversations.

This three-year plan is responding to the increasing complexity of need and demand with reduced resources in the public sector. Also, through the council's Transformation and Business Change Programme we will work collaboratively across the organisation to encourage our staff to drive improvement from a service delivery perspective and undertake service redesign to ensure service efficiency. The council's vision of putting residents first and its ambition that Hillingdon is a safe, inclusive, more digital borough with a strong community is continuing to support the ethos of the transformation programme of adult social care.

We will use technology, data and intelligence to drive change. Furthermore, the plan embraces the principles of prevention, early intervention, personalisation, strengths-based practice and progression. Through the development of this plan, Hillingdon will build upon its relationships with residents who use and provide services and set out how we can all work together to ensure that residents are able to live and thrive in Hillingdon.

**Sandra Taylor,  
Corporate Director of  
Adult Social Care  
and Health**



## National context

The legislative context is key in determining the role and function of all local authority Adult Social Care departments.

Key pieces of legislation include (but are not limited to) the Care Act 2014, the Mental Capacity Act 2005 and the Mental Health Act 1983 (as amended).

The Residents at the Heart of Care white paper ([www.gov.uk/government/publications/people-at-the-heart-of-care-adult-social-care-reform-white-paper](https://www.gov.uk/government/publications/people-at-the-heart-of-care-adult-social-care-reform-white-paper)), published in December 2021, set out a 10-year vision for adult social care. It was shaped by national and local government, care providers, care staff, the NHS, residents who draw on care and support, their friends and family, charities and the voluntary sector. The vision puts residents at its heart and revolves around three objectives:

1. Residents have choice, control and support to live independent lives.
2. Residents can access outstanding quality and tailored care and support.
3. Residents find adult social care fair and accessible.

The white paper recognised the transformative power of technology in improving the quality, safety and personalisation of care, while helping residents who draw on care and support to live the lives they choose with greater independence. The paper recognises that the COVID-19 pandemic brought digital poverty into the national consciousness, yet the inequalities that the pandemic so brutally exposed have not receded and cross sector support is needed to end digital poverty once and for all.

Another important development is the Health and Care Act 2022 creating a new duty for the Care Quality Commission (CQC) to independently review and assess how well local authorities deliver their social care responsibilities. CQC assessments commenced in April 2023 with the intention of enhancing transparency, improving local accountability, and helping to identify good practice so that more residents can benefit from high quality care and support. They will also help identify where further support is needed.

Beyond the legal context, there is the demographic context. This has of course been changed by the COVID-19 pandemic. Nonetheless, the previously established trends of an ageing population and living longer with impairments, can be expected to persist in the long-term. This creates an underlying pressure on adult social care resources and makes the focus on a preventative approach to support along with early intervention even more crucial.

Finally, the national context recognises that the adult social care workforce is one of our greatest assets and that there are long-standing challenges in recruiting and retaining a workforce of the right size with the right skills. Tackling these challenges and improving the perception of social care as a career is a national priority. We look forward to the development of a new care workforce pathway for adult social care which will set out the knowledge, skills, values and behaviours that are needed to work in adult social care and a career structure which shows residents how they can develop and progress in their social care careers.

# Local context

## Council Strategy 2022-2026

Our five commitments to residents

### 1. Safe and strong communities

Hillingdon is a safe place with resilient, strong communities with access to good quality, affordable housing.

### 2. Thriving, healthy households

Children, young residents, their families and vulnerable adults and older residents live healthy, active and independent lives.

### 3. A green and sustainable borough

Hillingdon will be a sustainable, carbon-neutral borough, protecting Hillingdon's heritage, built environment and valued green spaces. Residents will live in pleasant neighbourhoods with access to sustainable waste management and transport.

### 4. A thriving economy

We are actively working with local businesses and partners to create a borough where businesses grow within a strong economy and local residents can improve their skills and enjoy good quality jobs.

### 5. A digital-enabled, modern, well-run council

We are a well-run, sustainable council with sound financial management, achieving positive outcomes for residents.

