

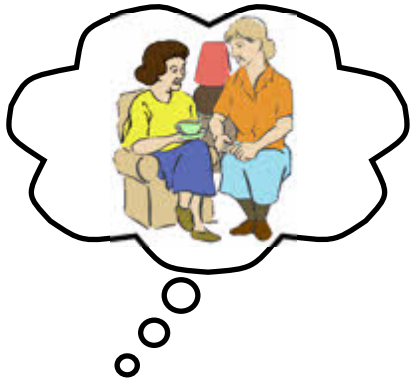
Think Local, Act Personal

What we need to do next to change social care for adults.



Easy Read version of

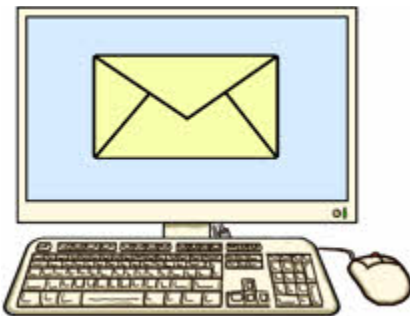
**Think Local, Act Personal:
Next steps with transforming adult social care**



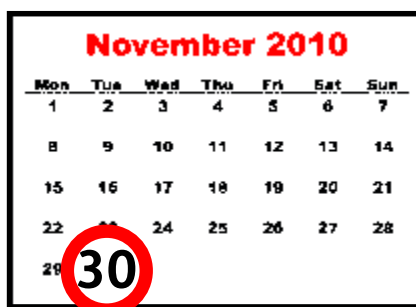
These are our ideas for making personalisation and community support happen.



Several health and social care organisations have already said they agree with 'Think Local, Act Personal' and want to work in these ways too, and we would like you to join them.



If you do, please email us saying you agree and want to work in these ways too, along with anything else you want to tell us.



Email thinklocalactpersonal@scie.org.uk by 30 November 2010.



We will then finish off our plans, including the government's ideas for adult social care.

1. About this information



This information comes from the group of social care leaders including the Local Government Group, Association of Directors of Social Services (ADASS) and is supported by the Department of Health.

It is about an important agreement.



The agreement says how organisations will work together to make sure people have more choice and control over public services.



It also says how they will work with people who use social care services and their families to make these changes happen.



Think Local, Act Personal means making sure people get the support that is right for them from all sorts of local people, groups, and organisations, not just social care services.



Putting People First was the government's plan to give people more choice and control over their care and support.



It means councils and other services need to make big changes and this has worked better in some areas than in others.



We have learnt a lot, but need to make sure things get better in all parts of the country.



There is less money to pay for services and we will need to find other ways to do things.



Everyone will have to think about different ways to do things, including making sure services:

- are worth the money they cost
- work well and do not spend time on things other services are already doing





- work together to support people and their families to do some things for themselves



- think about the support people can get from other organisations and from their community



- give people support, information and advice so they do not need so much help from health and care services



- think about **outcomes** for people.

Outcomes are the things that are important to them



- find out what people want and offer lots of different services.



These changes mean finding ways for people to be supported in their communities for as long as they can.

But if people need extra help, they should have as much choice as possible over their care and support.



This agreement talks about the links between:

- keeping people safe and well



- care and support in the local community



- **personalisation.** This means the right care and support for you



- how organisations should work together to do this.

2. The right care and support in your community



We believe people who need social care support have the same rights as other people to:

- be part of their local community



- live in their own home



- have the chance to work



- do things that other people value and think are important.



This will only happen if councils and organisations change and give people more control over how money is spent on social care services.



This includes:

- people who pay for their own support



- people whose support is paid for by their local council



Personal budgets are part of **personalisation**.

This means people who get a service from their council know how much it costs.



Councils are not the only services that can support people.



People get more choice and better services in the community when councils work with other organisations to:

- get services like housing, leisure and transport working together to use their money well and give better services



- help local communities and groups SO that people feel safe and healthy and need less care and support



- involve people and their carers in planning and checking services that give them choice and independence in the community



- make sure people have choice about how they get care and support, wherever they live



- make sure people whose services are paid for by the council have a personal budget.



This gives them as much choice as people who use their own money to pay for care



- give people information and advice to help them decide where to get the right care and support, whether they pay for it or their council does



- Help people to stay independent for as long as possible and need less care in the future.

To make this happen, councils and organisations will think about how services everyone uses can:



- help people stay well



- help people choose the right services for them



- find out what people think about care and support services.



Councils and organisations will make sure they still help those people who need support, information or keeping safe.

2. How councils and other organisations will work together to do this



Each area must have:

- enough good community services to give everyone the information, advice and support they need



- the right types of support for people who need help at some times in their life.



Getting support from your local community

Care and support should not just come from social care services.



People who plan and pay for all the different services in a community will work together to give local people the health and care services they need.



They will:

- help people use health and social care personal budgets to buy support to stay independent



- get better at sharing work to make it easier for people to use services



- work with housing organisations to make sure people have a choice about where to live to stay as independent as possible



- make sure that the way is clear and easy to help older and disabled people who need it the most



- make sure the right help, support and information are given to community groups and organisations that help people use local services



- make sure staff support people to get involved and use community services.

