making it real
how to do personalised care and support
I can live the life I want and do the things that are important to me as independently as possible.
Making it real – the journey so far

- What good personalised care and support looks from a citizen’s perspective
- First produced 2012
- Consistent with policy/legislation
- Puts ‘policy into action’
- Address the gaps between personalisation ‘talk’ and lived experience
- Co-produced with people and organisations
- Joint effort Think Local Act Personal and Coalition for Collaborative Care
What is Making it Real?

- About sharing power so people have choice and control over their lives
- For all adults with care, treatment and support needs in different settings
- Applies across social care, health and housing
  - people’s whole lives not separate compartments
- 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