For more information about the strategy, visit [www.hillingdon.gov.uk/council-strategy](http://www.hillingdon.gov.uk/council-strategy).

## Council Strategy 2022-2026

### Our ambition for residents

Hillingdon is a safe, inclusive, green, more digital borough with a strong economy.

We want all our residents to:

- Live active and healthy lives
- Enjoy access to green spaces, leisure activities, culture and arts
- Live in a sustainable borough that is carbon neutral
- Be/feel safe from harm
- Live in good quality, affordable homes in connected communities
- Stay living independently for as long as they are able
- Achieve well in education, with opportunities for learning at all ages
- Have opportunities to earn an income that supports their families

### Our ambition for the council

We will strive to be an efficient, well-run, digital-enabled council working with partners to deliver services to improve the lives of all our residents.

### Safe and strong communities

Hillingdon is a safe place with resilient, strong communities with access to good quality, affordable housing.

We will:

- Work to keep residents safe from harm.
- Actively work in partnership with the Police, other partners and communities to prevent and tackle crime, including anti-social behaviour and drug-related crime.
- Support all residents across the Borough in their ability to have equal access to information, advice and services and to play an active role in resilient and respectful communities.
- Take enforcement action to protect residents and the environment.
- Enable more new homes to be available, in the appropriate places.
- Increase the number of affordable homes available each year.
- Work to prevent homelessness, including rough sleeping.

### A thriving economy

We are actively working with local businesses and partners to create a borough where businesses grow within a strong economy and local people can improve their skills and enjoy good quality jobs.

We will:

- Work with partners and local businesses to promote investment and business growth, including attracting new companies to the borough.
- Procure services that supports local businesses and adds social value.
- Work in partnership with local employers and other stakeholders to provide opportunities for residents to learn new skills, to find local jobs and progress into better-quality jobs.
- Strengthen the digital infrastructure in the borough.
- Create opportunities for investment in sustainable local infrastructure to support economic growth.
- Work with partners to help tackle low pay.
- Support thriving multi-purpose, viable town centres, including estate regeneration, creating a new master plan for Uxbridge and exploring similar opportunities for other areas of the borough.
- Target support to help residents out of financial hardship.

### Our vision

Putting our residents first

### Our commitments to residents

### A digital-enabled, modern, well-run council

We are a well-run, sustainable council with sound financial management, achieving positive outcomes for residents.

We will:

- Be a strong leader of joined-up public services for Hillingdon residents.
- Continue to advocate on behalf of residents and businesses to promote and protect the best interests of the borough.
- Promote resident engagement across all communities.
- Embrace technology to be efficient and make it easier for residents to use council services, including supporting those who are unable to use technology.
- Continue to deliver a modern, responsive customer service.
- Make the best use of our land and buildings.
- Ensure value for money in the procurement and delivery of services.
- Continue to review and develop services to achieve the best possible outcomes for residents and communities.
- Develop a diverse, committed and skilled workforce in the borough.

### Thriving, healthy households

Children, young people, their families and vulnerable adults and older people live healthy, active and independent lives.

We will:

- Work with partners, including schools and the voluntary sector, to deliver a range of innovative programmes that help improve the health of our residents and tackle differences in health outcomes.
- Support the most vulnerable residents in our communities to live independently.
- Develop housing options for vulnerable adults and older people that promotes active independent living.
- Develop innovative ways for residents to access early advice and support when they need it, to help prevent needs escalating.
- Work with the NHS and other partners to continue to develop joined-up services to meet the health, care and support needs of residents in the community, including the development of a new Hillingdon Hospital.
- Work with partners to ensure better access to healthcare in the community.
- Explore ways to work innovatively with the voluntary sector to help improve health and wellbeing outcomes for residents.
- Ensure every Hillingdon child has access to a school place, including children with additional needs.
- Improve educational outcomes with partners and work to reduce the achievement gaps for children, including those with vulnerabilities and special educational needs and/or disabilities (SEND) in a 'Good' and 'Outstanding' local education setting.
- Increasing supported employment and apprenticeships for vulnerable people.
- Develop opportunities to support children with social, emotional and mental health and wellbeing at an early stage.
- Improving digital access for all.
- Develop programmes that enrich the lives of young people and support them to move successfully into adulthood and be ready for work.

