



Personalisation, Personalised Support and Personal Budgets!

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A Bit About Certitude

- We have worked in London for over 20 years
- We support over 1300 people living across 16 boroughs
- We are a not for profit organisation supporting people with learning disabilities and mental health needs

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Agreeing definitions

Personalisation: A way of thinking about care and support services that puts you at the centre of the process of working out what your needs are, choosing what support you need and having control over your life. It is about you as an individual, not about groups of people whose needs are assumed to be similar, or about the needs of organisations

Personal Budgets: Money that is allocated to you by your local council to pay for care or support to meet your assessed needs. The money comes solely from adult social care. You can take your personal budget as a direct payment, or choose to leave the council to arrange services (sometimes known as a managed budget) - or a combination of the two. An alternative is an individual service fund, which is a personal budget that a care provider manages on your behalf. People who are eligible for social care funding have a right to have a PB.

What have we tried?

- Person centred planning facilitators
- Person centred thinking training
- One Page Profiles for staff
- Intensive Support Team
- Support planning and brokerage
- Recovery and support plans
- ISF pilot
- Progress for Providers
- Decision Making Agreements
- I statements
- Working Together for Change
- Partnership working
- Co-production Concordat

I statements

- i can use my hours/budget flexibly and can choose what I am supported with
- i am supported where it makes sense for me, at home and out and about
- i choose who I want to support me, my support worker knows me and I know them
- i get support on the days and at the times that are right for me
- i choose how I am supported and my support worker knows how important this is to me
- i am fully involved in decisions about my own support and how the service develops
- i am supported to build and maintain my friendships and to be a full and active member of the community

ISF Pilot

What did we want to do?

- Establish clearer links between the service we provide and the outcomes for individuals.
- Give people more choice and control over their own lives.
- Make us more accountable to both individuals as well as their families and carers.

What did we do?

- Worked with 37 people all living in accommodation based services across 3 London boroughs
- Used the care funding calculator to establish shared, 1:1 and “My personal control” hours
- Used planning tools: planning live, perfect week, people matching, personalised rotas
- Introduced circles of support, community connecting
- Developed approaches around “just the right support”, increased use of assistive technology

Fiona's Story

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What have we learnt?

- Cultural shift is the key to success
- Use of practical tools works
- Senior management understanding and buy in is essential
- Agree definitions at the outset and avoid jargon
- Take the initiative – don't wait for everyone else
- Focus on creating a culture of working together
- Have a plan!

What are we pleased about?

- Everything within our strategy directly links back to someone who uses our services.
- Shift from deficit thinking to asset based working
- Practical use of tools making a genuine difference
- Understanding and buy in from Finance and HR

What are we concerned about?

- Definitions remain a challenge
- Agreeing long term approaches with other stakeholders and sharing the same vision
- Staff turnover
- Recognition that it takes time – it's a generational shift in culture and practice
- Keeping momentum

What next?

- Building confidence in Personal Health Budgets
- Gaining knowledge and experience in Education, Health and Care Plans (EHCPS)
- Extending our personalised support offer to people using accommodation based services

Questions

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