

#TRANSFORMLDN

transforming London's community services

# OUR\* DECLARATION

\*1,000+ health and social care staff from 100+ organisations, representing all 32 London boroughs have co-created this declaration.

## WE DECLARE THAT A COMMUNITY-LED REVOLUTION IN HEALTH AND SOCIAL CARE WILL TRANSFORM THE HEALTH AND WELL-BEING OF LONDON THE FOUNDATION OF OUR REVOLUTION HAS FOUR PARTS...

### GET PERSONAL

We must place **LONDONERS** at  
**THE HEART OF CARE**  
EVERYTHING DESIGNED & DELIVERED  
AROUND THEIR PERSONAL NEEDS

- + **PERSONALISED CARE PLANS** use simple language to help people decide their own goals and manage their own health.
- + **CARE** is provided in **PLACES THAT ARE CONVENIENT** for those that need it.
- + One point of contact makes **ACCESS SIMPLE**.
- + Londoners have a **POSITIVE EXPERIENCE** of services in the community.
- + **ALL SERVICES** are designed around the **NEEDS OF LONDONERS** and the resources available.
- + **PERSONALISED CARE PLANS** are developed in partnership between those who use and provide services and they support partnerships between the community, primary and secondary care and the voluntary sector.
- + People who commission, provide and use services **DEVELOP AND ASSESS SERVICES TOGETHER**.

London's community health and social care services touch our lives at times of basic human need, when care and compassion are what matter most. They support us to keep mentally and physically well, to get better when we are ill and when we cannot fully recover, to stay as well and independent as we can till the end of our lives. They are here to improve the health and well-being in our city.

London's growing population with more complex needs is creating unsustainable pressure for our partners in hospital, social and primary care. Something needs to change and the solution lies close to home.

### REAL LEADERS, HAPPY WORKERS

We must have **INSPIRING LEADERS TO COORDINATE CARE**  
AND A SKILLED, FULFILLED AND **MOTIVATED WORKFORCE**

- + **OUR LEADERS INSPIRE AND COACH** their people, this nurtures the right skills and talent for London's complex needs.
- + **STAFF HAVE CLEAR CAREER DEVELOPMENT PLANS** that value and nurture their talent, this makes the community an attractive place to work.
- + **LEADERS** of different organisations **WORK TOGETHER WITH PATIENT LEADERS** to bridge boundaries and share knowledge.
- + **LOCAL TEAMS ARE EMPOWERED** with autonomy to flexibly meet local needs.

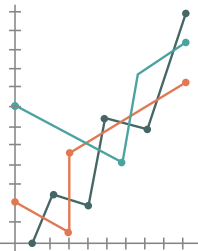
### MAKE BOUNDARIES INVISIBLE

WE MUST ENSURE THE  
**BOUNDARIES**  
OF ORGANISATIONS & SERVICES ARE  
INVISIBLE TO OUR SERVICE USERS

- + **ORGANISATIONAL BOUNDARIES ARE IRRELEVANT** to Londoners.
- + We have **SEAMLESS TRANSITIONS** between services and organisations because communication and trust are actively developed between everyone involved in providing care.
- + **SERVICE USERS** can access their **OWN CARE RECORDS**, as can the teams involved in their care and these records are shared across all professionals providing care.
- + Teams of health and social care staff, with different and complementary skills, **WORK TOGETHER**.
- + We help people access **SERVICES FROM THEIR OWN HOME** and community - **THIS IS OUR COMMUNITY FIRST APPROACH**.

### FOCUS ON OUTCOMES

WE MUST ALWAYS focus on improving  
**THE HEALTH AND WELL-BEING**  
OUTCOMES FOR LONDONERS



- + We understand the desired **HEALTH AND WELL-BEING OUTCOMES** of individuals, groups and the population we serve.
- + **RESOURCES, INVESTMENT AND RISK ARE SHARED** between all organisations involved in delivering care.
- + **ALL HEALTH AND SOCIAL CARE** organisations **SHARE RESPONSIBILITY** and incentives for improving health and well-being outcomes.
- + Those at **RISK ARE IDENTIFIED** to enable early intervention and **PROMOTE WELL-BEING**, rather than reacting to crises.
- + The amount of time people spend in acute and residential care is reduced as health and well-being are improved and more people are supported to **MANAGE THEIR OWN CARE NEEDS AND HEALTH CONDITIONS IN THE COMMUNITY**.

FIND OUT HOW YOU CAN USE OUR DECLARATION AND JOIN THE COMMUNITY REVOLUTION TODAY,  
VISIT [WWW.TRANSFORMLDN.ORG](http://WWW.TRANSFORMLDN.ORG)

## How was our declaration built?

This project was designed to capture a crucial perspective in the debate surrounding the transformation of London's community services: the voice of the frontline - practitioners, volunteers, carers and leaders from organisations that deliver or commission health and social care.

To achieve this, we deployed a research process blended with physical and on-line crowdsourcing events. This created and empowered a network of people to share their views on what excellent community services look like.

Our design group analysed 10,000+ ideas, comments and votes, from 1,000+ people, representing 100+ organisations as well as 45 papers and 32 Better Care Fund Plans. The distillation of this work led to the creation of a new declaration for community services.

