



# Our plan for 2023-2028



# In this booklet:



**About us**

**Our work**



**Our values**

**Writing the strategy**



**Goal 1: staff**

**Goal 2: services**



**Goal 3: communities**



# About Us

**We provide community health and care services.**



**Our staff help people in their homes and local communities.**

**We support people to:**



- be **healthier**
- be more **independent**
- make **decisions** about their own lives



**This booklet is about our plans for 2023 to 2028.**



- We support **140,000** people.
- We employ **1,300** staff.
- We run **more than 45** different services.
- **96 out of every 100** people are happy with the care they get from Bromley Healthcare.



**It is important to make all of our services accessible to everyone.**



## **Preventing illness**

We work with local people, families and organisations to prevent people becoming unwell.



## **Treatment and support**

Our nurses, therapists and doctors support and treat people who are already unwell or disabled.



## **Going home from hospital**

We help people to recover, and to live more independently.



# Our work: children



## Examples of how we help children:



- Health visiting
- Physiotherapy
- School nursing
- Speech and Language Therapy



# Our work: adults



## Examples of how we help adults:



- Urgent care at home
- Support with Long Covid



- Occupational therapy
- Learning to be independent after a serious illness.



## Community Nursing

Nurses care for people at home, with things like:



- Changing dressings on wounds
- Bladder and bowel problems
- Breathing problems



## Talking therapies

Support with your mental health.

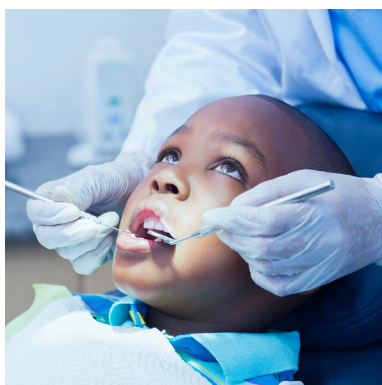




## **Hospital at home**

We give adults and children hospital-style care at home.

For example, if you need oxygen, or a drip for antibiotics.



## **Special Care Dentists**

For people whose disabilities stop them visiting “high street” dentists.

# Our values

Our **values** are the things that are **most important** to us.

Our values **guide us** in **everything** we do.



## **Belonging**

Everyone is included and treated fairly.



## **Health and wellbeing**

We care for people's physical and mental health, including our staff.



## **Learning and innovation**

Learning is important. We try new and better ways to help people.



## **Compassion**

We take time to understand people and to be kind.



# Writing the strategy



Our Better Together group members are staff from all over the organisation. They looked at:

- The things we are already **good at**
- The **challenges** we face
- What we want to achieve in the future: **goals**
- How we will achieve these things: **actions**

We asked staff, local people and our partners for their views and opinions.



# Goal 1: staff



**This goal is about recruiting, training, developing and involving staff.**

**We want:**

- Bromley Healthcare to be a great place to work
- all our staff to be happy and healthy
- all our staff to give local people the best possible care.

# Staff: actions



## How we will reach this goal:

- **Involve our staff** in changes. Ask for their ideas and help to improve Bromley Healthcare.



- Build **relationships** and **trust** between our teams of people.



- Support staff and managers to **try new things**.

- Encourage staff to **speak up** when things are not going well.



- Give our staff **learning** and **development** opportunities.

# Goal 2: services



This goal is about giving people excellent care in their local community.

**We want to:**

- build **neighbourhood teams** with other local organisations. For example, councils and GPs
- **prevent** more people going to **hospital**
- be ready to help people by **predicting** what they are likely to need in the future.

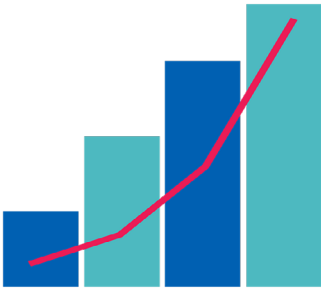


# Services: actions



## How we will reach this goal:

- **Prevent** people becoming unwell. For example, by working with other organisations.



- Use **technology** to learn more about local people, then **predict** the care they will need in future.



- Give more people **care at home**, so they don't need to be in hospital.



- Develop **urgent community care** and **hospital discharge** services.

# Goal 3: communities



This goal is about building strong, sustainable communities.

The **local community** is where we live, work, learn, shop and travel. A strong community can support you to be **happy** and **healthy**.

**We want to:**

- prevent social and health problems in the future by supporting **children** and **families**.
- look after our **environment**, and support **local businesses**.

# Communities: actions



## How we will reach this goal:

- Support **children and family centres**. Listen to families' views.



- Work with **families** to help children to learn about health.



- Work closely with **community groups** and other organisations.

- Buy things from **local** businesses.

- Make sure people **know who we are**, and how we can help.



# What next?



## Annual plans

We will write a plan every year, about how we will work towards the things in this strategy.



## Involving people

We will involve our staff and local communities with developing services.

## Measuring our progress

We will look at the difference we have made. For example, by:

- Talking to staff and patients
- Finding out about changes in people's wellbeing
- Our CQC rating



# Useful links



## Our website

[www.bromleyhealthcare.org.uk](http://www.bromleyhealthcare.org.uk)



## Full version of the strategy

[Link to full version](#)

## Social media:



bromleyhealthcareic



@bromleyhcare



bromley.healthcare

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