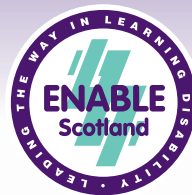


Personalisation

Getting a Life Not Just a Service



**A Guide to Issues Around
Personalisation for Individuals,
Families and Supporters**

What is Personalisation?

There are a variety of definitions linked to personalisation available to practitioners, individuals in the learning disability community, academics, commissioners and providers. All of these highlight the common principle that personalisation is about focusing on individuals as participants in reaching their own life goals and not binding them by service delivery constraints.

ENABLE Scotland - How We View Personalisation

Personalisation encapsulates our long-standing ambition for people with learning disabilities – for them to be valued and respected as people who should be supported to contribute as fully as possible in the life of the community. This can only happen when services are designed around their individual needs and goals, build on the strengths they and their families and friends contribute and are flexible enough to adapt and change as they progress and develop throughout their lives.

The government thinks that personalisation is the way forward in social care. It is encouraging lots of people to take a bigger role in managing their lives, partly so that they can have a better quality of life and partly so that they need less formal support from social work and health services, now and in the future.

'I know what's best for me!'

Personalisation means that services are there to support you to have the life that you want. They should be shaped around you, your needs and goals. In the past people were expected to fit into services.

Personalisation is about you taking the lead role in reaching the life goals that you have set out.

Personalisation means having real choice, not the choice between two things that are the same, but a much wider mix of things. It means that you can demand flexibility from those involved in your support.

Personalisation is for people who buy their own support with direct payments, and for people who get support from their social work department or a service provider, like ENABLE Scotland. It is hoped that personalisation may also support people who do not receive a formal support service to live the lives they want.



Where did this come from?

It's not a totally new idea. It's more like the next step of what has been a long and sometimes difficult journey.



The journey so far

It seems unbelievable now, but even just a generation ago, many professionals thought that long-stay hospitals were the best place for people with learning disabilities to stay if they couldn't live with their families. After that came the era of adult training centres and college courses specifically for people with learning disabilities. This didn't give people the same choices as everyone else. More recently, people with learning disabilities started living, with support, in the community. Although this was a step forward for some people, others still aren't getting the opportunity to live their lives as they choose.

We believe that people with learning disabilities and their families are the experts. We don't want people to fit in with our services – we want to build a life around each person we support.

The move from 'a service' to 'a life' means that finally it has been recognised that the person who knows what's best for you – is **you**. For support to work you need to be in control of it. You decide how you want your life to be. You decide what support you need to live your life.

Themes of Personalisation

Choice is at the heart of personalisation. You decide what support you get and who you get it from. There should be a range of options available - it's not just about picking from a selection of service provider packages. It's about thinking creatively and getting the life you want. You could cut your support hours and spend the money on something else.

Transparency Personalisation means you have the right to access the information you need, before you make a decision about your support. When you go shopping, you want to know how much things cost, how to return things if you are not happy and whether other shops have them cheaper. Personalisation helps you 'shop around' for your support and have the right to be fully informed before you make a decision.

Prevention If you are involved in choosing your support at the beginning, it's less likely that you'll get to crisis point in the future. If things don't work for you, you can decide what needs to change. Your plans should adapt with you as your life changes. If you can change things quickly, without lots of "red tape" it will be easier to avoid losing control.

Participation Being involved in how your service is designed and delivered is vital. Unlike in the past, when decisions were made by other people, personalisation puts you at the centre. You decide what support you want, right from the start. You have the right to change your mind and let service providers know if you are not happy with the support they give you.



Getting support to take control!

It's often quite difficult to look at ourselves objectively, and it may be even harder for people with learning disabilities who may be used to being a recipient of services rather than a participant. That's why it's a good idea for as many people as possible to give support and advice to the person getting a personalised service.

Friends or family Some people prefer to get advice from the people they know best. You could choose to involve your family and friends when making your support plan.