## How can you use our declaration?

Our declaration is designed as a tool to support and inspire service improvements in the delivery and commissioning of health and social care services in the community.

Some parts of London have already implemented these foundations, some still have work to do and others are yet to set clear plans. Whatever stage your organisation is at, our declaration can support and inspire your work. We want staff to spread the word. Visit our community website to share and learn from best practice and to access and enhance latest thinking.

## Who was involved in this project?

**The Design Group:** leaders from the following organisation steered this project and its outputs



**The Crowd:** 1,000+ people from the following 100+ organisations had their voices heard

- |  |  |   |
|--|--|---|
| Adult Social Care Newham   | Hillingdon Hospitals NHS Foundation trust            | Royal Brompton and Harefield NHS Foundation Trust         |
| Allied Healthcare  | Homerton University Hospital NHS Foundation Trust    | Royal College of Nursing                                  |
| Barking, Havering and Redbridge University Hospitals NHS Trust                           | Hounslow and Richmond Community Healthcare NHS Trust | Royal Free London NHS Foundation Trust                    |
| Barnet CCG   | Housing Learning and Improvement Network             | Royal Marsden Hospital NHS Foundation Trust               |
| Barnet, Enfield and Haringey Mental Health NHS Trust                                     | Imperial College Healthcare NHS Trust                | Royal National Orthopaedic Hospital NHS Trust             |
| Barts Health NHS Trust   | Institute of Sport, Exercise & Health                | Society of Chiropodists & Podiatrists                     |
| Bexley CCG   | Islington CCG  | South Essex Partnership NHS Foundation NHS Trust          |
| Brent CCG  | Kensington and Chelsea Age UK                        | Trust South London and Maudsley NHS Trust                 |
| Buckinghamshire County Council   | King's College Hospital NHS Foundation Trust         | South London CSU  |
| Bucks New University   | Kingston CCG   | South West London and St George's Mental Health NHS Trust |
| Camden Adult Social Care   | Kingston Council                                     | Southern Health NHS Foundation Trust                      |
| Camden and Islington NHS Foundation Trust  | Kingston Hospital NHS Foundation Trust               | Southwark council   |
| Camden CCG   | Lambeth Council                                      | St Andrew's Medical Practice                              |
| Care & Repair England  | Lewisham and Greenwich NHS Trust                     | St George's Healthcare NHS Trust                          |
| Central London CCG   | London Ambulance Service NHS Trust                   | St Joseph's Hospice                                       |
| Central London, West London, Hammersmith and Fulham, Hounslow and Ealing CCG partnership | London Borough of Barnet                             | Surrey county council                                     |
| Chelsea and Westminster Hospital NHS Foundation Trust                                    | London Borough of Bromley                            | Sussex community NHS Trust                                |
| Circle Podiatry  | London borough of Hillingdon                         | Sutton Age UK   |
| Compass Wellbeing CIC  | London Borough of Lewisham                           | Sutton and Merton Community Services                      |
| Connect Physiotherapy  | London Borough of Newham                             | Sutton CCG  |
| Cricket Green Medical Practice   | London Borough of Sutton                             | The Hillingdon Hospitals NHS Foundation Trust             |
| Croydon Care Solutions Ltd   | London Clinical Senate                               | The King's Fund   |
| Croydon Health Services NHS Trust  | London Councils                                      | The North West London Hospitals NHS Trust                 |
| Department of Health   | London Leadership Academy (NHS)                      | The Tavistock and Portman NHS Foundation Trust            |
| Dulwich Podiatry Limited   | London South Bank University                         | UCL Partners Academic Health Science Partnership          |
| Ealing Hospital NHS Trust  | Londonwide LMCs                                      | University College London                                 |
| East One Health  | Merton CCG   | University College London Hospitals NHS Foundation Trust  |
| Enfield CCG  | Ministry of Defence Rehabilitation Services          | University of East London                                 |
| Epsom and St Helier University Hospitals NHS Trust                                       | Monitor  | Virgin Care   |
| First Community Health & Care  | Moorfields Eye Hospital NHS Foundation Trust         | Waltham Forest CCG  |
| Great Ormond Street Hospital for children NHS Foundation Trust                           | Namaste Care CIC                                     | Wandsworth Council  |
| Groundswell  | NHS England  | Watling Medical Centre                                    |
| Guy's & St Thomas' NHS Foundation Trust  | NHS Partners Network                                 | West London CCG   |
| Hammersmith and Fulham CCG   | North East London Commissioning Support Unit         | West London Mental Health NHS Trust                       |
| Haringey CCG   | North East London NHS foundation Trust               | West Middlesex University Hospital NHS Trust              |
| Haringey Learning Disability Partnership   | North West London Collaboration of CCGs              | Whitfield Podiatry  |
| Havering CCG   | Pembridge Podiatry Practice                          | Whittington NHS Trust                                     |
| Hertfordshire community NHS trust  | Populus Health                                       | Wragge & Co.  |
|  | Public Health England                                |   |
|  | Redbridge CCG  |   |
|  | Regents Park Foot Clinic                             |   |
|  | Richmond CCG   |   |

Learn more and help turn our declaration into a movement, visit [www.transformldn.org](http://www.transformldn.org)