This includes thinking about how to use a personal budget for this



- make sure all the different groups in their community can get and understand information about local services.



As well as having good local services for everyone, there will also need to be a good choice of support for people who need extra help.

Councils, organisations they work with and people who run services need to:



- work together to find new ways to give people the support they want. They must think about how their services will support people in the community



- get better at finding out about the type of services people want



- involve people and their carers in planning services that meet their needs



- find new ways of planning and paying for services so people can choose support to meet their individual needs



- work together to plan and set up new services that meet all the rules and do not cost more to run.



Personalisation - getting the care and support that is right for you

A lot of people do not have care or support paid for by their local council.



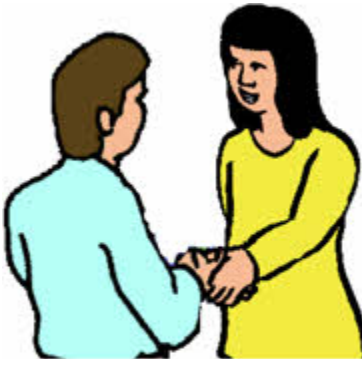
We will have to make sure there is a choice of services for them to use in their local community.



People who do need support from their local council will get this as a personal budget.



If they do not want to deal with a direct payment they will get help from their council to manage it.



Choice, control and using money well

The best way to save money will be to help people meet others who live and work in their community.



This can stop them being alone and mean they spend less money on paid support.

We also need to make it easier for people to get and use a personal budget and know about other services they can use.



Councils and organisations they work with need to think about:

- ways to support people to live independently at home so they do not need expensive emergency support



- how personal budgets can give social workers more time to spend on things they should be doing and show councils how much services cost for each person



- set up independent **brokerage** or support to help people plan and use their personal budget



- tell people they can shop around to get good value for money when they pay for support or care



- help people think about different types of housing that will be right for them now and if their needs change



- help people think about other people in the community who can support them.

For example: friends, family, or volunteers



- help people think about how to use their own money to get the best possible for things the council does not pay for



The way councils work

Councils must make sure personal budgets make a real difference for everyone.



We know this works best if they:

- make sure personal budgets give real choice and control - not just tell people how much their budget is worth



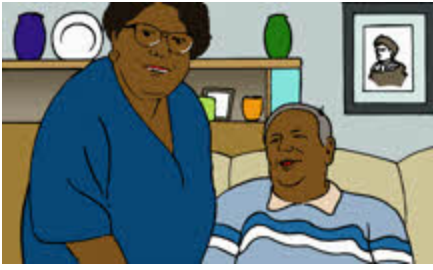
- find ways to check whether personal budgets help people do things that meet their needs



- help people to spend their budgets on anything that meets their needs (as long as it does not break the law)



- work with other organisations, especially those run by people who use services, to support people to plan how to use a personal budget



- make sure personalisation works for carers as well as people who use services.

Give them information about who to contact if they need help



- give people choice and control wherever they live.

This includes helping people in care homes stay in touch with people and places that are important to them



- support young people to have control over their care and support as they become adults.

Help them understand they have lots of things to choose from, not just services



- think about mental health and make sure that people have the support they need to be involved in decisions and to do the same things as everyone else



- think about how to keep everyone in the community safe. People who use social care services are not the only people who might be at risk.



People who work in services

Each year as there are more older people to support we will need the right staff to work with them.



Workers should be free to:

- help people decide what they want to do



- find ways of doing it



- stay involved with their community



This means the organisations they work for will:

- train staff to understand about personalisation and people paying for their own support



- make it easier for people to get the support they need.



This might be from paid staff or **informal support** from other people they know



- get and train staff who know about personalisation and can help people get or stay involved with the Community



- make sure social workers support the people who need the most help or need to be kept safe



- have workers from different services who can work in teams to give people extra support to stay at home



- share information and find ways for workers to stay in touch so they use their time well.

4. Checking things are happening



There will be **benchmarks** to say what should be happening.

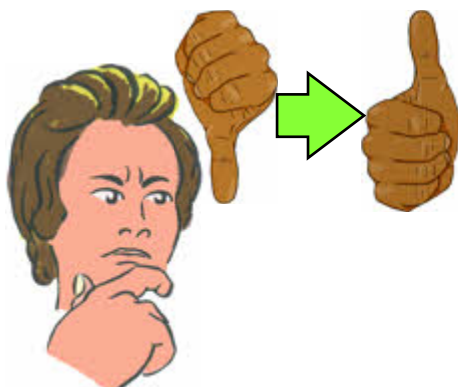


From 1st April 2011 councils and organisations will be able to look at these and see how well they are doing.



Social care leaders will support this work by:

- sharing information about what they have learnt and what works well



- looking at the problems and finding ways to solve them



- working with the Department of Health on plans to support these changes



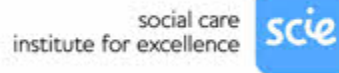
- checking how they are doing and feeding this back to us and to the people in their area.



You can find this on our website:

www.puttingpeoplefirst.org.uk

This document comes from a group of social care leaders together with ADASS and the Local Government Group, supported by the Department of Health.



Standing Commission on Carers

Transforming Adult Social Care Coproduction Group





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