

Adult Services Commitment Statement

We are committed to providing the best quality adult social care possible. People who use our services should be able to expect care that's safe, effective, caring and responsive. It should also help people to make informed decisions and be actively involved, so they can get the healthcare that's right for them. We therefore commit to the following principles to continue to improve the quality of adult social care at Milton Keynes City Council:

1. We are Dedicated

- We will be professional and fair, identifying and challenging disadvantage and discrimination
- We will ensure our colleagues are competent, confident, flexible and effective workers
- We will fulfil our responsibilities, acknowledge mistakes and take prompt action to rectify them
- We will be willing to change and do things differently in response to comments and complaints

2. We are Respectful

- We will recognise and support the uniqueness of you, your strengths, network and lifestyle
- We will communicate honestly, transparently and effectively with you
- We will reasonably adjust services to meet your needs and preferences wherever possible
- We will actively listen, trust and value your viewpoints and lived experience

3. We are Collaborative

- We will work in partnership with you to promote choice, independence, safety and wellbeing
- We will involve and value people who support you, for collaboration and partnership working
- We will support you to connect with your community to meet your needs and preferences
- We will work with you to develop and commission services, learning how we can improve together

How will we know that we're doing things right?

- ✓ We will ask you
- ✓ We will do internal audits
- ✓ We will regularly review comments, compliments and complaints
- ✓ We will co-produce with individuals and representative groups, seeking feedback
- ✓ We will tell you about what we have learnt and the changes we have made

What we need from you?

- ✓ To share information about you, for assessment and planning
- ✓ Tell us about who supports you, what matters to you and what your goals are
 - ✓ To tell us if you feel unsafe or are experiencing discrimination
- ✓ Tell us when we are getting it right, and when we are getting it wrong