

# *What Matters*

## *The Camden Approach to Adult Social Care*

*Stella Smith, Principal Social Worker*

*London Borough of Camden*



# Camden 2025



*‘We want to make Camden a better borough – a place where everyone has a chance to succeed, where nobody gets left behind. Together, we will create a place that works for everyone, and where everybody has a voice’*

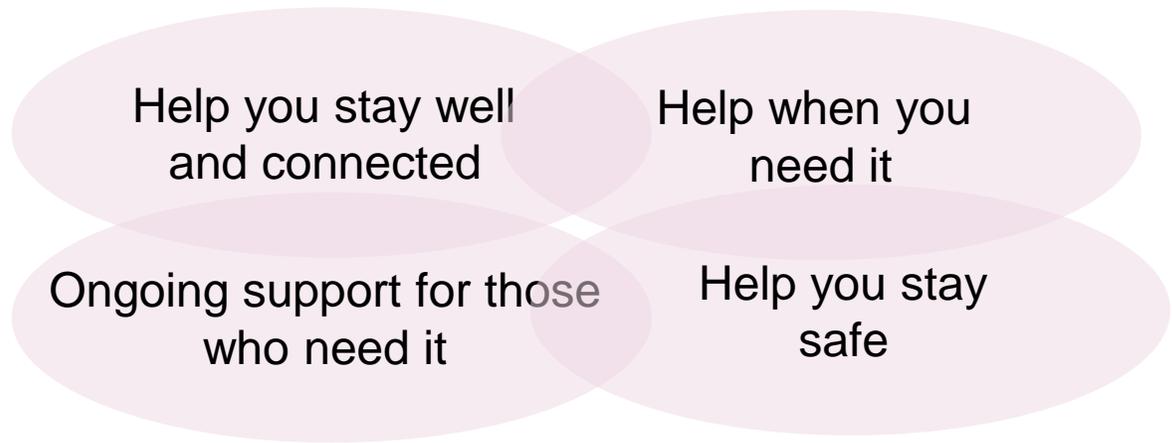
*Camden 2025*

*We want to build on strengths, working with people, as experts in their own lives, focusing on **What Matters to them** not what’s the matter with them”.*

# Working Together – Camden Focus Groups



- Involving residents from across the Camden community, inclusive and representative of different circumstances.
- Carers
- Voluntary and Community Sector



Hello and welcome to you all!

# Supporting people, connecting communities: living and ageing well in Camden

8<sup>th</sup> November 2018



**OUR PLAN 2017**  
Let's understand what you need!  
The whole Council's remit but we're talking about ADULT SOCIAL CARE today

## What does a good life in Camden look and feel like?

**VOLUNTEERS need SUPPORT**  
Training  
Qualified staff  
Proper policies (this not a cheap option!)

**GOOD WORK**  
ABILITY TO SOCIALISE  
I like making things!  
ART  
ACCESS TO ANIMALS  
I won't judge anyone!

**HAVING CHOICE AND CONTROL**

Can we talk FRANKLY about MONEY?  
**HONESTY & TRANSPARENCY**

**CARING for CARERS**  
Stay in the borough  
For carers when they are unwell  
Specialist help when the family can't help

Will Camden follow through?  
Are you REALLY listening?  
TAKE THE TIME to listen!

Represent our needs accurately  
**TRUST**  
check the checkers!  
MORE BELIEF IN ADULT SOCIAL CARE!

**having "permission"**  
Not worrying about contacting the council  
Knowing that it's the RIGHT THING TO DO!

**SERVICE USER**  
Always with co-production at its heart!  
Keep really LISTENING to us  
Design services around the person!  
& People have an input!

## How will we measure these things

Build in people's STORIES and real LIVED experience

RESIDENTS CAN HELP Fill the gaps

**TIMESCALE**  
Now — SOON — 18hrs MAX

How many people receive something new? rather than the same old thing

We're not ALL the Same!

BETTER USE OF **DATA**

**SURVEYS**  
Make them truly accessible → not just "tick box"

make use of this INTELLIGENCE

What's OUR BASELINE?

Have a dedicated social worker & consulting with the service user:  
how's it going? are you happy with them?

thankyou for sharing!

