



**making it real**  
how to do personalised care and support

**think local  
act personal**

## **Making it Real - *We* statements to help us through Covid-19**

### **Living the life I want, keeping safe and well (wellbeing and independence)**

- We work with people to manage risks by thinking creatively about options for safe solutions that enable people to do things that matter to them.
- We welcome ideas about using personal budgets flexibly and creatively.

### **Having the information I need, when I need it (information and advice)**

- We provide information and advice that reflects relevant law and/or clinical guidance.
- We provide information to make sure people know how to navigate the local health, care and housing system, including how to get more information or advice if needed.
- We make sure people know their legal rights and responsibilities.

### **Keeping family, friends and connections (active and supportive communities)**

- We make sure that people can keep in touch ... with their family, friends and people in the community who are important to them.
- We have a clear picture of all the community groups and resources in our area and use this when supporting people and planning services.

### **My support, my own way (flexible and integrated care and support)**

- We work in partnership with others to make sure that all our services work seamlessly together from the perspective of the person accessing services.
- We work with people as equal partners and combine our respective knowledge and experience to support joint decision-making.
- We work flexibly to meet people's fluctuating requirements for care and support, enabling the flexible use of personal budgets over time and with minimal restrictions.

### **Staying in control when things need to change**

- We make sure that staff working in short-term settings or situations understand people's care, treatment and support requirements and work in a person-centred way.
- We make sure that people, and those closest to them, know what to do and who to contact if their health condition, support arrangements or housing conditions are deteriorating and a crisis could develop. We respond quickly to anyone raising concerns.

### **The people who support me (workforce)**

- We have a 'can do' approach which focuses on what matters to people and we think and act creatively to make things happen for them.

These selected statements are taken from '[Making it Real](#), how to do personalised care and support' published by Think Local Act Personal.