

Personalisation

The journey so far.....



we can 

Introduction

- Getting started
- The pilots
- The learning
- What's Next
- Challenges



Choice and Control

- It's not just about personal budgets
- Genuine opportunities for all customers to shape their service



7 Pilots

3 Tier Support

Core, communal and individual

Sky Package

Core support and add ons

Core and Cash

Core support and FM bank notes

Traditional to Individual

Group living to individual choice



we can



Bramble Court – Young People

- Core agreed with them
- Reduction in 24 hour on site
- Group work – not cash
- Surgeries – not 1:1
- Paperwork
- Technology, social networking



we can



Lloyd House - ALD



- Sky Package –core and bundles
- Social inclusion popular bundle
- Finance – help with paying bills
- Opt out – help with household
- Peer support
- Life story books – not support plans

we can



Cambria Road – Dual Diagnosis

- Core and cash
- 'bought' staff time
- Community engagement
- Pooled money or 'saved'
- A real commodity



Outcomes for Customers

- Improved engagement (mostly)
- Confidence and self esteem
- Heightened aspirations
- Increased personal responsibility
- Improved inclusion and community
- Changes ownership of service direction
- Developed skills and experience

we can

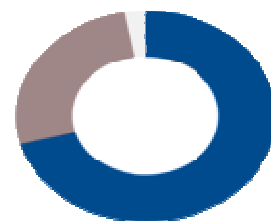




Having more choice

71%

said the personalised service made a difference to the amount of choice of service I get



KEY

■ Has improved

■ Stayed the same

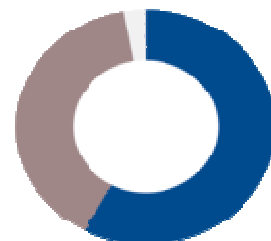
■ Made it worse

■ No answer

Having more control

58%

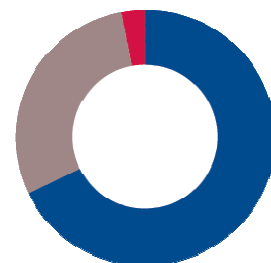
said the personalised service made a difference to the control I have over my support



Being supported with dignity

68%

said the personalised service made a difference to my being treated with dignity and respect



we can

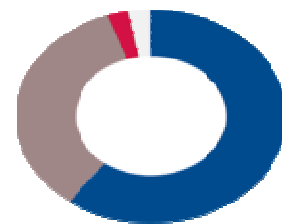




My happiness with life

61%

said the personalised service made a difference to my general happiness with life



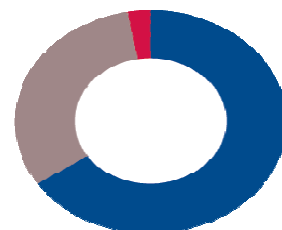
KEY

- Has improved
- Stayed the same
- Made it worse
- No answer

Feeling safe at home

66%

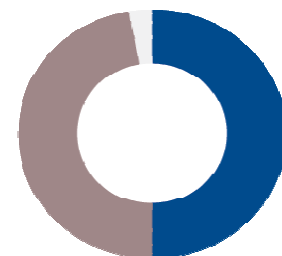
said the personalised service made a difference to how safe I feel at home



A better social life

50%

said the personalised service made a difference to my social life



we can



Learning

- Front line staff are key
- Top down doesn't work
- Reasonable choices
- Self directed/selected support works
- Indirect support = positive outcomes
- Support Planning Challenges



we can



Working together to simplify our approach

- It worked because commissioners allowed it to
- Outcomes – not how we got there
- Ticking boxes and filling in forms is not part of our lives
- Support became form filling – it cuts into support time
- “before I felt like an administrator doing some support work, now I feel like a support worker doing some administration”



Challenges

- Workforce issues
- Long Term Business Planning
- Infrastructure
- Bureaucracy and Regulation
- Customers as commissioners
- Multiple funding streams = Multiple Regulation
- Austerity and reducing budgets



What is Personalisation?

- Value/ethos not a product
- Fundamental shift in power
- Little things
- Service user to customer
- Front line staff are key
- Challenges for 'organisations' & 'Commissioners'



What's next for us..

'Let me choose'
Change



'Let me choose'
Direct



we can

family
mosaic

Questions