Support organisation A support organisation like ENABLE Scotland could support you to take control. ENABLE Scotland offers a range of flexible services which can be tailored to your individual requirements.

Care Manager A Care Manager or Social Worker can guide you through the process. They can support you to fill in your self-assessment and can answer any questions you may have.

Local Area Co-ordinator Local Area Co-ordinators focus on supporting individuals to access their natural networks and community based resources. They support individuals to become active citizens in their communities.

An Advocate An Advocate is someone who can represent you and make sure that your voice is heard. They can help you get the support you want.

Other people who are in control of their lives You might be interested in speaking to people who already have a personalised service. We can put you in touch with people who would be willing to talk to you about how they have taken control of their lives.

People in the community Lots of people who live and work in your community may support you to do the things you want to do. For example, a personal trainer at your local gym, a local café owner or someone to help you with your household chores.

We all rely on other people to help us make big decisions about our lives. Taking advice is not the same thing as being told what to do. The important thing is that, in the end, it is your decision.

Personalisation: How some people make it happen

Step One: You come first, then the support

Your strengths, gifts, resources, passions, dreams, talents and wishes.

Step Two: Your money

If you have an individual budget, you know how much money you can spend or what resources are available to you. You know how you want your life to look.

You can decide how and when that money is spent. You plan how to spend it not just on services, but from a wide range of choices.

Step Three: Making your plan

It's easy to assume people know what they want from life, but sometimes it can be difficult to imagine the life we want. We can support you to discover this using simple **person-centred planning** techniques. Your plan will explore who you are, what you want to achieve, what's working, what's not and what you want your life to be like. It also looks at what support you need, the people in your life and the kind of people you want support from. We will make a practical action plan to go about **making your plan real**.

Step Four: Get your plan agreed with the Care Manager and organise your money

You can have as much or as little **control over your money** and your support as you want. You don't have to manage your money if you don't want to. There are lots of people who can support you with this. We use the information gathered in your plan to organise the support you want.

Step Five: Living life...

By putting the person first, we focus on the life and future that you want. You decide what you want from life - **not people who think they know better**. Once you've decided what you want, we will actively review your plan to check if this has been achieved and see if there are any changes that you want.

There are lots of ways personalisation can happen for you. Some people have individual budgets, individual service funds or direct payments. Some people make it happen with their current support organisation.

Getting an individual budget

An individual budget is one way of getting the life you want.

With support, you complete a self-assessment, to find how much money you are entitled to. You might receive services from a range of different sources. With an individual budget, these are all put into one pot for you to spend on what you need to achieve your plan. There are some things that would not be allowed, like gambling or anything that's against the law!

You can use your individual budget to get the life you want. You can choose to take as much control as you want and be creative about how you spend it. It's not all about hours of support. You might want to spend it on equipment to use for one of your hobbies, or a train ticket so one of your friends can join you for a day out.

Getting an individual budget does not mean that you get more money, just that you have more control over how it is spent, so your money can work harder for you.

At the moment, not everyone can get an individual budget. For now, there are 3 Scottish Government test sites in Glasgow East Community Health Care Partnership (CHCP), Dumfries & Galloway, and Highlands & Islands. Some other local authority areas are also working with individual budgets such as North Lanarkshire. You can speak to your Care Manager or ENABLE Scotland about what is happening in your area.

Don't worry; personalisation is not just about money. Even if individual budgets are not available where you live, you can still get some of the benefits of personalisation by making better use of the resources in your community.

Jargon Buster: helping you make sense of personalisation

Personalisation Personalisation looks at your whole life, not just care needs. It's about working towards the future that you want using your strengths, gifts and talents, and using those resources to make your contribution in your community.

Self-Directed Support Self-directed support moves away from the idea that professionals always know best and accepts that people know what is best for them.

In Control In Control are a group of people who want to see people with disabilities being in control of their lives and becoming active citizens in their communities.

Direct Payments Direct Payments is a cash payment which will be paid to you by the Social Work Department instead of hours of care.

