think local
act personal

MAKING IT REAL

Marking progress towards personalised, community based support.

What is Making it Real?

"A truly honestly co-produced product – extremely good practice"

Bill Davidson member of the National Co-production Advisory Group and co-chair of Think Local Act Personal

Think Local Act Personal (TLAP) is the sector wide commitment to transform adult social care through personalisation and community-based support. It committed over 30 national organisations to work together and to develop, as one of the key priorities, a set of markers. These markers are being used to support all those working towards personalisation. This will help organisations check their progress and decide what they need to do to keep moving forward to deliver real change and positive outcomes with people.

The result is *Making it Real*, a framework developed by the whole Partnership, but very much led by members of the National Co-production Advisory Group, which is made up of people who use services and carers. This signals a new phase in which we use a citizen-focussed agenda to change the kind of information that the sector values, and the way in which we judge success.

Making it Real highlights the issues most important to the quality of people's lives. It helps the sector take responsibility for change and publicly share the progress being made.

Making it Real is built around "I" statements. These express what people want to see and experience; and what they would expect to find if personalisation is really working

well. We used these statements, for example, to guide our response to the government's *Caring for Our Future* White Paper and the members of our Partnership will use it to check their progress and guide their actions.

What it is not…

Making it Real is not a performance management tool. *Think Local Act Personal* is a voluntary movement for change – the sector taking on ownership and responsibility for personalisation. We think that councils and organisations will want to sign up to *Making It Real* as a way of helping them to check and build on their progress with personalisation, and also as a way of letting others know how they are

doing – especially their local community and the people they serve.

How will it help?

The markers are a practical tool grounded in the expectations of citizens that can be used to develop business or improvement plans, and can help with putting together local accounts from individual services to wider systems.

Using *Making it Real* means that councils, organisations and all partners can look at their current practice, identify areas for change and develop plans for action. It can be used by any organisation involved in providing care and support including councils, providers of home based support and those providing residential and nursing care.

Making it Real can also be used by people who use services and carers to check out how well their aspirations are being met. *Making it Real* supports co-production with local commissioners and providers.

Links with the work of our partners

We are very pleased that the Association of Directors of Adult Social Services (ADASS) and key national service provider groups have endorsed *Making it Real* as part of their membership of the *Think Local, Act Personal* Partnership. They will be encouraging their own members to make good use of *Making it Real* in their work.

The Care Quality Commission have undertaken a mapping exercise to see how the markers fit with relevant essential standards of safety and quality.

The Towards Excellence in Adult Social Care programme and the ADASS personalisation policy network have both endorsed Making it Real and prioritised its implementation as part of their support for Think Local Act Personal in the regions. The Local Government Association Community Wellbeing Board have also signed up to Making it Real.

The Department of Health have also declared their intention that the work on *Making it Real* will complement and inform the development of their Outcomes Framework – ensuring that citizen experience and sector leadership is central.

Across the country, TLAP Partner organisations have led self-organised events and meetings to ensure that *Making it Real* is shared at a national, regional and local level. Strong connections with user led organisations, including the DPULO Ambassadors are being continuously developed to ensure Making it Real is fully co-produced.

What does it mean for you?

Following a short period of testing with different kinds of organisations from various parts of the sector, everyone involved in social care has been invited to:

- declare a commitment to use the markers, and to
- publicly share actions they will be taking to make progress towards achieving them.

A web-based process has been developed to enable organisations to publicly declare their commitment to Making it Real. This will also help them to co-produce action plans with people who use services, carers and citizens so that the delivery of personalisation in social care can be improved.

Not all the markers will be relevant to all, so organisations are encouraged to sign up to the ones that are the most meaningful for the people who use their services.

If you sign up to report on your action plan and progress, you will also be authorised to display the *Think Local, Act Personal* logo as a signal that you are fully committed to moving forward with personalisation.

What's next?

Since the official launch of Making it Real at Community Care Live in May 2012, organisations have been able to sign up and declare a commitment to personalising social care, and using Making it Real to report on the progress being made.

To get involved, register your details on the Making it Real website **www.think localactpersonal.org.uk/ Browse/mir**.