Promote what's ALREADY THERE  
and keep up-to-date with what's available

NOT JUST SENIORS!  
Take me here!

**TRANSITIONING**  
MORE SUPPORT WHEN WITH MORE SUPPORT FOR THE WHOLE FAMILY → A HOLISTIC VIEW  
Age 16 → Age 17  
I'm older - but I still have the SAME NEEDS!  
To about SERVICES

**Access to information & services**  
What's FREE available?  
Make it personalised

SAFE - on the STREETS

The Carer is FIT & WELL has a GOOD APPETITE THEY CARE! Responsive  
Not always telling us how MUCH services cost  
The PRACTITIONER is fully accessible and really LISTENS!  
A 'SPEEDY' RESPONSE

**ONE STOP SHOP**  
easy access  
welcome

Let's compare journeys  
Also the idea of the ICEBERG  
So many down here can't see clearly!

I don't like "MEASURES"  
- test and learn - do the measures reflect LIVED experience?  
measures can become an end in itself

HOW DO WE MEASURE THE HIDDEN COHORT?

Invert the pyramid... less acute need

HAVING REAL POWER TO SAY THIS IS A REAL NEED

Helping you stay well and connected

Help when you need it

Ongoing support for those who need it  
The ability to KEEP working!  
Social care should keep me staying work!

Helping adults stay safe

OUR PRIORITIES

Image drawn by Sandra Hougate: @sandrahougate

# What did people tell us

I have the right to person centred services

I need the right information in a crisis

I need people to understand me & what is important to me

I need accessible, useful & up to date information about my community

I need consistency, I don't want to tell my story again & again

I want professionals to share information about me

I am the expert in my own life

I need people I can trust

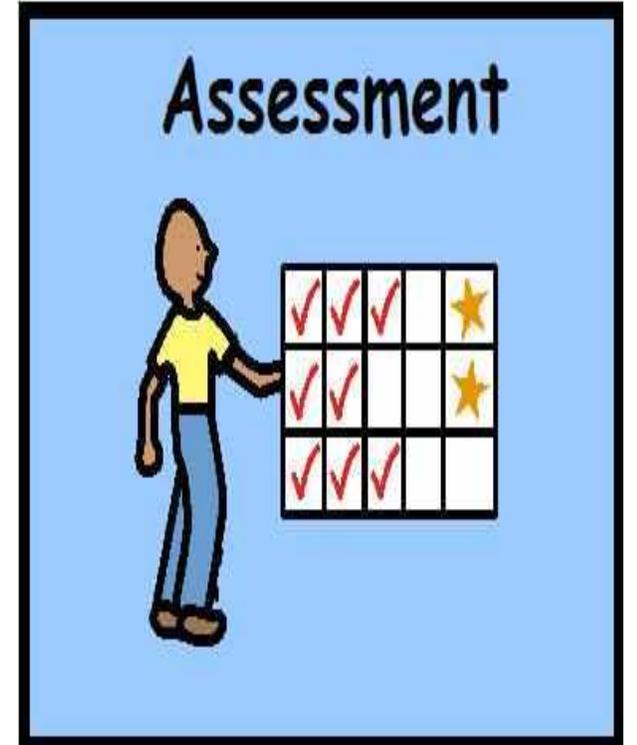
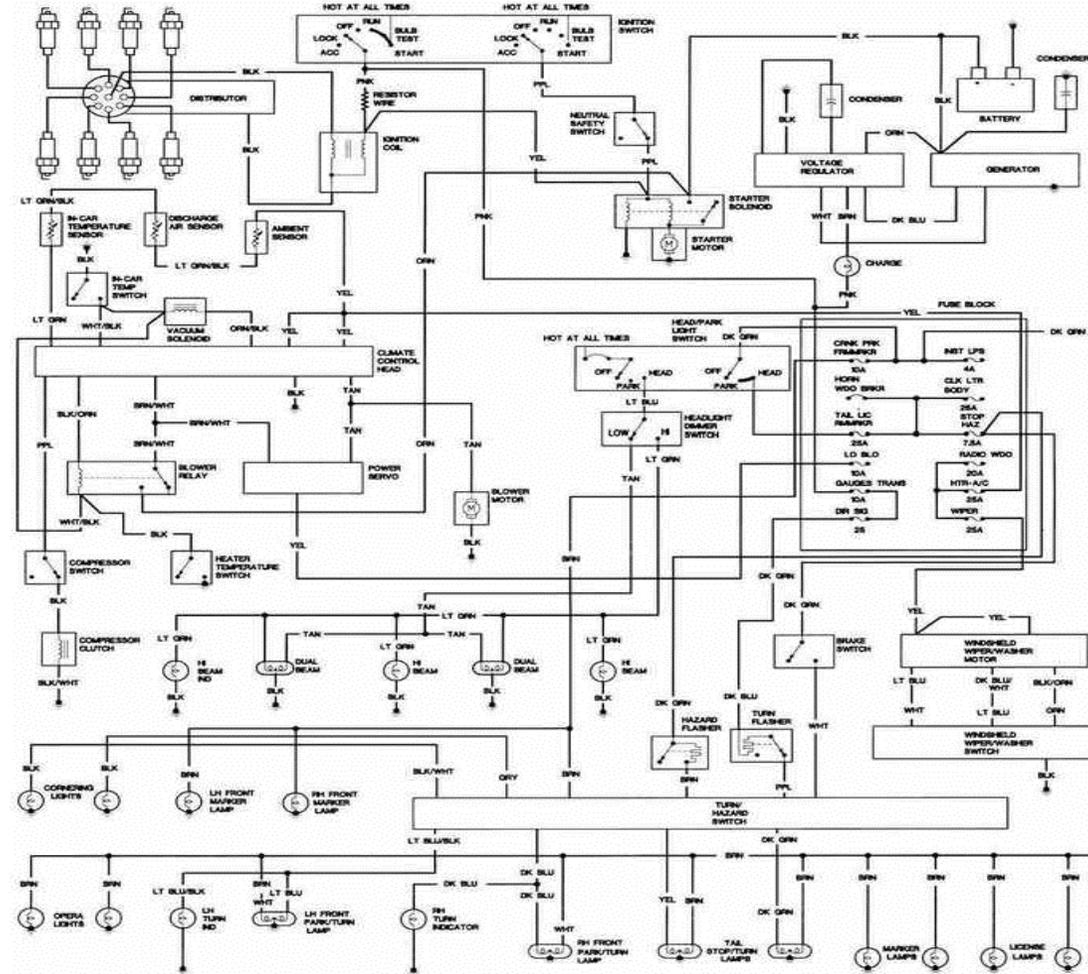
I need good quality appropriate communication

