



making it **real**

how to do personalised care and support

 **think local**
act personal



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



Overview

- Making it Real – the journey so far
- What is Making it Real?
- What's in for you?
- How to get involved



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



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For example...

I STATEMENTS

I am valued for the contribution I make to my community

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

I am treated with respect and dignity

WE STATEMENTS

We have a 'can do' approach which focusses on what matters to people

We look for ways to involve people in their communities where they feel included and valued for their contribution



Six themes of Making it Real



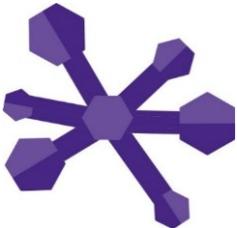
LIVING THE LIFE I WANT, KEEPING SAFE & WELL

Wellbeing and independence



HAVING THE INFORMATION I NEED WHEN I NEED IT

Information and advice

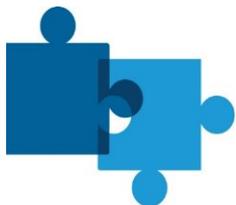


KEEPING FAMILY, FRIENDS AND CONNECTIONS

Active and supportive communities



Six themes of Making it Real



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



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How to use it

- Purpose to help spread and embed personalisation
 - can and should be **used flexibly**
 - **not** a rule book or toolkit
- **Must** involve people accessing your services/support in deciding how to use it
 - co-production in action
 - get staff involved as well

What's in it for people?

- Help individuals and groups think about **what's happening locally**
- How well are aspirations being met and **what needs to change?**
- A basis for **conversations** with local services that focuses on making things better
- Supports **co-production** between people, commissioners and providers



What's in it for organisations?

It can help to:

- **look at current practice** against the statements, identify areas for change and develop plans for action
- create a more **positive and productive relationship** with people
- help organisations **meet legal requirements** and contribute to **raising standards**
- for organisations that do not directly provide services, acts as a guide to their role in **spreading personalisation**



The art of personalisation

- Building a library of inspiration:
 - Manor Community re-designing their care and support plans around the 'I' Statements
 - Wirral Evolutions engaging with people, families and staff to discuss how well their experience rates against the 'I' Statements and agree the most important things to work on together to improve
 - Hobbs Field residential home involving people who live there in recruiting staff



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How organisations are Making it Real



How can you get involved?

- **Think** about how you might use it
- **Take time** to have proper conversations with everyone who needs to be involved
- **Agree** how you will use Making it Real to **get better** at personalisation
- **Register with TLAP**, making sure your plan has been agreed through **co-production**
- You should look to **push on** and not just capture what you already do
- **Do the 'do'** and share your learning within one year
- **If you need help ask us.** Our National Co-production Advisory Group can provide advice
- **Look** at what others are doing on TLAP website



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 Sibthorp & 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 (NCAG) and information on co-production

GET INVOLVED →

Sign up and commit to Making it Real

MAKING IT REAL DOCUMENT →

Download your copy of Making it Real

STORIES AND RESOURCES →

Latest best practice case stories

MAKING IT REAL DIRECTORY →

See which organisations have signed up

Find out more

www.thinklocalactpersonal/makingitreal

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