



Who are we?

What are we about?

What do we do?





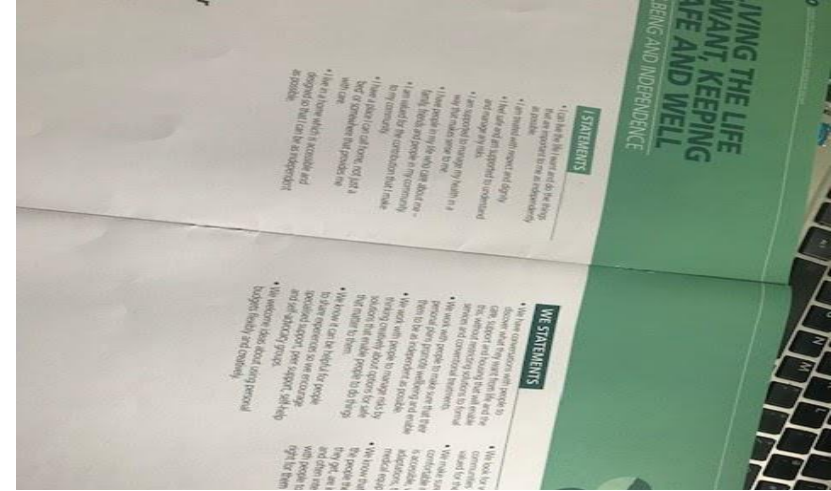
making it **real**

how to do personalised care and support

 **think local**
act personal

What is Making it Real?

- What good personalised care and support looks like, from a citizen's perspective
- Tool for continuous improvement
- For all adults who draw on health and social care support and treatment in different settings
- Includes housing – sees whole lives, not separate compartments
- Built around I and We statements
- Rooted in co-production – with people and organisations
- From rhetoric to action – addresses the gaps between personalisation 'talk' and lived experience
- Consistent with legislation and policy



making it real
how to do personalised care and support



I Statements

What good personalised care and support looks like if it is working well, from the person's point of view.

I have people who support me, such as family, friends and people in my community.

I am valued for the contribution that I make to my community.

I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals.

I know about the activities, social groups, leisure and learning opportunities in my community, as well as health and care services.

We Statements

What organisations and their people need to do to make sure actual experience lives up to the We Statements.

We tell people about person-centred approaches to planning and managing their support and make sure that they have the information, advice and support to think through what will work best for them.

We invest in community groups, supporting them with resources – not necessarily through funding – but with things like a place to meet or by sharing learning, knowledge or skills.

We have a 'can do' approach which focuses on what matters to people and we think and act creatively to make things happen for them.



Six themes of Making it Real



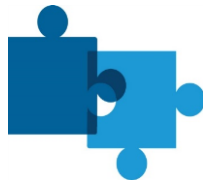
Living the life I want, keeping safe and well
Wellbeing and independence



Having the information I need, when I need it
Information and advice



Keeping family, friends and connections
Active and supportive communities



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



Seeing the road across – promoting Independence

- **Through prevention:** creating the conditions where people and communities help themselves.
- **We work in partnership with others to make our local area welcoming, supportive and inclusive for everyone.**
- **At first contact:** effectively meeting people's needs through information, advice, signposting, diverting them from dependence on care services by preventing, reducing, or delaying their need for them.
- **We provide information to make sure people know how to navigate the local health, care and housing system, including how to get more information or advice if needed.**
- **In our care management practice:** focussing on strengths of individuals, their families and social networks, and their communities to help people help themselves and each other do what matters to them.
- **We talk with people to find out what matters most to them, their strengths and what they want to achieve and build these into their personalised care and support plans.**
- **Through short-term interventions:** developing the range of services we offer collaborating with NHS partners, extending their reach, improving their effectiveness, and ensuring appropriate access and triage.
- **We make sure that staff working in short-term settings or situations understand people's care, treatment and support requirements and work in a person-centred way.**

Seeing the read across

- **Through long-term services:** making the default expectation the maximisation of independence and giving people choice and control over the services they receive from a diverse, high quality, affordable and sufficient market of providers.
- We tell people about person-centred approaches to planning and managing their support and make sure that they have the information, advice and support to think through what will work best for them.
- **By safeguarding:** keeping vulnerable adults in our health and care systems, pathways, and transitions safe.
- We work with people to manage risks by thinking creatively about options for safe solutions that enable people to do things that matter to them.
- **With carers:** supporting them in their role through access to information, training, advice, and support.
- We make sure that people, and those closest to them, know what to do and who to contact if their health condition, support arrangements or housing conditions are deteriorating and a crisis could develop. We respond quickly to anyone raising concerns.
- **In integration:** making independence the key outcome of all services and the core principle of shared culture, preparing people for recovery in all stages of health intervention.
- We work in partnership with others to make sure that all our services work seamlessly together from the perspective of the person accessing services.

Preparing for CQC Assurance

- Key Lines of enquiry – 5 staying the same
- Grade descriptors changing
- Shifting focus towards people's experience of care and health services
- I and We statements used extensively in four key lines
- How about well led

What do we mean by co-production?

‘A way of working where everyone works together on an equal basis to create a service or come to a decision which works for them all.

