



Salford Adult Social Care vision

Working with communities and partners
so every person can lead fulfilling,
healthy, and independent lives.



Salford Adult Social Care vision

Salford Adult Social Care integrated with health collaborates with all our communities and partners to build a city where every person can lead a life that is fulfilling, healthy, and independent.

We are Salford Adult Social Care, part of the Salford Care Organisation in the Northern Care Alliance (NCA) NHS Trust. We work with the rest of the NCA, Salford City Council, Greater Manchester Integrated Care Board, Greater Manchester Mental Health Trust, and Salford Community and Voluntary Service to serve the people of Salford.





Our vision is:

- We will do whatever we can to help the people we work with to have the opportunity for a good quality of life in their community.
- We will create opportunities for people to maximise their independence and support their freedom of choice, assisting those at risk to achieve the safety they desire.
- We will focus our support to people on what is important to them - their strengths, connections, family, and communities. We will recognise the importance of their home and promote their rights while challenging discrimination.
- We will ensure that the values guiding our work with the people of Salford are the same values that support our working relationships within adult social care. We will treat everyone with respect.

Where will this make a difference?

Valuing independence

We will look for imaginative ways to empower people to live purposeful lives with freedom and opportunities, maintaining their independence at home for as long as possible, right until the end of their journey.

Information and advice

We will provide easy access to accurate information and timely support to help people maintain their well-being. We will communicate with people in a way and time that suits them, making our processes as clear as possible to everyone involved.

Working together

We will develop equal and transparent working partnerships with people who use care services, their carers, and the staff who work to support them. We are committed to putting the person at the centre of what we do, being guided by what they tell us.

Connected communities

We are committed to engaging with people in every neighbourhood of Salford. We will collaborate with the individuals in Salford who offer significant support to their loved ones, acknowledging their needs and respecting their caregiving roles. We will partner with our vibrant voluntary and community sector to develop innovative solutions for every challenge we encounter.



How will we do it?

Making Every Contact Count

We understand that accessing public services can be challenging. Our goal is to make every conversation people have with us valuable, helping them to make choices and take control. When people are looking for help, there will be no wrong door so people only need to tell us once. We will communicate clearly and effectively, listening to what's important to people.

Recognising everyone is an individual and thinking family and friends.

We recognise that everyone has a unique perspective on life arising from their history, culture, experiences, beliefs and interests. We appreciate the strengths many people draw from their relationships.

Understanding risks

We understand that living a fulfilling life sometimes means taking risks. We are flexible in our approach and ready to innovate. We view our legal framework as supportive rather than restrictive.

Being proportionate

In our actions and we will adapt our work for each person—neither leaving too early nor staying too long. We are aware of the impact that difficult life experiences can have on people's lives, and we respect the resilience that they have developed.

Valuing carers

We are committed to fully engaging unpaid carers as our valued partners at every step, ensuring that our integrated workforce, informal and commissioned services are all working together seamlessly.

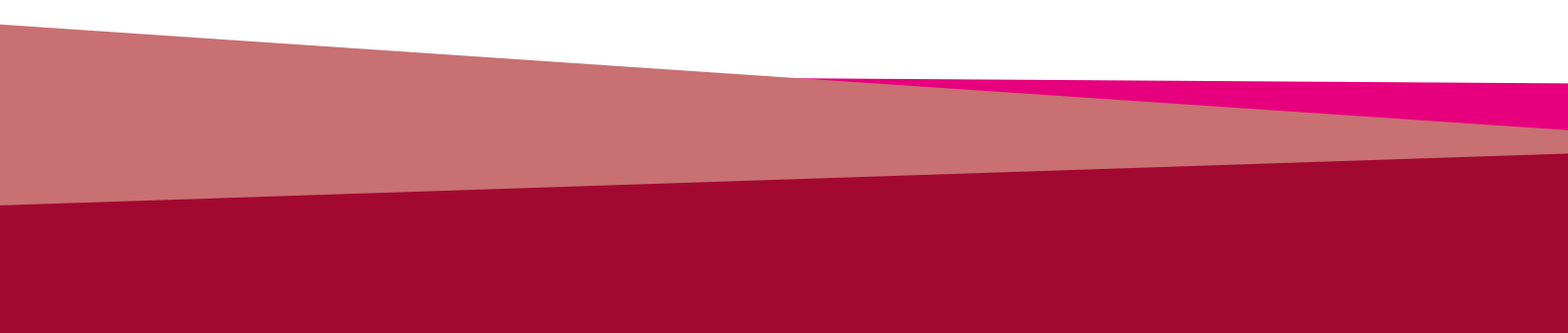
Valuing providers

Service providers are our partners and we will celebrate diversity and ensure quality in service provision, with them. We will continue to strive for the best use of resources to ensure fair treatment for all the people of Salford.

Being a learning organisation

As public servants, we listen to all the feedback we receive to keep improving what we do.

We will support each other and demonstrate our pride in working for the people of Salford, ensuring that we deliver our services efficiently and effectively, understanding the importance of our work to those we serve.



How will we know if it's working?

- Feedback from the people of Salford
- Feedback from our workforce and partners
- Data showing the results of our work
- Checking the quality of our work through audits
- Results of assessments by the Care Quality Commission



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For more information about the vision, visit
www.salfordappp.co.uk

If you need support from Adult Social Care, visit
www.salford.gov.uk/health-and-social-care

