

Islington Adult Social Care

Our coproduced principles and I statements

In adult social care we are working to make Islington a place made up of strong, inclusive and connected communities, where regardless of background, people have fair and equal access to support that enables them to live healthy, fulfilling and independent lives.

We worked together with people who use our services, carers, and our staff and providers to develop a set of principles. These help us understand what matters to those experiencing or providing care and apply across all our work in Islington adult social care. We have built on the principles using I statements. These define what quality of care and safety mean in the words of Islington residents.

The principles and I statements have a key role in helping us gather, listen to and act on people's experiences of care.

We actively use them to:

- Empower people: taking a strengths-based approach and helping people understand what they can expect from adult social care. They promote informed choice, active participation, and feedback.
- Gather evidence and measure progress: help us measure what matters most to people when we're reviewing our services and reflecting on our practice. They will help us understand what we're doing well and what we need to do better. We will gather views in different ways including case studies, workshops, assessments and focus groups.
- Drive improvement and inform decisions: building on this we will be able to take decisions and actions that improve our services and the experience of people receiving them.

The principles and I statements will mean different things to different people, but they are an essential part of helping us understand what high quality care looks like. They also support us to continuously improve the quality of our services.

The Care Quality Commission (CQC) have worked with Think Local Act Personal (TLAP) to link their nationally developed I statements to the new CQC assessment framework for local authorities. You can find out more about this here <https://www.cqc.org.uk/local-systems/local-authorities/assessment-framework> and here <https://www.cqc.org.uk/assessment/i-statements>.

These align strongly with our I Statements and we will reflect them in our work, but we have chosen to focus on our locally developed I Statements and Principles to ensure the voice of our residents is at the heart of what we're doing here in Islington.

Islington ASC Principles (We)	Resident I statement	Examples of what these mean for how we work, based on what our residents, staff and providers told us
<p>1. We listen to you and involve you in what we do and how we do it</p>	<p>1a. I am listened to and involved in my care and support planning</p>	<ul style="list-style-type: none"> ● Involving residents when we are recruiting new staff or commissioning new services. ● Continuing to plan changes to our services through engagement and coproduction with our residents, people who use our services and carers. ● Recognising where the groups and people involved in our engagement and coproduction do not reflect the diversity of Islington and taking action to change that. ● Having an assessment process that supports people that use our services and carers voices to be heard and focuses on their strengths and what is most important to them. ● Making sure that people who need it get help from independent advocacy services.
	<p>1b. I can share my views on adult social care in Islington</p>	
<p>2. We work with you to strengthen your sense of safety, wellbeing and belonging</p>	<p>2a. I feel safe at home</p>	<ul style="list-style-type: none"> ● Working with our partners (care agencies, housing colleagues, technology providers and voluntary and community groups) to help residents stay safe and as independent as possible at home. ● Supporting our residents, people who use our services and carers to play an active part in their local community. ● Building relationships with those who are most at risk of isolation and loneliness, taking action to help them benefit from all their community has to offer.
	<p>2b. I feel safe in my community</p>	

<p>3. We will be clear about the choices you have and the support available to you</p>	<p>3a. I understand the choices and support available to me</p>	<ul style="list-style-type: none"> • Having accessible information for our residents and staff about what is available to them in the community and through adult social care. • Improving how we communicate and use technology so that people can quickly and easily get the information they need. • Having a contact/access system that lets residents reach the teams involved in their care and support as directly as possible.
	<p>3b. I can access the information I need</p>	
<p>4. We offer the right support at the right time, based on your strengths and what's most important to you</p>	<p>4a. I get the right support at the right time</p>	<ul style="list-style-type: none"> • Listening to what is most important to people who use our services, carers and residents and helping them to get there using the range of services that are available in Islington (not just the Council). • Working closely with our health partners to make sure resident's support is joined up across social care and health settings. • Helping to spot problems early and find practical solutions quickly. • Recognising how important carers and family/friendship networks are and supporting them to continue helping those they care for in the way they want to. • Having person-centred assessments and support plans that are flexible to changing needs and help people make positive progress after a change or crisis. • Connecting people into supported employment and learning opportunities. • Working with people who use our services with long-term or higher levels of support needs to understand how they can have as much choice and control over their support as possible.
	<p>4b. I get support that builds on the things I can do and helps me to do what's important to me</p>	
	<p>4c. I have access to support that helps me find employment and learning opportunities that work for me</p>	

<p>5. We improve the quality and consistency of services and celebrate success</p>	<p>5a. I have access to good services where I can make relationships with the people involved in my care and support</p>	<ul style="list-style-type: none"> ● Recognising that it is very important to people who use our services and their families to get to know the carers and social workers involved in their care. This is a big part of feeling safe and well supported by a quality service. ● Having clear routes for people who use our services and carers to share feedback about good quality care, helping us understand where things aren't working well so we can take action. ● Involving people who use our services and carers in our quality assurance work to check how things are going with our services. ● Investing in our staff and supporting them to give high quality support to our residents, people who use our services and carers. ● Using these I Statements and Principles with the providers we commission to ensure they understand what's most important to our residents, people who use our services and carers and are committed to them through their service delivery.
	<p>5b. I know how to tell the Council about any problems with the services I receive and feel sure they will do something about it</p>	
<p>6. We help our residents to connect with voluntary and community groups and to continue supporting and learning from each other</p>	<p>6a. I can take part in opportunities that interest me in the community</p>	<ul style="list-style-type: none"> ● Supporting our voluntary and community partners to make their services clear and accessible to our residents and staff. ● Making sure there is a range of support available for people with different levels of need, including those already receiving adult social care support. ● Helping new groups and partnerships to grow and supporting more peer-to-peer opportunities.

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