

Journey into Care

Heather Scullion
Head of Supported
Housing and Care



Ambition

Challenge

Spirit



Cross Keys Homes



Influencing factors

Who we are

Housing Association

Where we are

Locality

Ambition

Challenge

Spirit



Cross Keys homes



Peterborough

By 2021

15,900 people aged 65-75

10,300 people aged 75-84

4,400 aged 85+

Source ONS sub-national population projections 2008

2423 people living with dementia

1615 people living with dementia at home

538 live alone

Ambition

Challenge

Spirit



Journey into Care

- Quality of care
- Fits our ethos and values
- Fits our client group
- Because we can



Ambition

Challenge

Spirit



Journey into care



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Spirit

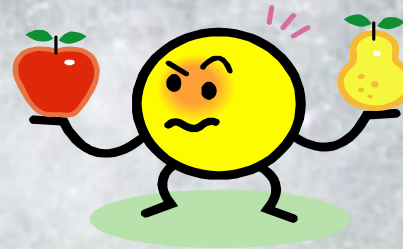


Journey into Care



Different but the same

Comparing apples and pears



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Spirit



Journey into care



Remember what we do

Add value to our customers



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Spirit



Journey to care



Registration and regulation

CQC, TSA



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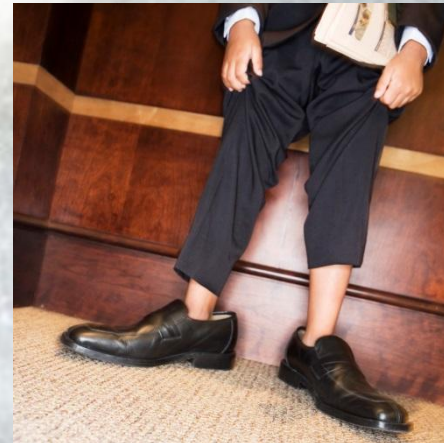


Journey to care



- Lessons learnt

Walk in the shoes of the customer



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