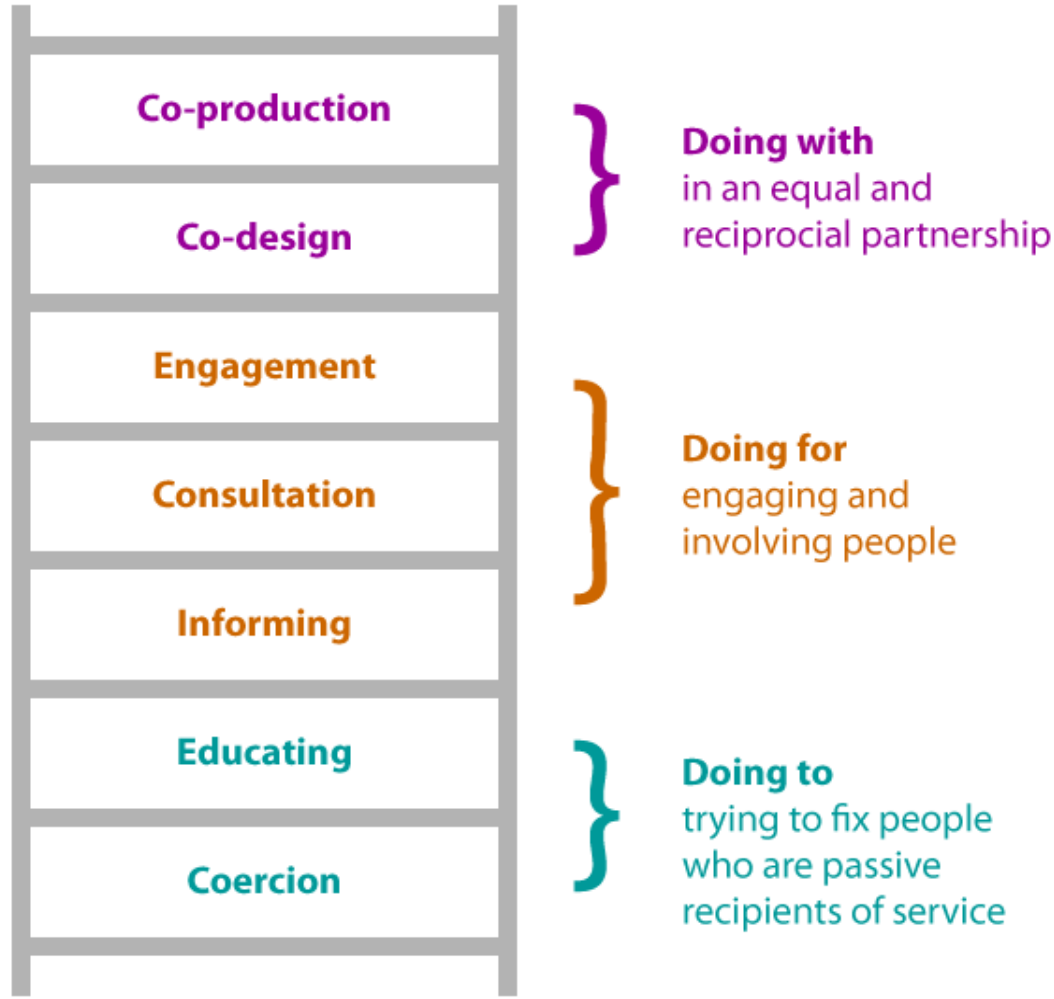
It’s based on the principle that those who access a service are best placed to design it’

The TLAP National Co-production Advisory Group

What do we mean by co-production?

- Ready to share power?
- A blank sheet of paper?
- Enough people to get going?
- The right people to get going?
- [Top ten tips for co-production](#)

The Ladder of Co-Production – it's a long-term relationship



Co-production at different system levels

- **Strategic – boards, commissioning**
 - Doncaster making it real board
 - Kirklees co-production board
 - Commissioning – service specifications in tenders and contract monitoring
- **Operational – recruitment, improvement work, quality checkers**
 - Leicester direct payments improvement work
- **Individual – everyday casework**
 - Social work interventions
 - Providers

What next?

How can you move forward with personalisation in co-production with the people you care for and support?

Getting the conditions right for co-production

- Put yourself in people's shoes – how does contact from your Council/organisation feel?
- A co-production roundabout? Here we go again!
- A co-production desert?
- Either way – people will be burning to share their views
- They will want to unload – put your flak jacket on and let them
- In there somewhere will be genuine gems
- Don't try to fix things without them
- This is gonna take time and trust – paying attention to creating the right conditions for a conversation in the right spirit will pay you dividends

Getting the conditions right for co-production

- Pay attention to the pillars of co-production (SCIE)
 - Equality
 - Diversity
 - Accessibility
 - Reciprocity
 - Equity (not a SCIE pillar – but you tell Clenton it's not one!)
 - Check out TLAP's top ten tips for co-production

Getting the conditions right for co-production

- Ask what co-production means to people – a co-produced definition
- How are we going to have conversations?
- How do we want people to behave?
- Who needs to be involved?
- How are we going to thank people who draw on care and support for their insights?

A worked example

You lead the assessment service

Issue: ASCOF measure 3D1 'proportion of people who use services who find it easy to find information about services' for anytown/county needs some focused improvement work

Action: Increase the number of people assessed and reviewed who say they found it easy to find information about services

Baseline: How do you know what the people your workers interact with think about this aspect of their interaction now? If you don't, how might you find out? (beyond what the blunt ASCOF measure tells you)

Outcome: Are there any [Making It Real](#) statements that help you understand what people want?

- I can get information and advice that helps me think about and plan my life
- I know what my rights are and can get information and advice on all the options for my health, care and housing.

A worked example

Steps to shift the dial

Working with people to improve things together

Where are you on the ladder of co-production (generally and specifically about this action?)

If we need to move up, how might we go about that?

- Assessment and review conversations put us in front of people every day, are we maximising this opportunity?
- Could we create some focus groups from people willing to share their experiences?

Do corporate arrangements help us to work co-productively with people?

Use Making It Real to frame a conversation. See where it leads, follow the natural threads that arise.

Thank you

www.thinklocalactpersonal.org.uk

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