Brunelcare: Our Future 2021 - 2023

Our Mission:

To provide person-centred care, housing and support for later life. To do this we will embrace new partnerships, and engage with our communities, to achieve better outcomes for all.

COMMUNITY

Our Vision:

Later living that makes the most of every moment.

Our Values:

- We are caring and kind
- ✓ We are diverse but one team



Aim 1: A place to call home

Whether we're helping our customers to retain or regain their independence at home, to return home, or to live well in one of our homes, we believe everyone should feel comfortable and safe wherever they call home.

Outcome Measures:

- I have a place to live I am proud to call my home
- I have a home in which I feel safe and secure
- I have a home that gives me long term stability
- I feel financially comfortable living in a Brunelcare property
- I have a home where I am warm and comfortable

Aim 2: The right care and support

Achieving the best possible outcomes, means putting our customers at the heart of everything we do. By

understanding each person's needs now, and anticipating how they might change, we'll work with our colleagues, customers and our partners, toprovide the care and support that's right for everyone.

Outcome Measures:

- independent life
- I feel healthier and happier due to the care and support I receive • I feel that my dignity and privacy are always respected when I receive
- care and support
- I have piece of mind knowing I will be cared for should my needs change • I feel reassured knowing there is always support and assistance when I need it

Aim 3: A good quality of life in the community

We aim to **help our customers** achieve the best possible quality

of life, so that they can make the most of every moment. Whether it's through the services we provide directly, or by making connections in their community, we want our customers to thrive and live life well.

Outcome measures:

- We are positive and passionate
- We go the extra mile
- ✓ We act with honesty and integrity

• Receiving care and support from Brunelcare enables me to live an

• Brunelcare helps me to feel safe and welcome in my local community • Living in a Brunelcare property enables me to have the social life I want