Carers are important and need support

I should be able to contact ASC when I need to

I want someone who takes time to get to know me

# A 'Social Care Sorting Office'



# *A Strength Based Approach*

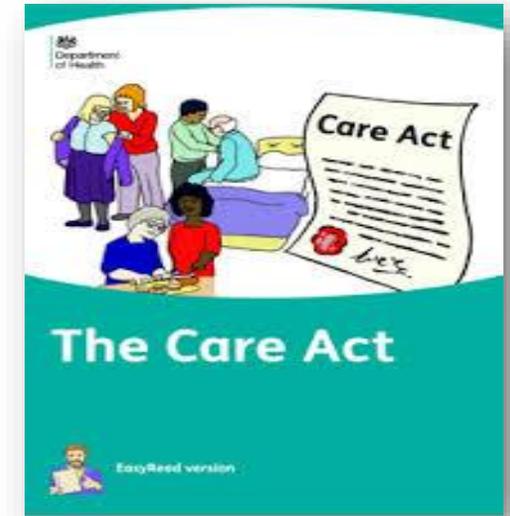
*“A strengths-based approach to care, support and inclusion says let’s look first at what people can do with their skills and their resources and what can the people around them do in their relationships and their communities. People need to be seen as **more than just their care needs** –they need to be experts and in charge of their own lives”.*

*Alex Fox, chief executive of the charity Shared Lives*

# ***The Care Act – Transforming Adult Social Care.***

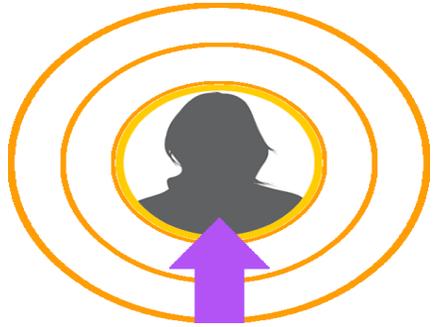
*The Care Act 2014 requires local authorities to specifically ‘consider the person’s own strengths and capabilities, and what support might be available from their wider support network or within the community.*

