

Practice framework

All adults in North East Lincolnshire will have healthy and independent lives with easy access to joined-up advice and support, helping them to help themselves.

► Connect	I am listened to and my views and opinions are respected		I will be treated with compassion, dignity and empathy		I will have choice and control over my support arrangements		I know about the activities, social groups, leisure and learning opportunities in my community, as well as health and care services	
► Independence	I will be seen as a real person with a valuable and strong contribution to make and not just a client, patient or service user		I will be supported and encouraged to focus on my strengths and skills, rather than any limitations or restrictions		I will have support to connect with my community to help me avoid loneliness and isolation		I have people in my life who care about me – family, friends and people in my community	
► Support	I will have support to connect with my community to help me avoid loneliness and isolation		I will have access to high quality care and support when it is needed		I have a place I can call home, not just a 'bed' or somewhere that provides me with care		I feel safe and am supported to understand and manage any risks	
► Practice	The language we use matters - we use plain, respectful and accurate words		We will ensure our practice remains up-to-date and our workforce is stable, skilled and motivated		We will work with you to find creative, innovative solutions and provide you with advice and information to help you reconnect with your community		We will provide information and advice that reflects relevant law, clinical guidance and ethics. We will make sure you know about your legal rights and responsibilities	
► Approach	We will work with you to understand what matters most to you, your strengths and what you want to achieve	We will work with you to manage risks by thinking creatively about options for solutions that enable you to do things that matter to you	We will support you to live your best possible life in the way that you want it		We will work with you to make sure that your personal plans promote your wellbeing and enable you to be as independent as possible	We know that where you live, the people you live with, and the support you get, are important to your wellbeing		We will support people to plan for important life changes, so they can have enough time to make informed decisions about their future
	Kindness		Honesty		Respect		Humanity	