



making it real

how to do personalised care and support



**think local
act personal**

Making it Real: /statements to help us through Covid-19

Living the life I want, keeping safe and well (wellbeing and independence)

- I am treated with respect and dignity
- I feel safe and am supported to understand and manage any risks.
- I am supported to manage my health in a way that makes sense to me.
- I have people in my life who care about me - family, friends and people in my community.

Having the information I need, when I need it (information and advice)

- I can get information and advice about my health and how I can be as well as possible — physically, mentally and emotionally.
- I can get information and advice that is accurate, up to date and provided in a way that I can understand.

Keeping family, friends and connections (active and supportive communities)

- I have people who support me, such as family, friends and people in my community.
- I can (keep in touch with) people who share my interests and have the opportunity to join and participate in a range of groups.
- I can keep in touch and meet up with people who are important to me, including family, friends and people who share my interests, identity and culture.

My support, my own way (flexible and integrated care and support)

- I know how much money is available to meet my care and support needs. I can decide how it's used – whether it's my own money, a health or social care personal budget, or a budget managed on my behalf.
- I have care and support that is coordinated and everyone works well together.
- I can get skilled advice and support to understand how my care and support and with me.
- budgets work and enable me to make the best use of the money available.

Staying in control (when things need to change)

- I can plan ahead and stay in control in emergencies. I know who to contact and how to contact them and people follow my advance wishes and decisions as much as possible.
- I know what to do and who I can contact when I realise that things might be at risk of going wrong or my health condition may be worsening.

The people who support me (workforce)

- I am supported by people who listen carefully so they know what matters to me and how to support me to live the life I want.
- I am supported to make decisions by people who see things from my point of view, with concern for what matters to me, my wellbeing and health.

These selected statements are taken from '[Making it Real](#), how to do personalised care and support' published by Think Local Act Personal.