

Regulation - from a lived experience perspective



- Key things to look at
- Balance between consistent approach and personalisation
- Role of TLAP, NCAG and people who draw on services

This is what regulation is for



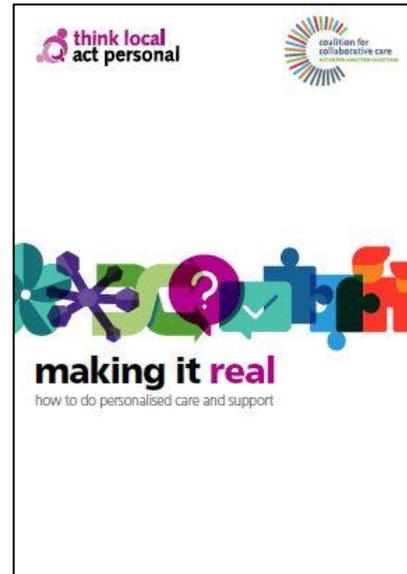
We know that the place where people live, the people they live with, and the support they get, are important to their wellbeing and often interlinked. We have conversations with people to make sure we get all aspects right for them as individuals.

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.

We see people as individuals with unique strengths, abilities, aspirations and requirements and value people's unique backgrounds and cultures.

We talk with people to find out what matters most to them, their strengths and what they want to achieve and build these into their personalised care and support plans.

We make sure that people can rely on and build relationships with the people who work with them and get consistent support at times that make sense for them.



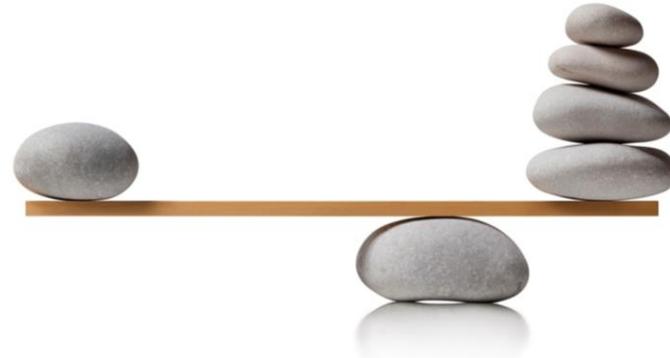
We tell people about person-centred approaches to planning and managing their support and make sure that they have the information, advice and support to think through what will work best for them.

We make sure that our organisational policies and procedures reflect the duties and spirit of the law and do not inadvertently restrict people's choice and control.

We invest in community groups, supporting them with resources – not necessarily through funding – but with things like a place to meet or by sharing learning, knowledge or skills.

Balance between consistent approach and personalisation

A regulated Adult Social Care service that enables good, individual lives.



Everyone's different and everyone's the same...

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

Making it Real

It's not one size fits all



think local
act personal



How can we help?



We work with people as equal partners and combine our respective knowledge and experience to support joint decision-making.

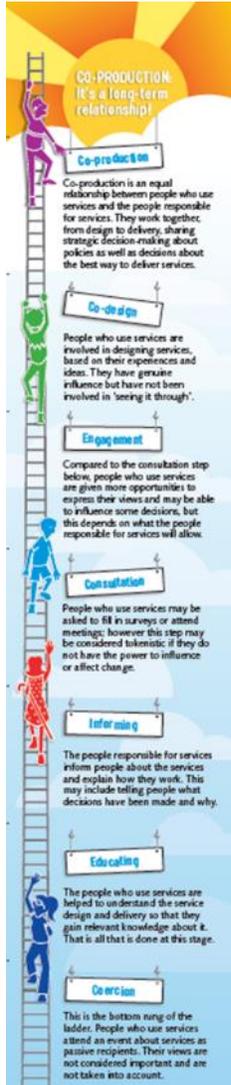
Making it Real

Co-production is a meeting of minds, coming together to find shared solutions.

TLAP definition of co-production

Resources on the TLAP website

The Ladder of Co-Production



Top Ten Tips

What is co-production?

The term co-production refers to a way of working, whereby everybody works together on an equal basis to create a service or come to a decision which works for them all.

It is built on the principle that those who use a service are best placed to help design it.

What is important for co-production?

10 Top tips

1. Co-production must start as an idea that blossoms with everybody involved having an equal voice.
2. Come to the table with a blank agenda and build it with people who use your service, their carers and families.
3. Involve people who use services, carers and their families in all aspects of a service – the planning, development and delivery.
4. In order to achieve meaningful, positive outcomes, everybody involved must have the same vision, from front line staff to management/board members.
5. Start small and build up to bigger projects, letting people lead, not professionals.
6. Acknowledge that a range of skills are needed for co-production.
7. Recruit the right people that support co-production.
8. People who use services, carers and families should be clear about what their expectations are and be fully engaged in the process.
9. People who use services and their carers know what works, so you can't get it right without them.
10. Don't take responsibility for solving every problem—allow the group to find collective solutions.

What is great about co-production?

- Everybody is equal.
- The outcomes are meaningful and positive.
- People who use your services, carers and families are seen and recognised as assets.
- Your service will improve.
- It is a fun and productive way of working together.
- You have the opportunity to see different perspectives that may differ from your own.

How can you support co-production?

- Ensure appropriate and adequate resources are available to support co-production (participation fees, expenses, easy read documents and access needs).
- Ensure frontline staff have everything they need to for co-production, including time and flexibility.
- Ensure no one group or person is more important than anyone else. Everyone can contribute given the right support.
- It is important to have good facilitation and listening skills, and to reflect and act upon what is heard.
- Acknowledge and respect what people who use services, their carers and families say.
- Ensure everything in the co-production process is accessible to everyone taking part.
- Before you start the work, decide together how you are going to work and what will make it successful, then stick to it.
- Accept that sharing power means taking risks. Take a chance!
- Learn to share power. Doing things differently means we can work across a whole range of issues that confront us.
- Work with the group to support a clear set of identified values with a collective sense of direction.
- Don't use jargon or acronyms, plain English is better for everybody.
- Create the expectation that people who use services, carers and families will be involved in every aspect of service planning, design/development and delivery at every level.

TLAP Care and Support Jargon Buster

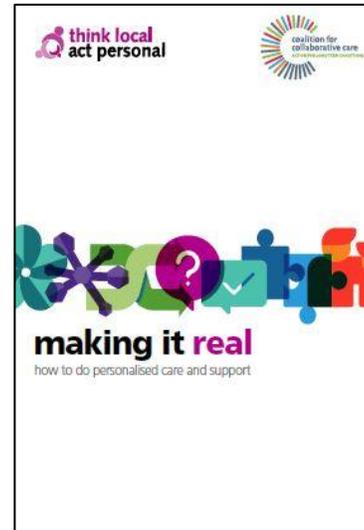
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Filter the jargon listing by typing in a word or phrase

Clear the filter

C Co-production

When you as an individual are involved as an equal partner in designing the support and services you receive. Co-production recognises that people who use social care services (and their families) have knowledge and experience that can be used to help make services better, not only for themselves but for other people who need social care.



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