

York Health Overview and Scrutiny Committee Personalisation Review

Notes from session two

4.30pm - 6.30pm on 23rd April 2013

On 23rd April 2013, City of York Council held two sessions for people who use services and support and family carers in York. They were a chance for people to share their experiences of how things are working now as well as to consider the priorities for the future. The focus was on making services and support more person-centred and is part of the Health Overview and Scrutiny Committee Personalisation Review. These are the notes from session two.

We used the *Making it Real* process as a framework for people to think about how Personalisation is working. *Making it Real* sets out what people who use services and family carers expect to see and experience if support services are truly personalised. They are set of "progress markers" - written by real people and families - that can help an organisation to check how they are going towards transforming adult social care. The aim of *Making it Real* is for people to have more choice and control so they can live full and independent lives.

<http://www.thinklocalactpersonal.org.uk/Browse/mir/> or search online for 'Making it Real'

As citizens, some people will need extra support to live a full and active life, or they will know or support someone who does.

Personalisation is about making sure that when this support is needed, people are able to live as they wish, confident that services are of high quality, are safe and promote their own individual needs for independence, well-being and dignity.

Through Personalisation, City of York Council want to make sure that:

- The City offers the opportunity for everyone to live full and active lives
- People can easily find good clear information and advice
- People can find support to live their life as they wish, stay well and independent
- Support is co-ordinated, flexible and readily available when needed
- Anyone who is eligible for social care support will have access to a personal budget and know what money they have to plan their support
- People will have control over the way the money is spent, so they can plan their own lives
- People will receive the support they need to manage the money and decide how best they can live their lives

For more information about Personalisation in York, please go to the My Life My Choice pages of the City of York council website: www.york.gov.uk



Making it Real asks people to think about how well Personalisation is working under six themes:

1. Information and advice: having the information I need, when I need it
2. Active and supportive communities: keeping friends, family and place
3. Flexible integrated care and support: my support, my own way
4. Workforce: my support staff
5. Risk enablement: feeling in control and safe
6. Personalisation and self-funding: my money

We started the session by working in small groups to think about each of these themes. We recorded what we thought is working well in York and what is not working so well. We used green and orange cards:

Things that are
working well...

Things that are NOT
working so well...

The photos over the next few pages show what you said.

① Information

I get support to make choices

I can speak to people who know about my support

Information is easy to understand

I get the right information when I want it

I get information about what's going on locally

working

My life: My choice
we like it!

ILS

not working

Sign-posting

Not easy to find

LETTER OF REASSESSMENT
NOT BACKED UP WITH
INFORMATION OR
ASSURANCE.

Internet
only?

STAFF CONFUSED ABOUT
WHAT THEY CAN DO.
CALLERS BEING USED FOR OTHER
DUTIES - HEATING FOOD ETC.

Terminology:
DP, PB, IB

HAVE TO ASK NO-ONE
TELLS YOU.

Info on services/
groups/options/
choices
at the right time

② Community

I've got friends

I can choose
how I spend my
time

I feel welcome
in my community

I've got the
support I need to
live my life

working

I live my life and
am involved in my
community

I am involved in
activities of my
choice

I have supportive
friends in York


not working

Peer support

• valuable, but not enough

Support networks
who understand your
circumstances

FEELING OF ISOLATION

Insufficient support options
for assistance with
support planning  peer
support

③ Choosing my support

I can change my support if I choose

I have the support I want

I've got someone to talk to about changing my support

working

I like to be in control of my support:
who, when, how

I am in control of choosing my support staff

ILS help to advertise and offer advice around employment law and contracts

My support staff are great!

WASN'T ALWAYS ABLE TO GET GENDER SPECIFIC CARE.

not working

NEGATIVE EXPERIENCE OF ASSESSMENT PROCESS AND TOOK A LONG TIME.

FEELING OF NO CHOICE OR CONTROL

AFTER RE-ASSESSMENT — IN-HOUSE CARERS WERE NOT TO BE PAID FOR DIRECTLY.

WAS HAPPY WITH CARERS BUT CAN NO LONGER HELP BECAUSE OF OTHER DUTIES (CAN'T HELP THOSE ASSESSED MODELAND)

Assessment + reassessment process with regard to eligibility change.

④ support staff

I can get advice from people in a similar situation to me

support helps me really get + stay part of my community

i've got support from people who really know + understand me

working

not working

little support for PAs - employment issues.

peer support in York is limited / lacking

RELUCTANTLY RELIANT ON FAMILY

Limited choice if not managing your own personal budget

⑤ feeling in control and safe

things get fixed
quickly --- before
they go badly wrong

I feel safe
where I live

I can take
risks (safely!)

