



making it **real**

how to do personalised care and support

 **think local**
act personal

Making it Real – key points

- What good personalised care and support looks from a citizen's perspective
- Consistent with policy/legislation
- Rhetoric to action - addresses the gaps between personalisation 'talk' and lived experience
- Co-produced with people and organisations
- Joint effort Think Local Act Personal and Coalition for Collaborative Care



What is Making it Real?

- Tool for continuous improvement
- For all adults who require health and social care, support and treatment in different settings
- Also applies to housing - whole lives not separate compartments
- Built around *I* and *We* statements
- Rooted in co-production – so people have choice and control over their lives



The Statements

I statements

What good personalised care and support looks like if it is working well

We statements

What organisations and their people need to do to make sure actual experience lives up to the / Statements



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For example...

I Statements

I am valued for the contribution I make to my community

I am supported by people who see me as a unique person with strengths, abilities and aspirations

I can get information and advice that helps me think about and plan my life

We Statements

We have a 'can do' approach which focusses on what matters to people

We look for ways to involve people in their communities where they feel included and valued for their contribution



Six themes of Making it Real



Living the life I want, keeping safe and well
Wellbeing and independence



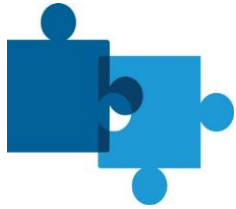
Having the information I need, when I need it
Information and advice



Keeping family, friends and connections
Active and supportive communities



Six themes of Making it Real



My support, my own way

Flexible and integrated care and support



Staying in control

When things need to change



The people who support me

Workforce



What's in it for organisations?

It can help to:

- Review current practice against the statements, identifying areas for change and developing plans for action
- Create a more positive and productive relationship with people
- Help organisations meet legal requirements and contribute to raising standards
- For organisations that do not directly provide services, act as a guide to their role in spreading personalisation



Making it Real and employing PAs

Process

- I can choose who supports me, and how, when and where my care and support is provided.
- I can get skilled advice and support to understand how my care and support budgets work and enable me to make the best use of the money available.
- I can get skilled advice and support to recruit and manage my personal assistants, whether I employ them or an organisation does.



The day-to-day reality

- I am supported by people who see me as a unique person with strengths, abilities and aspirations.
- I am supported by people who listen carefully so they know what matters to me and how to support me to live the life I want.
- I feel safe and am supported to understand and manage any risks.
- I am valued for the contribution that I make to my community.
- I know about the activities, social groups, leisure and learning opportunities in my community, as well as health and care services.
- I have opportunities to learn, volunteer and work and can do things that match my interests, skills and abilities.



**When it's good, it's very, very good
But when it's bad it's horrid!**

With a nod to Henry Longfellow...

Find out more/get involved

www.thinklocalactpersonal/makingitreal

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