

We're changing how we will help you with your care. We will:

Improve the information we have so you understand your choices

Listen to what you want so you have a say in your own care

Be honest about how we can and can't help

Ask you to share your story only once

Encourage you to live a healthier lifestyle and prevent illness in older age

Help you live at home, giving you the right care to keep you independent

Not stop you being independent by giving you too much help



Adult social care is changing how we work with partners. We will:



Be clear with you about what type of care we want for the future

Trust you to carry out assessments on our behalf

Be honest about how we can and can't help

Listen to you when you know our customers better than we do

Work with you to make it seamless for those we care for