Think Local Act Personal

The National Sector Partnership for Personalised, Community Based Social Care
The Partnership

- National and umbrella organisations committed to personalised community based social care
- Truly owned by the sector, people who use social care and carers
- We invite others to join us keeping personalisation real in tough times
Caring for our future brings together the recommendations from the Law Commission, Commission on the Funding of Care and Support with the Government’s Vision for Adult Social Care, to discuss with stakeholders what the priorities for reform should be.
Caring for Our Future: Selected Summary

- We have heard overwhelming support for the need for a new care and support system.
- The cost of doing nothing will be felt by society and by the Exchequer – greater cost pressure on the NHS.
- Our vision is for a re-engineered care and support system – from a crisis service to a wellbeing service that enables people to live fulfilling and independent lives.
- The White Paper and subsequent legislation are significant developments, but they will not deliver change by themselves.
- Behaviour and culture change are crucial to make the transformation needed to improve care and support.
- Legislative changes will take time to bed in, but we can forge ahead with other changes that are not reliant on legislation.
Main recommendations to government(1)

- Champion and lead the case for change in social care
- Implement Law Commission recommendations
  - essential to wipe away a legislative framework that doesn’t embody our shared vision or ambitions.
  - Clarification on entitlement for users and carers critical
- Introduce a capped cost model with associated means test changes
- Signal recognition of a long term financial commitment
- Nationally consistent threshold for eligibility for care
- Change the default in legislation so people must opt out of a personal budget
• Enable personal budgets and personal health budgets (and other funding streams) to be combined
• Introduce universal entitlement to information, advice and care navigation
• Clarify the market shaping role of local authorities
• Set out clear and shared vision for joined up services and align incentives
  o Champion the importance and benefits of building better services that are joined up around the needs of local people and communities
We are:

• Starting from the outcomes and experiences important to people

• Reviewing progress, identify obstacles and work with others to resolve these

• Sharing solutions widely

• Working with government and other key bodies to help make personalisation real
Co-production is at our heart

National Co-production Advisory Group

Making it Real  Communications  Membership and Fees  TLAP priorities  Policy influence

Think Local Act Personal Board

Think Local Act Personal Partnership
Our priorities are

• Co-producing solutions with people and families
• Personal budgets working for all
• Helping providers and the workforce deliver personalisation
• Information to help people take control
• Communities supporting each other
• Sustainable social care
Some early products

- **DOES IT WORK?**
  A guide to evaluating community capacity initiatives
  June 2011

- **PROVIDER BLUEPRINT**
  Select an option
  - People
  - Money

- **PAYING FOR LONG-TERM CARE IN ENGLAND**

- **Re-thinking support planning: Ideas for an alternative approach**
  October 2011
Provider blueprint

A tool for supporting providers and commissioners to learn from innovative practice in commissioning and delivering personalised services. View the provider blueprint.

Building Community Capacity
interested in the role of social capital in the transformation of social care?

Key resources
- Paying for long term care in England
- National Market Development Forum
- Think Local Act Personal (pdf - 368KB)
- Provider Blueprint
- Productivity and personalisation
- Personal budgets DVD
- Social Care Procurement - briefing note

Receive our e-bulletins
Register here to receive our e-bulletins

Case studies from our network
SCIE's new audit tool enables you to identify and assess new ideas and established practice and share them with colleagues.
MAKING IT REAL
Marking progress towards personalised, community based support.

Making personalised, community based support really happen
Checking on how things are going

Easy Read version of ‘Making It Real’
Making it Real

• Will help to mark progress towards personalised, community-based support

• Developed by TLAP, led by the Co-Production Advisory Group
Three parts to making it Real

- 10 cross cutting themes.
- 26 “I” statements describing what people want.
- Examples of what this would look like in practice.
What is it not?

• Performance management – TLAP is a voluntary movement for change

• ADASS, Local Government Group, Department of Health, major provider bodies and the Care Quality Commission support *Making it Real*

• We believe councils and organisations providing social care support will want to use *Making it Real* with local communities to show progress
How will it be used?

Organisations will use *Making it Real* alongside people who use services and carers to check their progress and to guide further action. Organisations will declare a commitment to:

- co-producing *Making it Real* with people who use services, carers and citizens
- checking their progress against the markers
- developing action plans to agree further action
- sharing their top 3 priorities publicly
- reporting on progress every 6 months
TLAP support materials

- Making it Real film (and further clips)
- Step by step guide
- Frequently asked questions
- Templates to support self assessment against the markers (involving people who use services)
- Website pages with interactive map
Feedback from “test sites”

Strategic

• Cross cutting themes and “I” statements useful.
• Already generating ideas about how to start planning around making it real.
• Agreed that the Declaration should require a board/senior level commitment.
• Main concern - to ensure engagement of people who use services and carers is authentic.
• What about organisations who are not committed to culture change?
Feedback from “test sites” - process

- Liked the planning templates and step by step flowcharts, FAQs.
- Some would value focused briefings (led by the sector) e.g “what this means for nursing care homes.....”
- Offers to host seminars to support focused activity.
- Questions about quality and consistency across Making it Real organisations.
Making it accessible and authentic

Progress so far

- Subtitles and signers for Making it Real film
- Easy Read version of Making it Real
- Careful design of materials
- Testing support materials for clarity, purpose and content
Making it accessible and authentic

Next steps

• Briefing on co-production with people who use services, carers and citizens
• Leaflets for members of the public on how to engage with Making it Real
• Ensuring website pages are accessible
• Co-producing the proposed citizen survey
What organisations need to do:

**Step 1** - Organisations register with TLAP website and download the Making it Real support materials.

**Step 2** - Board level commitment to starting the declaration process and full involvement of people who use services and carers - “We are getting ready to make a declaration to the Making it Real programme”.

**Step 3** - Complete self-assessment forms in discussion with people who use services and carers, staff and partners to complete self assessment forms.

**Step 4** - Co-produce action plans and identify top 3 priorities.
What organisations need to do:

**Step 5** – Upload top 3 priorities onto TLAP website

**Step 6** – Access TLAP logo and agreed statement.

**Step 7** - Complete feedback on key challenges/obstacles

**Step 8** – After 6 months, complete a progress review with people who use services and carers.

“We are working towards the commitments described in the Making it Real programme, with the aim of achieving support which is more personalised and is part of the whole community.”
Timescales and next steps

- **Until Feb/ March 2012**
  - Start using markers immediately
  - Facility to register interest and get ready for declaring a commitment to Making it Real (by mid February)
  - 18 to 20 Making it Real Test sites working with TLAP team

- **March/ April 2012**
  Formal launch of interactive website pages and support materials
  Roll out of Making it Real

- **Feb to September 2012**
  6 to 8 Partner led events – developing solutions e.g. What Making it Real means for older people with Dementia……
How can you get involved?

• Tell us you want to join us in *Making it Real* (thinklocalactpersonal@scie.org.uk). Already at the conference many have done so

• Start now to consider how you can use the markers to review progress and act to make improvements

• After we’ve piloted the markers, you can start using them to check your progress using a simple process and start sharing developments (from early 2012)
Keep in touch

www.thinklocalactpersonal.org.uk
Twitter: @TLAP1  Email: thinklocalactpersonal@scie.org.uk

National Children’s & Adults Services conference 19-21 Oct – stand E9