1 Living the life you want to live adult social care strategy 2022-2030.

**What you can expect from your care home**

You can expect your care home to work to a service specification which describes what they must do to meet the standards required which are aligned to the Care Quality Commission (CQC) requirements. The service specification is part of a contract with terms and conditions agreed between the council and the care home.

We believe care homes are there to support individuality, culture, and difference, to allow people choice and control over their life, support people to have a purpose and be able to contribute and support the person to continue with their network of contacts and embrace their position as part of a local geographical or community of interest.

We will ensure the care and support that people receive in care homes is personalised, promotes independence, wellbeing, and quality of life.

The vision for care homes is aligned with the Vision for Adult Social Care:

*Everyone in Sheffield lives in a place they can call home, in communities that care, doing things that matter to them, celebrated for who they are and - when they need it - they receive care and support that prioritises independence, choice, and recovery*.

Within the service specification there are ***8 key principles*** which the care home must embed which describe what a good care home is (see below). These principles have been developed with key partners, carers and people who receive care in a care home in Sheffield.

**2. Relationship Centred Care & Connectedness**

Staff will spend time getting to know you on a personal level by having meaningful conversations and paying attention to the things that matter you in your life such as your culture, history, identity, interests, hobbies, need and wishes.

Staff will support you to connect with residents who share similar interests, so you feel part of a ‘family’ which values friendship, compassion, kindness, and self-determination, and where privacy and dignity is respected.

Staff will build positive relationships which is key to a thriving community both within and outside of the care home.

1. **Person Centred & Outcome Focused Care**

Care Plans will reflect your needs and preferences, so you are supported to do the things that matter to you.

Staff will recognise the importance of treating each of you as unique with your own history, personality, and values.

Staff will adapt to meet your needs as they change both over time and from day to day, so you receive the care that you need when you need it providing it’s safe to do so.

**3. Choice & Control**

You will be supported to make decisions and to take an active role in designing your care and having an equal say at all stages.

If you lack the capacity to make an informed choice staff will seek support from your representative or advocacy service.

There will be opportunities to provide feedback and make suggestions about the running of your home.

You will remain in control about the service provision which will build on your existing assets, strengths and capabilitiesensuring that your care and support does not ‘take over’ or diminish the potential to do things for yourself.

**4. Communication & Information**

You will be provided with the right information, advice, and advocacy support that helps you make decisions and choose the right things.

Everyone involved in your care will work in a collaborative and coordinated manner, they will be proactive and open in their communications working towards the collective goal of improving your outcomes.

Everyone involved in the provision of your care will be transparent, acting in a timely manner to share data and information as required and as appropriate.

**5. Inclusive**

The home will promote equality, so the care and support reflects the diverse range of people, making sure that everyone has the same access to and equally good experience of care and support.

The home will seek to celebrate, understand, value, and respect everyone’s religion, culture, sexuality, heritage, community, lifestyle, and personal circumstances and identity.

The home will seek to establish a diverse workforce which meets the needs of everyone living in the home.

**6. Independence & Identity:**

You will be supported to maintain your identity, self-esteem, belonging (personhood) and will have the opportunity to express your feelings.

You will be able to participate in meaningful occupation and try new activities if you choose.

You will have the opportunity to continue with your daily roles, routines, and habits if you wish to do so.

The home will promote independence and improve wellbeing and quality of life.

Your existing networks of friends, family, and community will be maintained.

You can live the life you want to life to live**.**

Staff will actively encourage and promote the use of assistive technology to aid your independence.

**7. Strong Leadership & Workforce**

The home will ensure there is a strong leadership team and a well-trained workforce providing high-quality care.

The owners and managers of the home will foster a culture of genuine care, concern, awareness, and kindness.

Staff will be strongly committed to the care they provide when they see the owners and managers of the home upholding the values and vision of the home

Strong leadership includes investing in the workforce, including training and development opportunities so everyone, including those with complex and multiple health and social care needs receives high quality care.

**8. Adopting Innovation**:

The home will offer flexible and creative care and support that is based on what matters to you.

The home will be creative to meet your needs and outcomes in a way that is suitable, with technology and voluntary and community resources complementing your care.