### A green and sustainable borough

Hillingdon will be a sustainable, carbon-neutral borough, protecting Hillingdon's heritage, built environment and valued green spaces. Residents will live in pleasant neighbourhoods with access to sustainable waste management and transport.

We will:

- Work towards being a carbon-neutral organisation by delivering Hillingdon's Climate Action Plan with partners, including planting more trees and enabling investment in new sustainable infrastructure. Create opportunities to increase biodiversity across the borough.
- Protect the heritage, built environment, green belt, parks and open spaces.
- Promote sustainable transportation, including walking, cycling, the use of public transport and electric vehicles.
- Help residents and businesses to reduce waste and increase recycling.
- Help to improve the energy efficiency of homes.

# Adult Social Care vision

The vision for Adult Social Care is that:

“Care and support will be personalised and will prevent, reduce and delay needs. Residents will be enabled to live independent and fulfilled lives, supported within and by their local networks wherever possible.”

## Supporting principles

Delivery of the vision is supported by the following principles:

- **Adult and carers are at the heart of everything we do:** Adults, carers and their family's views are at the centre of service development.
- **High quality, person-centred support delivered at the right time in the right way:** Our local community resources will be diverse, flexible and empowered. They will complement our diverse, flexible and sustainable marketplace monitored by robust safeguarding and quality assurance systems.
- **Outcome driven and meaningful:** We will adopt an outcome focused, strengths-based approach and residents will have a choice about the way they are supported and how they will achieve the outcomes that matter to them.
- **Support for residents in their own communities:** Residents will continue to live in their own homes and be valued members of the community.
- **Effective prevention and wellbeing:** There will be a reduced dependency on long-term care and support as residents' safety, independence and wellbeing is optimised by access to comprehensive information and advice, along with responsive short-term support to prevent or delay needs for care and support developing.
- **Effective partnerships:** We develop and maintain partnerships based on trust and mutual understanding to deliver better outcomes for residents through a sustainable care and support offer.
- **Committed workforce:** Our workforce will be stable, skilled, motivated and committed to putting residents first. They will feel supported to make decisions, assess and manage risk and work with residents to achieve the outcomes that are important to them.
- **Innovation:** We will use innovation as a key way to deliver great outcomes for our residents and to deliver best value with our resources.



## Our residents

The 2021 Census shows that Hillingdon has a population of 305,900, with marginally more females (154,800) than males (151,100) and an age breakdown as shown in the table below.

### Hillingdon population breakdown 2021

Age	Population number*
0-9	40,400
10-14	20,000
15-17	11,000
18-24	27,400
25-64	166,100
65-79	29,600
80+	11,700

Source: 2021 Census. \*Figures subject to rounding.

The 2021 Census also shows that 22,465 residents identified themselves as unpaid carers. The census showed that approximately 59 per cent (13,235) of carers are female and just over 41 per cent (9,235) male. The age breakdown of carers who completed the census is shown in the table below. The numbers of carers providing ranges of hours of unpaid care is also shown.

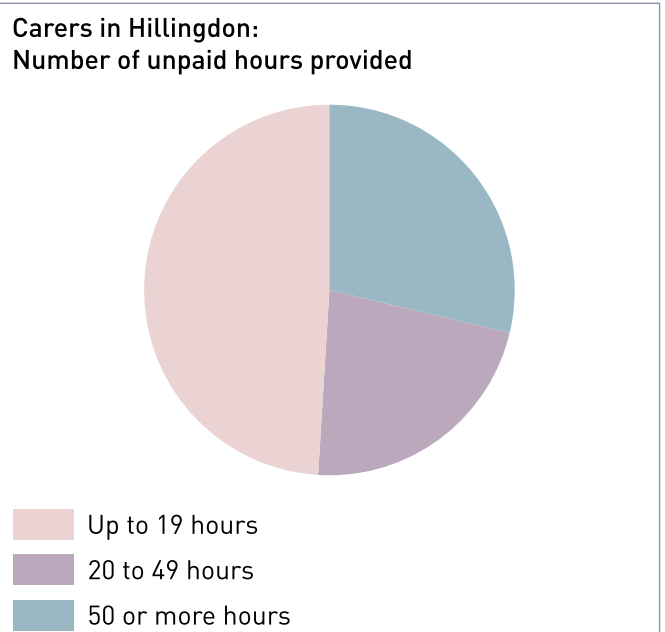
### Age breakdown of unpaid carers in Hillingdon