- ***keeping the person at the centre of all decisions***
- ***Identifying what matters to the person and helping them achieve their outcomes.***
- ***Being interested, curious, skilled and informed.***
- ***Encouraging hope that things can improve***
- ***Increasing self-worth and well being***
- ***Empowerment, creativity, choice, control, citizenship and community inclusion.***



*These are the core principles of What Matters, the Camden Approach to Adult Social Care*

# *What Matters, a new approach to supporting adults in Camden*



*What Matters is about conversations and building relationships, it puts people at the centre of all decisions*



**Strengths**

*It's about building on strengths, skills and ambitions.*



*It connects people to their communities and to those who are most important to them*

# Building a culture of strengths-based practice

## ***What Matters***

***Camden's approach to adult social care***



**Working together with people with lived experience, building positive relationships**

**Having conversations to identify strengths and opportunities**

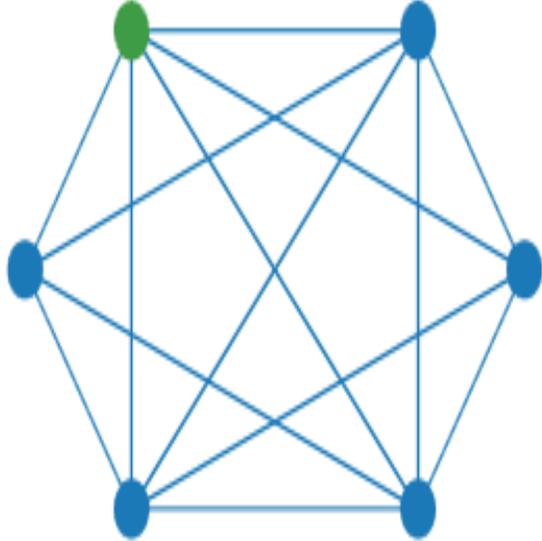
**Learning and development, peer support, coaching, supervision and developing empowering culture**

**Using Family Group Conferences to promote natural support networks**

**Building infrastructure, Direct Payments, Assistive Technology, promoting independence, choice and control**

**Wide system culture change, cross Council, care providers, health, mental health. SSCR Research**

# Conversation 1: Stay well and connected



**my network**

**How can I help you to connect to the things that will help you to get on with your life?**

**How can you, your family, friends or local community help with this?**

# Conversation 2: Help when you need it



**What needs to change to make you feel safe and back in control?**



**How do I help to make that happen?**

# Conversation 3: Longer-term support



Plan

What does a good life look like for you?

How can I help you to use available resources to support the life you choose?

Who do you want to be involved in planning this?

# Walk the Mile

**Different:** *“Unlike a meeting where you sit face-to-face and share or read information, a walk gave us the chance to share information and local knowledge in a friendly, memorable and less transactional way.”*

**Spontaneous:** *“We noticed a sheltered housing scheme on the way and took the opportunity to introduce ourselves. Staff were able to tell us about local facilities like neighbourhood centres and residents association.”*

**Connective:** *“Walking helped us bond with colleagues and form stronger working links with people in other roles and other areas of service.”*

