



“Together we can live life well”

Safe, quality care, under your control, and informed by your experience.

John Roberts

We all want to live in the place we call home with the people and things that we love, in communities where we look out for one another, doing things that matter to us.

That's the social care future we seek. #socialcarefuture



***“Be the change that you want
to see in the world”***

Mahatma Gandhi



“Form follows function”

Louis H. Sullivan (1856–1924)
American Architect

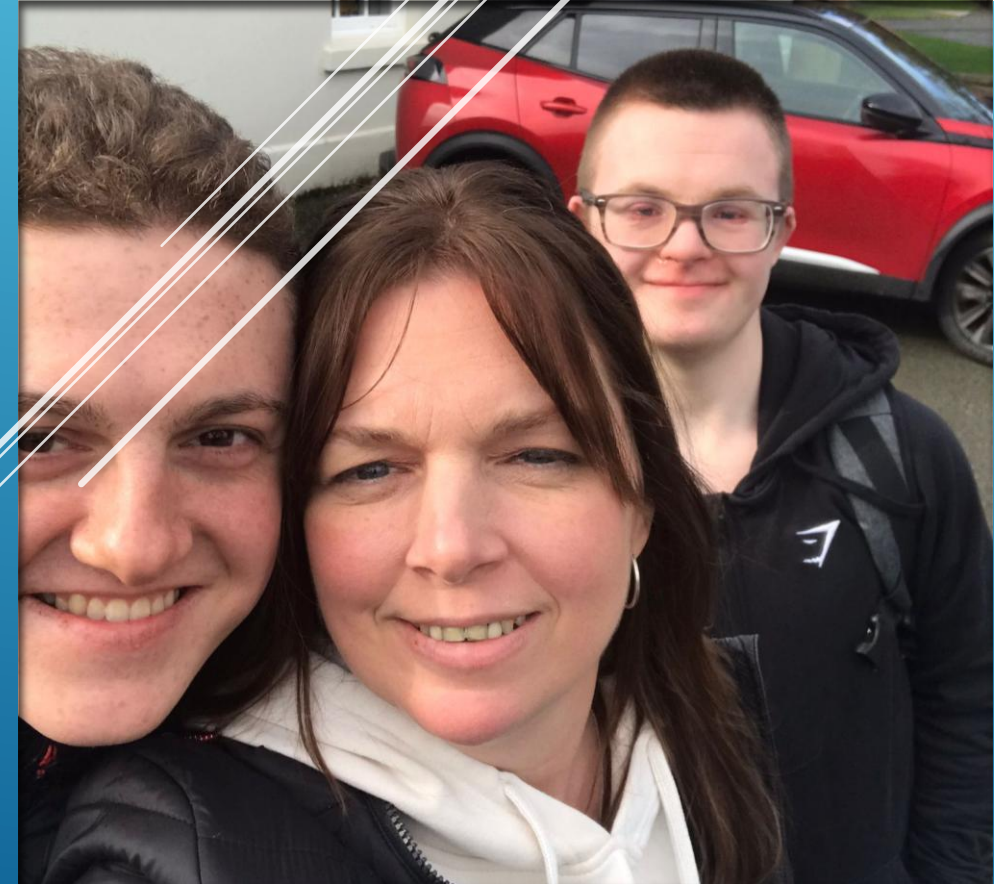
The function (service spec)

- *Born out of DPO experience in NW*
- *To 'live life well' not provide 'care'*
- *All about choice & control.*
- *Focus on self directed support (DP/PHB).*
- *NWCC as 'employer' (owning the hassle whilst user owns the fun).*
- *PAs who are 'fun to be around', not just 'qualified'.*
- *Regulatory Compliant (CQC)*



The form (the Business)

- *'Not for profit' service company (NWCC)*
- *One 'client' – the Co-Operative (CQC)*
- *Principal, PA & Supporting Members (C&C)*
- *DP & PHB clients (53) & 1 new private client*
- *A 'Lean start up'*
- *'Agile' working*
- *'Systems thinking' (Value not cost)*
- *Tight margins, low prices,*
- *Aggregation of marginal gains*





The resulting culture

- Asset based – more than just the employer.
- A 'community' offering 'more than care'
- 'Caring about' rather than 'for' each other
- 'Purposeful Activity' & 'Moving Forward'
- Social events as means of decision making
- Culture of consultation
- *Dunbar's Law*

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