Age group	Number
5-17	660
18-24	1,215
25-64	16,625
65+	3,965
<b>Total</b>	<b>22,465</b>

Source: 2021 Census.

As of December 2023, Hillingdon's adult social care service supported 2,963 adults with long-term care needs. Approximately 354 had a support reason of memory and cognition, 709 residents with learning disabilities, 1,544 residents with physical and sensory disabilities and 347 residents with mental health needs. We assess and review around 6,531 residents per year. In 2022/23, 4,625 young and adult carers received support either from the Carers Trust or directly through the council.

In 2022/23, we received 2,762 adult safeguarding concerns, this led to 475 Section 42 safeguarding enquiries.



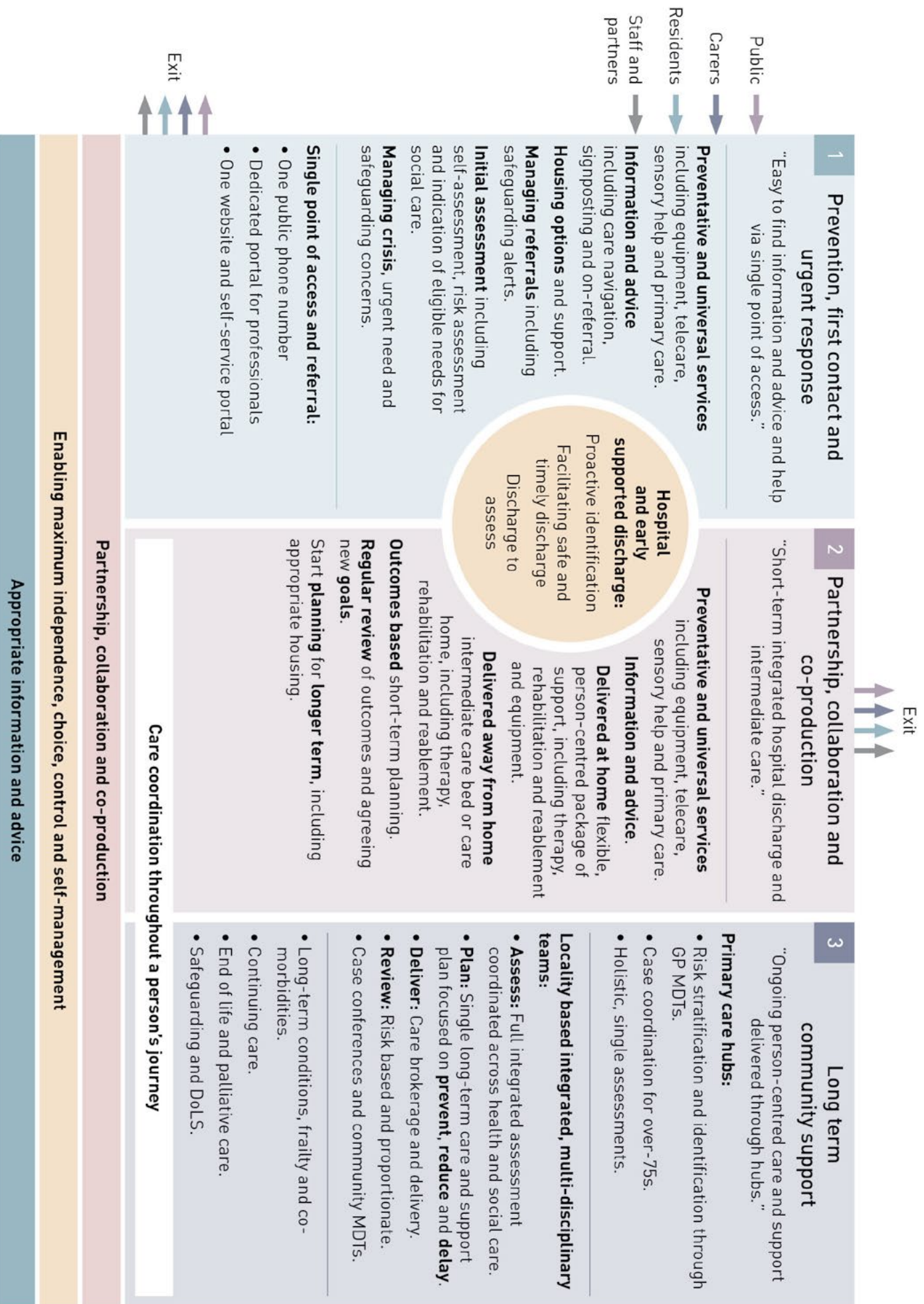
# The operating model for Adult Social Care and Health