I've got plans for
if things go wrong

working

I am in control

I take risks



not working

HAVING TO WAIT
TIL ITS TOO LATE

⑥ Money

I know how much money is in my budget for support

I can get my support budget quickly

I can get good advice about planning my support

working

not working

Can't celebrate
What can do

Money
Variable depending on who
Does it

Assessment =
worse case
scenario

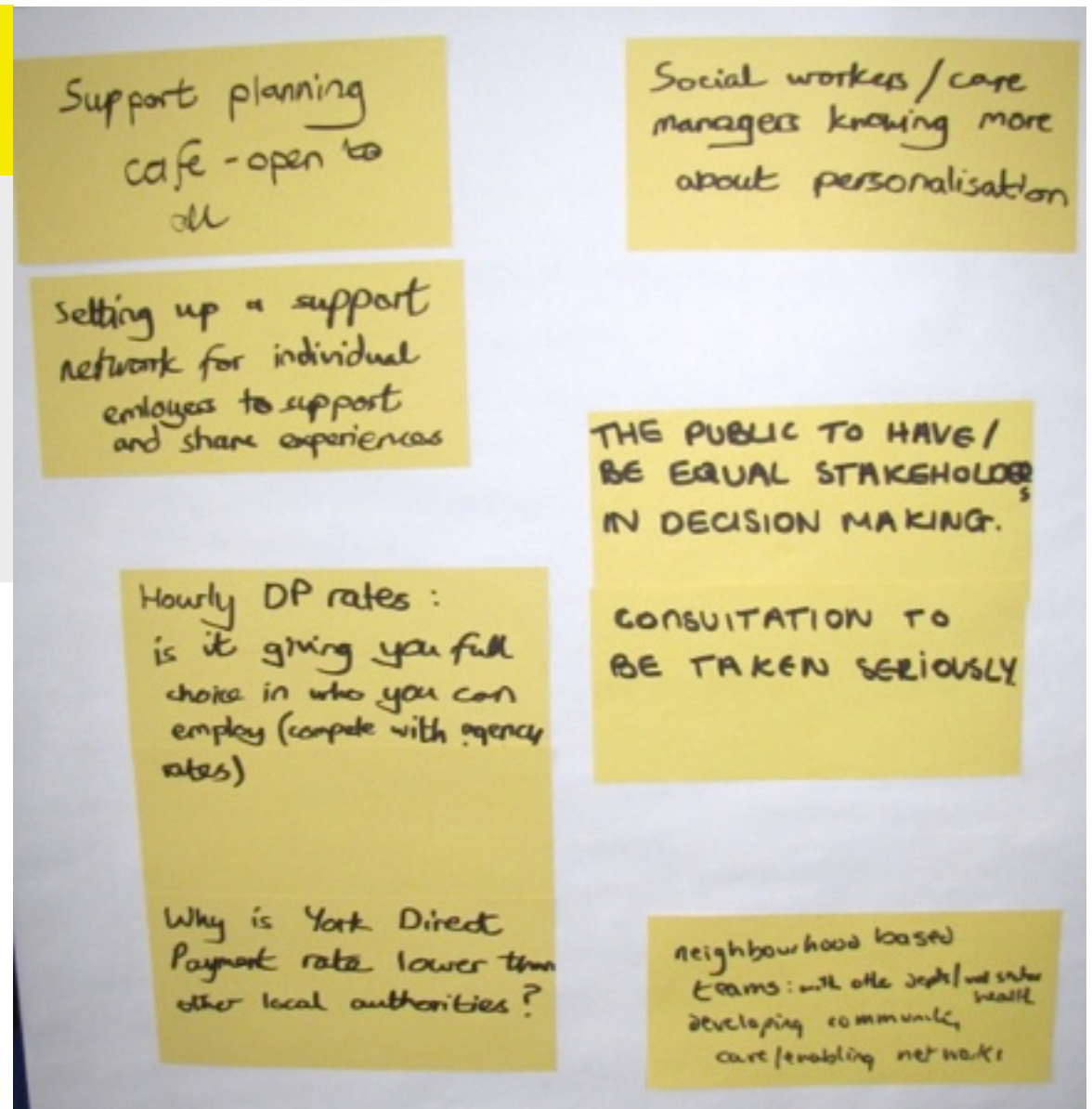
Confusion over what
can spend money on

Long process

What needs to change?

Everyone then imagined they were in charge and shared what they would change....

The photos on the next two pages show what you said.



NOTHING ABOUT US WITHOUT US. THINGS TO BE USER LEAD-SUPPORT USER DECIDED.

UNDER PIN EVERYTHING WITH THE SOCIAL MODEL OF DISABILITY.

MAKE BETTER USE OF RESOURCES.

prepare a comprehensive database in partnership with Health WARCH

creating simpler contracts/structures to facilitate creative care/PA #welling

Care agencies give contracts based on quality of care not just based on the cheapest

under health
KI

What next?

This session was part of the Scrutiny Review into Personalisation in York. Outcomes from this review will be pulled together into a series of recommendations. If you came to this session, you will be invited to attend a future meeting of the Health Overview and Scrutiny Committee at which the priorities for action will be discussed.

For more information about the review, contact:

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Thankyou for taking the time to come to the session and for sharing your thoughts and ideas.