



making it **real**

how to do personalised care and support



Local Government Association Conference 2019

Making it Real
A Citizen's Perspective of
Social Care
Wednesday 3rd July 2019



Welcome, introductions and purpose

Think Local Act Personal

A national partnership of more than 50 organisations committed to transforming health and care through personalisation and community-based support. Spans

- central and local government,
- the NHS,
- the provider sector,
- people with care and support needs, carers and family members with whom we engage via the National Co-production Advisory Group.



What is Making it Real?

- What good personalised care and support looks from a citizen's perspective
- For all adults with care, treatment and support needs in different settings - applies across social care, health and housing
- Consistent with policy/legislation – addresses gap between personalisation 'talk' and lived experience
- About sharing power so people have choice and control over their lives - co-produced with people and organisations



Built around I and We 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 I Statements



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LIVING THE LIFE I WANT, KEEPING SAFE & WELL

Wellbeing and independence



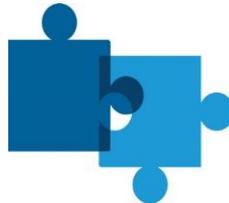
HAVING THE INFORMATION I NEED WHEN I NEED IT

Information and advice



KEEPING FAMILY, FRIENDS AND CONNECTIONS

Active and supportive communities



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



John - perspective on independent living

- I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals
- I can choose who supports me, and how, when and where my care and support is provided
- I know about the activities, social groups, leisure and learning opportunities in my community, as well as health and care services

Making it Real – as we move towards the ‘100 year life’

Philippa - perspective from an older carer

‘We are at risk of turning our greatest social achievement - the improvement in life expectancy – into a negative story, our ‘third age’ is all too often poorly informed, insufficiently anticipated and older people having a media image of ‘demographic burden’ and loss of quality of life.’ –

[Lord Filkin, Chair, Centre for Ageing Better, Nov 2018]

‘We have seen a revolution in health and social care, but we now have a challenge with ‘new survivors’. People with learning disabilities are now part of the first generation to outlive their family carers. How can we manage good transitions and safeguard ‘ordinary lives’ as family carers themselves begin to need care and support .’

[Speaker at Royal Society of Medicines Forum on ‘future planning for people with complex needs or disabilities’]



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

- We live in a society which seems to demand longevity but fear old age! Older people **and those we support** form the backbone of their communities and have ambitions for an extended life that is as independent and happy as possible.
- BUT we need good '**caring conversations**' (in advance of any formal assessment) about issues of intergenerational care – in my case a son with a learning disability living proudly in his own house with a lot of family support and a husband with cancer, dementia and very challenging behaviour. Information and advice for me has to be '**whole family**', it must address **housing issues**.
- Whether it's a DFG, a self-funder considering adaptations or just some basis care and repair – or even bigger decisions about the shift to residential care, we need sensitive accurate information and advice. **Our homes matter!!**



I have the care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals

- ❑ **A focus on well-being rather than ill-health:** integrated assessment and care planning, dynamic assessment **involving all the family and don't forget carers' assessments *in their own right***
- ❑ Ageing well means focusing on assets and outcomes, **helping us to 'live with' rather than 'opt out'** if we have the right support.
- ❑ **Local authorities need to understand better and promote personal health budgets** – more scope for creativity, husband having pub lunches and 'getting away from all those women!', son with personal trainer and his art classes and me having a real break (first in years but needed to charge proverbial batteries!)



I am supported to plan ahead for important changes in life that I can anticipate

- ❑ **Older people inevitably face transitions** – whether major transitions between hospital and home; possibly into sheltered or residential care and increased **inter-dependence** with other people.
- ❑ **Changes may be particularly challenging** – including end of life care and often the loss of significant friends and family.
- ❑ **But ‘future planning’ can work well if it is honest, maximises family and community and sees opportunities!** For me, what worked was Personal Budget (LA) for son, Personal health Budget (finally) for husband and the ability to co-design and **co-produce** shared care and as ordinary a life as possible. The most important thing for me has been the **relationships and future planning rather than crisis care.**



Anna - perspective on having a life not a service

- I can live the life I want and do the things that are important to me as independently as possible

Anna - perspective on having a life not a service

- ❑ I can keep in touch and meet up with people who are important to me, including family, friends and people who share my interests, identity and culture

Anna - perspective on having a life not a service

- I live in home which is accessible and designed so that I can be as independent as possible

Question Time

Some questions for you...

- What is your experience of working with older and disabled people to help design services you provide or commission (otherwise called co-production)?
- What is your experience of creating a place that support people who need care and support to have a life and not a service?
- How are you addressing personalisation in your areas -what's working and what's difficult?

Afore you go...

- Round up
- One for the road
 - Your own *I statement*
 - What does it mean to you personally and in your work role?
 - Think about this as you go through the conference and on your return to 'work'
- Thank you for participating

Find out more: Making it Real website

A framework to support good personalised care and support for providers, commissioners and people who access services.



RECRUITING NEW STAFF

Using Making It Real, Hobbs Field care home involved people they support in choosing staff.



WHY IT MATTERS

Anna Severwright describes the difference Making It Real will make to her.



LATEST NEWS/BLOGS

Kate Silbthorp & daughter Maddy, and James Sanderson, give their perspectives on the new Making It Real.

ABOUT MAKING IT REAL →

Making It Real sets out what good care and support looks like in health, social care and housing.

HELP AND GUIDANCE →

Support from National Co-production Advisory Group (NACG) and information on co-production

GET INVOLVED →

Sign up and commit to Making It Real

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STORIES AND RESOURCES →

Latest best practice case stories

MAKING IT REAL DIRECTORY →

See which organisations have signed up



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