Guiding the development of this plan is the Adult Social Care operating model which focuses on residents feeling enabled to live independent and fulfilled lives, supported within and by their local networks wherever possible. It consists of three functions as illustrated opposite.

To deliver the operating model for Adult Social Care and Health there are five significant principles that we will focus on across the next three years:

1. Early intervention
2. Independent lives
3. Choice and self-directed care
4. Supporting carers
5. Managing safety and risk





Exit

Exit

# 1. Early intervention

Residents want better access to information about services (in a way that suits them) and they want more opportunities to support them to remain active in their local communities. At all times, we will work with residents to help them find solutions to daily risks and challenges – allowing them to remain living as independently as possible whilst keeping them safe from significant harm and delaying them from requiring ongoing social care services.

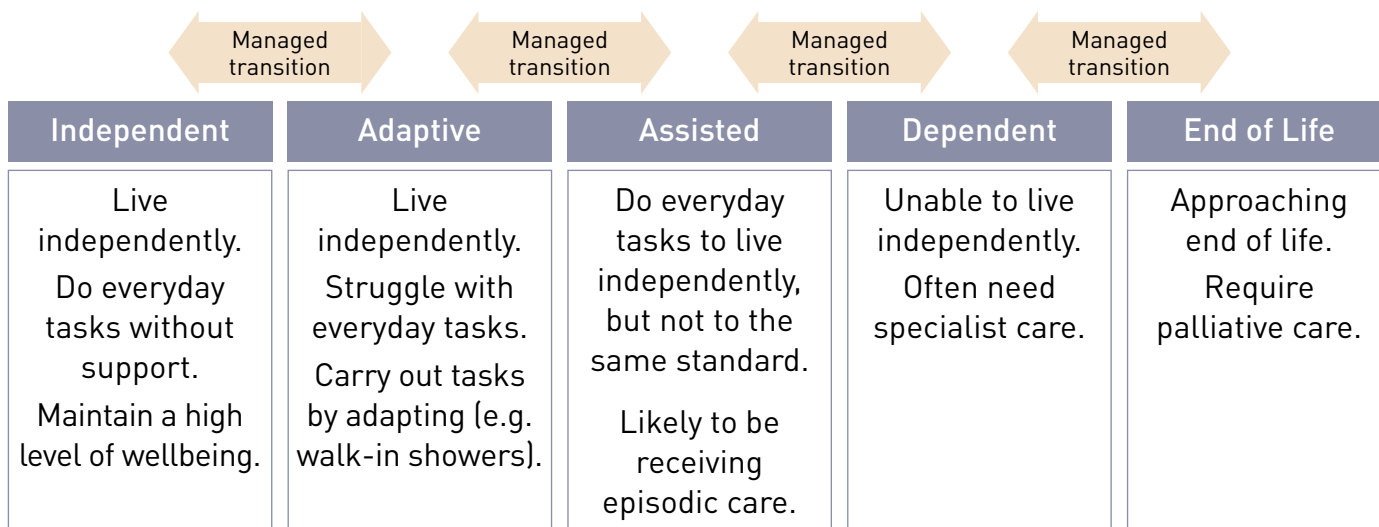


For most residents, our universal offer comprises of community development alongside information and advice that is meaningful and easy to access

For those on the edge of care, we target preventive approaches to avoid, delay and reduce the need for ongoing support.