**More walks are planned during September and October, before passing over to the teams to organise their own walks.**

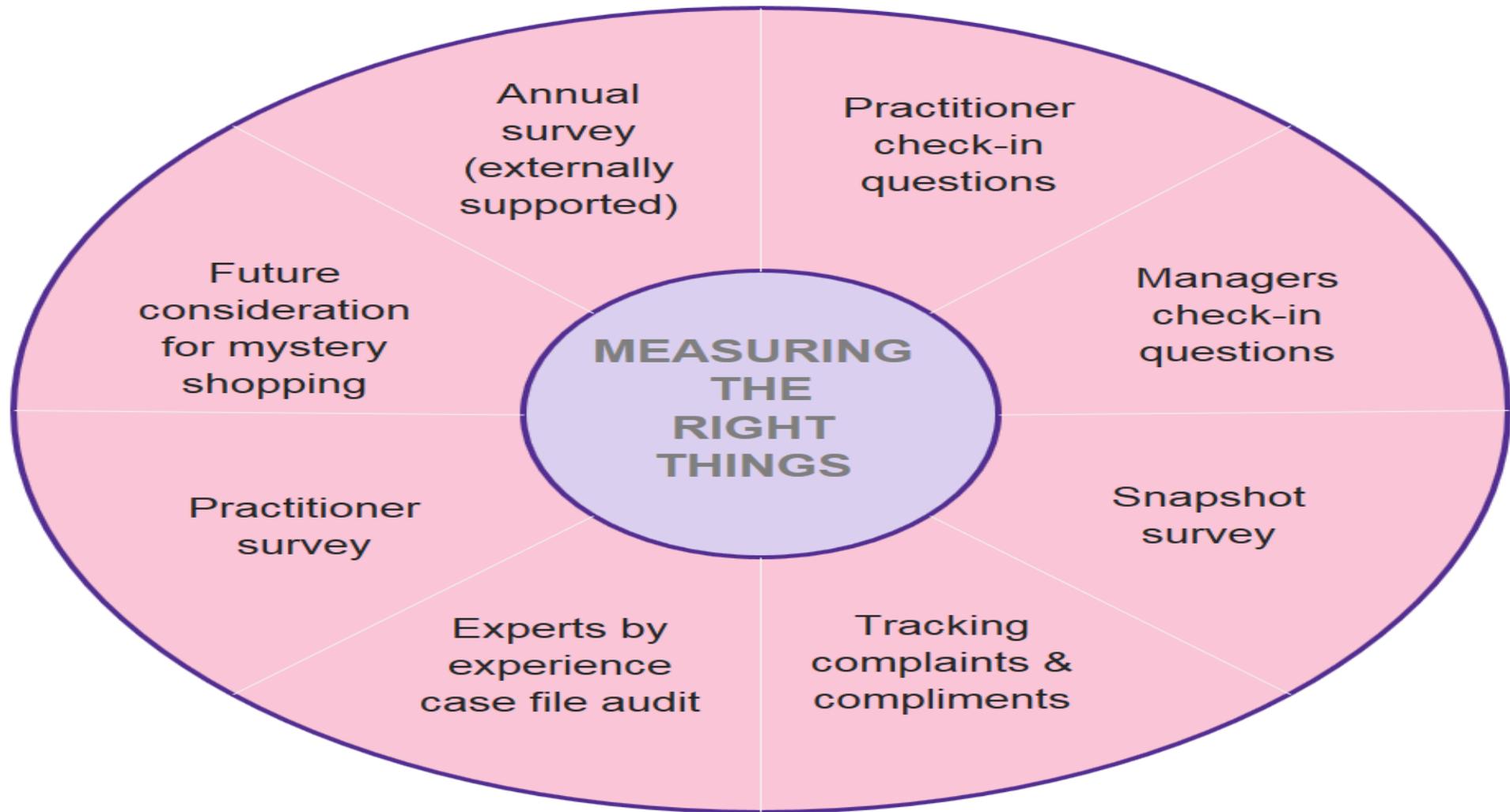


# What Matters – not What's the Matter? Working Together



1. We want to work together to enable people to build the life they want to lead?
2. We want to work together and realise collaborative strengths, skills and ambitions?
3. We want to know we are making a difference?

# Focus Group –Measuring The Right Things.



# *School of Social Care Research Study*

*Camden Council is working together with the University of Birmingham School of Social Policy and two other Councils to find out if strength based ways of working are helping people to have better lives.*

*In Camden we have quite a few strength based practice approaches, What Matters, Family Group Conferencing, Making Safeguarding Personal, Shared Lives, Systemic Working, Resilient Families, Housing/Landlord Support, Recovery Model, Coaching for Health.*

*This research study will consider how to move beyond often fragmented strength based approaches to a more 'joined-up' approach enabling vulnerable adults to experience greater wellbeing, social connectedness and support. The study will provide evidence to inform the development of social care policy and practice.*

*Two service user or carer representatives from each site will be co-opted on to the Lived Experience Advisory Panel for the study*

# *Any Questions?*

