



Promoting independence and wellbeing in Adult Social Care

1. Helping people to help themselves

Connecting people with support and information they can access in their local communities and helping them to make the best use of their existing networks.

Self Supporting

**Informal,
community and
universal
resources**

**Providing good quality advice
and information at the first
point of contact**

**Contact with Adult
Social Care**

2. Helping people when they need it

Working with people in a timely way and supporting them to make their own decisions about short-term support to promote their independence.

**Less support
needed now**

**Short term
support**

**Working with people for a
number of weeks to promote a
greater level of independence**

**More support
required**

3. Maximising independence & reviewing progress

Helping people achieve what is important to them and keeping progress under active review.

**Less support
needed now**

**Longer
term support
to promote
independence**

**Proportionate outcome focussed
support and reviewing that
promotes independence**

**More support
required**

**Reviewing
support**

**Less support
needed now**

Our charter for Adult Social Care services

This offer applies to all adults in Nottinghamshire including people who pay for their own care and those whose care is paid for by NCC

- ✓ Promote individual health, well-being and independence
- ✓ Share responsibility with partners, providers, families, carers, friends and the voluntary services in the local community to maintain the health and well-being of people in our communities
- ✓ We will work to prevent or delay the development of care and support needs by providing advice, information and guidance to support independence for all, regardless of their financial circumstances
- ✓ Promote choice and control so people can receive support in ways that are meaningful to them but is balanced against effective and efficient use of resources
- ✓ Work to ensure people are protected from abuse and neglect, and if people do suffer harm we will work with them to achieve resolution and recovery in line with their wishes
- ✓ Provide support that is proportional to people's needs in order to make the best use of resources available