For some this will mean providing them with short-term services following a crisis to help them recover, rehabilitate and be re-abled.

For a few we provide ongoing care and support to meet their long-term needs.



We are developing an innovative high quality preventative approach, that will be supported by a new digital Adult Social Care Single Point of Access (SPA), we will:

- Review how we provide information, advice and guidance services for residents making it clearer and more accessible.
- Support and promote diverse, flexible and empowered local community resources and networks which provide residents with information, connection and positive and relevant activity to enable them to continue to live in their own communities and make valued contributions.
- Work in partnership with voluntary sector partners to focus on effective early intervention in supportive communities which promotes good health, wellbeing, involvement and combats isolation.
- Transform the Single Point of Access, the front door to adult social care, with increased use of technology, community equipment and personalised care to help residents to be as independent as possible.

- Support residents to live at home for as long as possible and provide reablement to help them regain or retain independent living skills and remain active in their local communities.
- Undertake a holistic review of the council's assisted independent living offer to help residents to live independently in their own home for as long as possible through increased use of and information about technology enabled care and support.
- Use technology to provide social care practitioners with data and insights to support decision-making, helping to improve care outcomes for individuals across Hillingdon.

## 2. Independent lives

A core principle underpinning the delivery of the Adult Social Care and Health Plan is that residents have choice, control, strengths and support to live safely at home. Residents do not generally want to be dependent on public services, preferring to live with and be supported by their family and friends at home in the community and connected to their communities and interests where they can retain or develop their independence for as long as possible. To support this principle, we will:



- Contribute towards an effective multi-agency, outcome-focused and strengths-based approach so that residents are supported to have a good and meaningful everyday life.
- Continue to work jointly with leisure, libraries, adult education and other council services, to ensure that community resources and assets are used effectively to support residents and to maximise the time they can remain independent in the community.
- Continue to work collaboratively with our Public Health Team, the NHS, the NWL Integrated Care System (ICSs), and our voluntary sector partners to ensure that we promote, maintain and enhance residents' independence so that vulnerable adults and their families and older residents live healthy, active and independent lives.
- Support young residents with special educational needs (SEN) and disabilities to prepare for adult life and help them go on to achieve the best outcomes in employment, independent living, health and community participation.
- Work collaboratively with our primary care networks to identify residents most at risk of losing their independence and ensure timely access to services that will prevent avoidable attendance and/or admission to hospital. This will include addressing risk factors such as susceptibility to falls and loneliness deriving from social isolation.
- Enable more residents to regain skills following a hospital stay and ensure that support focuses on the achievement of goals.
- Commission more support within the community for residents and increase the amount of extra care housing, supported living and care at home.
- Continue building on our approach of shifting from providing long-term institutional services to providing time-limited support which helps residents regain independence in the community.
- Whilst our aim is for residents to live in their own homes, we recognise there will always be a need for quality residential and nursing care for those with the most complex health and care needs. In response to the predicted demographic changes, we continue explore the options of a new accommodation provision, including the purchase of a care home and a new learning disability provision in Hillingdon to address the future expected range of need.