Individual Budget An individual budget is your money. It is not shared out amongst lots of other people. Having an individual budget means that you are not assessed by someone who doesn't know you. It's your money, you can be as in control of that money as you want.

Person-Centred Planning Person-centred planning is a way of working with you to discover your dreams and aspirations, your gifts and how you make your contribution. It explores the life that you really want and then makes practical action plans to work towards that.

Citizenship Citizenship means that everyone has the right to be equal members of their communities. It means taking responsibility to make your contribution to that community.

Outcome Focussed Outcome focussed means that the life that you want is the most important part of the process.

Customer Focussed Customer focussed means that the person buying the product has an input into how that product is designed and delivered. Support organisations should put the customer at the centre of everything they do.

Resource Allocation System The R.A.S is the assessment you complete with support at the beginning of the process so that you know how much money you have to spend.

Natural Networks Your family, friends, colleagues and connections are all part of your natural networks. They can help introduce you to others who may be able to help you reach your goals.

Further Information on Personalisation

ENABLE Scotland

ENABLE Scotland campaign for a better life for children and adults with learning disabilities in Scotland and support them and their families to live, work and take part in their communities. ENABLE Scotland's Information Service can provide more information on personalisation. They can be contacted as follows:

Telephone: 0141 226 4541 (Monday to Friday, 1pm – 4pm)

By Post: ENABLE Scotland, 2nd Floor, 146 Argyle Street, Glasgow, G2 8BL

Email: info@enable.org.uk **Website:** <http://www.enable.org.uk>

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The Department of Health have produced a website containing information on personalisation. This can be accessed at the following address:

<http://www.dh.gov.uk/en/SocialCare/Socialcarereform/Personalisation/index.htm>

The Social Care Institute for Excellence has carried out research on the development of individual budgets in England. This can be accessed at:

<http://www.scie.org.uk>

Demos are an independent think tank that aims to communicate ideas to give people more power to shape their own lives. They have researched how personalisation can effectively deliver better public services.

<http://www.demos.co.uk>

The IBSEN project carried out a national evaluation of the Individual Budgets pilot projects. This report and more information can be accessed at:

<http://php.york.ac.uk/inst/spru/research/summs/ibsen.php>

In Control Scotland has been up and running since 2006. They can be contacted by post: in Control Scotland, Unit F11, Festival Business Centre, 150 Brand Street, Glasgow G51 1DH. <http://www.in-control.org.uk>

The National Development Team is a not for profit organisation working to give people a real choice and control over their lives. <http://www.ndt.org.uk>

Shop4Support is a website that helps people with Personal Budgets to plan, purchase and manage their support: <http://www.shop4support.com>

Scottish Personal Assistant Employers Network is a membership organisation for people who have made the transition to taking over the management and control of their own support: <http://www.spaen.co.uk>

Local authorities involved in the demonstration sites

Dumfries and Galloway Council	http://www.dumgal.gov.uk
Glasgow East Community Health Care Partnership	http://www.chps.org.uk/eastglasgow
Highland and Islands Councils	http://www.highland.gov.uk

Local authority members of in Control

Aberdeen City Council.....	http://www.aberdeencity.gov.uk
Aberdeenshire.....	http://www.aberdeenshire.gov.uk
Dumfries and Galloway Council.....	http://www.dumgal.gov.uk
East Lothian Council	http://www.eastlothian.gov.uk
East Renfrewshire.....	http://www.eastrenfrewshire.gov.uk/erchcp.htm
Edinburgh City	http://www.edinburghcity.gov.uk
Fife Council	http://www.fife.gov.uk
Glasgow City Council	http://www.glasgow.gov.uk
Highland Council.....	http://www.highland.gov.uk
Midlothian Council	http://www.midlothian.gov.uk
Moray Council.....	http://www.moray.gov.uk
North Lanarkshire Council	http://www.northlan.gov.uk
Perth and Kinross Council	http://www.pkc.gov.uk
Scottish Borders Council.....	http://www.scotborders.gov.uk