The website also includes a range of support materials, easy read and large print versions of documents, case studies, films and examples of Making it Real action plans.

What will happen to the information?

The key to *Making it Real* is that progress is reported publicly – most importantly for your local community and the people who use your services.

We will use this information and information from other sources to build a national picture of progress and the challenges requiring action.

For more information please visit: *www.thinklocalactpersonal.org.uk*

Marking progress towards personalised, community-based support

To demonstrate commitment to personalisation and community based support, we invite councils, sector organisations and groups to sign up to _Think Local, Act Personal's Making it Real_ markers. This means a commitment to:

- Ensuring people have _real_ control over the resources used to secure care and support.

- Demonstrating the difference being made to someone's life through open, transparent and independent processes.

- Actively engaging local communities and partners, including people who use services and carers in the co-design, development, commissioning, delivery and review of local support.

- Ensuring that leaders at every level of the organisation work towards a genuine shift in attitudes and culture, as well as systems.

- Seeking solutions that actively plan to avoid or overcome crisis and focus on people within their natural communities, rather than inside service and organisational boundaries.

- Enabling people to develop networks of support in their local communities and to increase community connections.

- Taking time to listen to a person's own voice, particularly those whose views are not easily heard.

- Fully consider and understand the needs of families and carers when planning support and care, including young carers.

- Ensuring that support is culturally sensitive and relevant to diverse communities across age, gender, religion, race, sexual orientation and disability.

- Taking into account a person's whole life, including physical, mental, emotional and spiritual needs.

Marking Progress –
Key Themes and Criteria

"I" statements include people who use services, including self-funders and carers.

1) Information and Advice: having the information I need, when I need it

"I have the information and support I need in order to remain as independent as possible."

"I have access to easy-to-understand information about care and support which is consistent, accurate, accessible and up to date."

"I can speak to people who know something about care and support and can make things happen."

"I have help to make informed choices if I need and want it."

"I know where to get information about what is going on in my community."

- Trusted information sources, are established and maintained that are accurate, free at the point of delivery, and linked to local and community information sources.

- Skilled and culturally sensitive advisory services are available to help people access support, and to think through support to think through their options and secure solutions.

- A range of information sources are made available to meet individual communication needs, inluding the use of interactive technology which encourage an active dialogue and empower individuals to make their own choices.

- Local advice and support includes user led organisations, disabled people's and carer's organisations, self advocacy and peer support.

- Local, consistent information and support that relates to legislation around recruitment, employment and management of personal assistants and other personal staff is available.

2) Active and supportive communities: keeping friends, family and place

"I have access to a range of support that helps me to live the life I want and remain a contributing member of my community."

"I have a network of people who support me – carers, family, friends, community and if needed paid support staff."

"I have opportunities to train, study, work or engage in activities that match my interests, skills, abilities."

"I feel welcomed and included in my local community."

"I feel valued for the contribution that I can make to my community."

WHAT I WANT...

- People are supported to access a range of networks, relationships and activities to maximise independence, health and well-being and community connections (including public health).

- There is investment in community activity and community based care and support which involves and is contributed to by people who use services, their families and carers.

- Effective programmes are available that maximise people's health and well-being and enable them to recover and stay well.

- Longer term community support and not just immediate crisis is considered and planned for. A shift in resources towards supportive community activity is apparent.

- Systems and organisational culture support both people and carers to achieve and sustain employment if they are able to work.

IN PRACTICE...

3) Flexible integrated care and support: my support, my own way

"I am in control of planning my care and support."

"I have care and support that is directed by me and responsive to my needs."

"My support is coordinated, co-operative and works well together and I know who to contact to get things changed."

"I have a clear line of communication, action and follow up."

- People who use services and carers are able to exercise the maximum possible choice over how they are supported and are able to direct the support delivered.

- Support is genuinely available across a range of settings – starting with a person's own home or, where people choose, shared living arrangements or residential care.

- Processes are streamlined so that access to support is simple, rapid and proportionate to risk. Assessments are kept to a minimum, are portable, where possible, and do not cause difficulty or distress.

- People who access support and their carers, know what they are entitled to and who is responsible for doing what.

- Collaborative relationships are in place at all levels so that organisations work together to deliver high quality support.