### 3. Choice and self-directed care

We recognise that the needs and preferences of individuals should be placed at the heart of their care and support. We know that we need to listen, understand and support residents' personal perspectives and preferences, thereby giving choice and control over the way their care is planned and delivered. To support this principle, we will:



- Enable more residents to take more control of their support through digital communications with the council via its website, online self-assessment and financial self-assessment. We will ensure that alternative approaches are still available for residents who cannot use digital channels to ensure we provide an inclusive service for all our residents.
- Continue to develop and strengthen our communication tools and strategies to reach and engage residents effectively.
- Provide residents with the ability to access their own data to empower them to make evidence-based decisions.
- Develop a directory of services which will be responsive to the specific needs of the local community and enhance accessibility, engagement, and support for anyone seeking services from the council and its partners.
- Work collaboratively with communities and individuals to enable them to make informed choices by having control in all aspects of the services they receive from Adult Social Care and Health.
- Build more opportunities for residents to use Direct Payments to access care and support opportunities local to them as Direct Payments provide residents with more choice and control over how they meet their care and support needs.
- Work in partnership with health to explore scope for health needs of carers being addressed through Personal Health Budgets taken as Direct Payments and Integrated Budgets.
- Continue to support with the administration of Personal Health budgets as a way of encouraging take up via a Direct Payment,
- Implement the Adult Social Care and Health Workforce Plan, as the council recognises that the sustainability of Hillingdon's health and care system is dependent on having a workforce with the capacity and capability to meet the needs of the local population.
- Continue to provide and develop specialised care and stimulation for residents with Alzheimer's and dementia with a focus on ensuring the person has a sense of wellbeing and they and their carers feel supported and listened to. This includes:
  - Dementia Friendly Coffee Mornings – opportunity to socialise with other residents living with dementia and their carers and take part in a wide range of activities.
  - Dementia Friendly Physical Activities – offer residents living with dementia opportunities to remain physically active.
  - Dementia Friendly Cultural Activities – access to a range of cultural activities designed to support residents living with dementia.
  - Training and information – offered face to face and via a digital portal to carers to increase their understanding of dementia and how to live well with it.

- Continue to recognise that many residents turn to alcohol or harmful substances as a way of dealing with negative feelings, such as depression, stress, trauma or anxiety. We will support residents at any stage of their alcohol or drug difficulties to ensure they have access to assessment and treatment for the substance misuse problem and any associated emotional/mental health issues. Support will include approaches such as:
  - Ensuring that residents are aware of the advice and information available.
  - Are helped to connect with others to build networks.
  - Have access to support from residents with lived experience.
  - Understand the importance of self-care.
- Continue to support, strengthen and empower communities through the development of a network of family hubs that will become local information hubs by providing families with access to information, advice and support and a way of bringing them together.
- Strengthen the use of all local community assets to build and fully utilise the resources available to support residents.

## 4. Supporting carers

Carers are at the heart of our work and are involved at all stages of planning and delivering care. Without unpaid carers fulfilling their invaluable role, the total cost of community care to the council would be significantly higher than we could afford. Going forward we will continue to make sure that carers' views and experiences are heard, considered and influence how we achieve the best possible support for the residents they are caring for and for themselves.



### Who can be a carer?

In a nutshell: Anyone providing care and/or support to another person not under a contract of employment.

### The Hillingdon Carer Vision

“Working together, and with carers, we will improve the health and wellbeing of carers of all ages in Hillingdon and deliver a positive experience of care and support services.”

### Types of carer

#### Young Carer:

Aged under 18, caring for another person.

#### Parent Carer:

An adult caring for a disabled child.

#### Adult Carer:

An adult caring for another adult.

To achieve our vision, we want to work with carers and our partners to deliver six key outcomes:

## Carer outcomes

**Outcome 1:** Carers are identified, recognised and able to make a positive contribution.

**Outcome 2:** Carers have access to quality information and advice at any point in their caring journey and know where to find this.

**Outcome 3:** The physical and mental health and wellbeing of carers of all ages is supported, and they have a life alongside caring.

**Outcome 4:** The financial impact of being a carer is minimised.

**Outcome 5:** Carers have the skills they need for safe caring.

**Outcome 6:** Young carers are supported from inappropriate caring and provided with the support they need to learn, develop and thrive and enjoy being a young person.

