

### THE ATTRIBUTES OF CARE

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Commissioners recognise the need to give providers freedom in designing what excellent care should look like, but to guide those efforts commissioners have developed attributes of care that they want future services to exhibit.

1. Empowers and activates people and communities, enabling people to be in control of their health and wellbeing:

- Recognises, uses and develops all the assets available in our communities
- Empowers people to be active and in control of their own care, and supports the needs of carers
- Promotes choice for individuals, their families and carers
- Provides more care in people's homes, or supports them in community settings close to home, which enable them to stay as well and independent as possible

2. Offers holistic and co-ordinated care and support

- Works with people holistically across their physical, mental and social dimensions
- Meets the needs of all citizens, is easily understood and navigated by individuals
- Provides continuity of care over time, and co-ordinates care across settings and providers
- Ensures effective transition for individuals between services
- Removes duplication and feels seamless to individuals

3. Is equitable, proactive, preventative and focused on better outcomes

- Actively promotes good health and wellbeing across communities, enabling people to live healthier, more independent lives, for longer
  - Detects problems earlier and intervenes quicker
  - Avoids crisis and the need to address avoidable complications
  - Aids recovery and a return to independence
  - Provides equitable access for all, and reduces inequality in outcomes for people in Southwark and Lambeth
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