- Support is 'joined-up', so that people and carers do not experience delays in accessing support or fall between the gaps, and there are minimal disruptions when making changes.

- Transition from childhood to adulthood support services are pre-planned and well managed, so that support is centred on the individual, rather than services and organisational boundaries.

- Commissioners and providers of services enable people who access support to build their personal, social and support networks.

4) Workforce: my support staff

"I have good information and advice on the range of options for choosing my support staff."

"I have considerate support delivered by competent people."

"I have access to a pool of people, advice on how to employ them and the opportunity to get advice from my peers."

"I am supported by people who help me to make links in my local community."

- People who receive direct payments, self-funders and carers are supported in the recruitment, employment and management of personal assistants and other personal staff including advice about legal issues. People using council managed personal budgets have maximum possible influence over choice of support staff.

- There is development of different kinds of workforce and ways of working, including new roles for workers who work across health and social care.

- Staff have the values, attitude, motivation, confidence, training, supervision and tools required to facilitate the outcomes that people who use services and carers want for themselves.

- The workforce is supported, respected and valued.

- There are easy and accessible processes to enhance security and safety in the employment of staff.

- The formal and informal workforce is increasingly focused on and able to help people build and sustain community connections.

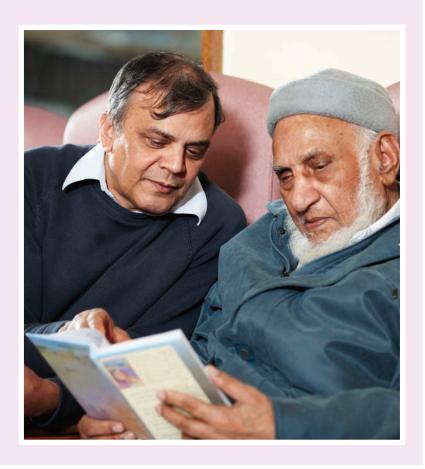**5) Risk enablement:** feeling in control and safe

"I can plan ahead and keep control in a crisis."

"I feel safe, I can live the life I want and I am supported to manage any risks."

"I feel that my community is a safe place to live and local people look out for me and each other."

"I have systems in place so that I can get help at an early stage to avoid a crisis."

- People who use services and carers are supported to weigh up risks and benefits, including planning for problems which may arise.

- Management of risk is proportionate to individual circumstances. Safeguarding approaches are also proportionate and they are co-ordinated so that everyone understands their role.

- Where they want and need it, people are supported to manage their personal budget (or as appropriate their own money for purchasing care and support), and to maximise their opportunities and manage risk in a positive way.

- Good information and advice, including easy ways of reporting concerns, are widely available, supported by public awareness-raising and accessible literature.

- People who use services and carers are informed at the outset about what they should expect from services and how to raise any concerns if necessary.

6) Personal budgets and self-funding: my money

"I can decide the kind of support I need and when, where and how to receive it".

"I know the amount of money available to me for care and support needs, and I can determine how this is used (whether its my own money, direct payment, or a council managed personal budget)."

" I can get access to the money quickly without having to go through over-complicated procedures."

"I am able to get skilled advice to plan my care and support, and also be given help to understand costs and make best use of the money involved where I want and need this."

- Everyone eligible for on-going council funded support receives this as a personal budget. Direct payments are the main way of taking a personal budget and good quality information and advice is available to provide genuine and maximum choice and control.

- Council managed personal budgets offer genuine opportunities for real self-direction.

- People who use social care (whether people who use services or carers) are able to direct the available resource. Processes and restrictions on use of budget are minimal.

- There is a market of diverse and culturally appropriate support and services that people who use services and carers can access. People have maximum choice and control over a range of good value, safe and high quality supports.

- People who use services and carers are given information about options for the management of their personal budgets, including support through a trust, voluntary or other organisation.

- Self-funders receive the information and advice that they need and are supported to have maximum choice and control.

- Councils understand how people are spending their money on care and support, track the outcomes achieved with people using social care and carers, and use this information to improve delivery.

To sign up to Making it Real, visit:
www.thinklocalactpersonal.org.uk/MIR