To achieve our vision and deliver these outcomes we will:

- Identify carers as early as possible in their caring role.
- Work with our health partners to improve carer identification and recognition.
- Take a whole family approach, so the mental and physical health of carers is maintained or improved.
- Continue to contract with the voluntary sector for a single point of access for carers to maximise the opportunities to:
  - Easily find information, advice, and guidance, including how to maximise income.
  - Effectively tackle carer isolation.
  - Connect carers to preventative support and early interventions.
  - Support with developing our carer offer to be focused on prevention, reducing, and delaying needs arising for carers.
  - Support carers to have informed choice about their lives and caring role.
  - Link carers into effective support including training to care with confidence. 'Future proofing' planning for contingencies and awareness of out of hours support.
  - Support with future planning, including for unforeseen events.
- Ensure carers assessments are completed when they are needed and that carers are involved in care planning, decision making and reviews. We will also keep the Carer Assessment process under review so that it takes the least amount of time to complete as necessary.
- Make best use of digital and other technological solutions, while recognising these do not work for everyone.
- Recognise the impact of caring on the carers' wellbeing and resilience, including the need for breaks.
- Work with local businesses to enable carers to enter or remain in employment if they wish to do so.
- Continue to develop the Shared Lives Scheme and further utilise the council's existing building-based services as a way of supporting residents with high levels of needs who would benefit from developing their independent living skills or from short-term care as an alternative to residential care.
- Encourage colleges and universities to identify and support young adult carers, working alongside services on transition to adulthood as appropriate, and encouraging carers to enter education and training.

## 5. Managing safety and risk

For many residents taking risks is an accepted part of life. However, residents with a disability and older residents are often discouraged from taking risks, either because of their perceived limitations or fear that they or others might be harmed.

Helping residents stay safe is a key priority for us all. It is important for us to ensure that staff are well trained to:

- Support decision making as a collaborative and empowering process.
- Enable and support the positive management of risks.
- Provide prompt responses to any allegation of abuse.
- Ensure that the public, unpaid carers, volunteers and professionals have a good understanding of safeguarding.



To support this principle and achieve our vision we will:

- Listen to residents and their families/carers about what matters to them.
- Support individuals to speak out.
- Identify and build on the strengths of individuals, families and communities to promote safety and wellbeing.
- Focus on what residents can do rather than what they cannot do.
- Promote robust safeguarding and quality assurance systems to monitor and support providers to ensure a high standard of care and support is delivered.
- Make sure that all services we provide, or commission are up to date in safeguarding training of their staff and in respect of the Mental Capacity Act Deprivation of Liberty Safeguards.
- Ensure staff using the Mental Capacity Act to make decisions in a person's best interest when they lack capacity are highly trained and are making and recording decisions in a consistent and transparent way.
- Continue to promote the crucial role that Approved Mental Health Professionals (AMHPs) play in navigating complex legal and ethical situations to protect vulnerable individuals under the Mental Health Act ensuring they uphold their rights whilst focussing on identifying alternatives to compulsory admissions.
- Commission services that deliver kind and compassionate care that helps to keep residents safe through contract management of quality of provision.
- Provide support to women at risk of domestic abuse who are disproportionately victimised by domestic abuse, sexual violence, honour-based abuse (HBA), forced marriage (FM), female, genital mutilation (FGM), child sexual exploitation (CSE), stalking and harassment and modern-day slavery.
- Monitor all our safeguarding activity to ensure a timely and proportionate approach.

## Next steps

Our plan is a long-term vision, and we know how quickly situations change and priorities shift. To help implement the plan, we will create delivery plans and we will make sure Hillingdon residents are involved in helping set out these plans and priorities.

We will share our delivery plans and set up ways for residents to hear our progress and contribute towards making our shared vision real.

We will know the plan is a success when:

- Residents feel well informed and can make the best possible choices about their health and care.
- Residents tell us they feel supported as an individual.
- Residents tell us they are working to achieve their goals.
- Residents feel a sense of independence and connection to their communities.
- Carers' views and experiences are heard, taken into account and influence how we achieve the best possible support for people.

This plan is for everyone who experiences, or may experience, adult social care in Hillingdon. It is important that we work together to deliver the vision so please work with us to make it a reality.





