

# Making personalised, community based support really happen

Checking on how things are going

Easy Read version of 'Making It Real'





# What is 'Making it Real'?

Think Local, Act Personal was set up to change adult social care, for the better, through personalisation and community based support.



Over 30 national organisations worked together to come up with a way of checking how things are going with the changes.

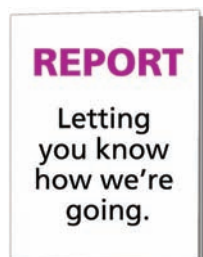


This checklist will help councils, organisations and their partners:

- 1) Look at what they're doing at the moment and check to see how well they're doing.



- 2) See which areas need to be better and come up with plans for action.



- 3) Let others know how they're doing – especially their local community and the people they serve.



We want organisations:

- To commit to using the checklist.
- Share their action plan for making things better with the public.



Organisations that sign up to report on their action plan and how they're doing will be allowed to use the **Think Local, Act Personal** logo. The public will then know which organisations are committed to personalisation.



From early 2012 organisations will be able to sign up to use **Making it Real**.

But organisations can start using the checklist straight away, to help come up with new action plans.



To let us know your interest, email:  
[thinklocalactpersonal@scie.org.uk](mailto:thinklocalactpersonal@scie.org.uk)



For further information visit:  
[www.thinklocalactpersonal.org.uk](http://www.thinklocalactpersonal.org.uk)

# Showing commitment



To show commitment to personalisation and community based support, we invite council's, organisations and groups to sign up to Think Local Act Personal's Making it Real checklist. This means a commitment to:



- Making sure people have control over the things they need for their care and support.



- Being clear about how things are making things better for people.



- Include people who use services and carers, and the people that live and work near them, when deciding the best ways to support them in their community.





- Make sure all managers support their staff to change the ways they think and work.



- Find ways to make things work in the right ways for people in their community, not just in the services they use.



- Support people to meet other people in the area where they live or work.



- Listen to people, especially to say what they want.



- Think about and speak to individuals' family and support staff when organisations are planning their support.



- Make sure that support is right for an individual's age.



- Make sure that support is right for persons' gender, (this means whether they are male or female).



- Make sure that support is right for a person's religion or beliefs.



- Make sure that support is right for an individual's culture.



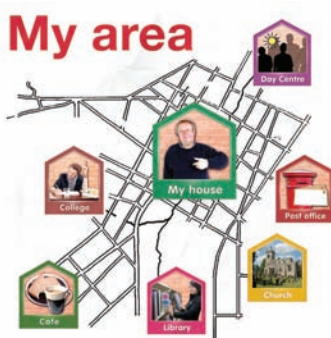
- Make sure that support is right if someone is gay, lesbian or bisexual.



- Make sure that support is right if a person was born as one sex and want to live as the other sex (transgendered).



- Make sure that support is right for an individual's disability.



- Think about a persons' whole life including if they need support to do things or go places.

Support with how you feel or your mental health, or support with the things that you value and are important to you.

# The Checklists



The checklists are "I..." statements that say what people want to see and experience.

These are things that people would say if personalisation is working really well.

## 1) Information



If personalisation and community based support is working I will have **the right information and support** when I want it so I can be as independent as possible.



If personalisation and community based support is working I will have **information about my care and support** that is always easy to understand, right and up to date.



If personalisation and community based support is working I will have **people to speak to** who know about my support and who can help me to make changes when I need to.



If personalisation and community based support is working I will have **support to make choices** if I need and want it.



If personalisation and community based support is working I will have **information about what is happening** in the area I live in.





## How might this happen?

- This might happen by having people you can trust to give the right information about the area where you live.



- This might happen by having the right people to support you to understand what is available and help you to choose the best things for you.



- This might happen by having information in ways you can understand so you can choose for yourself.



- This might happen by having local advice and support from user-led, carer's and self advocacy organisations.



- This might happen by having information and support about jobs and staff that is always right and up to date.

## 2) Community



If personalisation and community based support is working I will have **support I chose**, to help me **live the life I want**.



If personalisation and community based support is working I will **choose to spend time in my local area** as part of my community.



If personalisation and community based support is working I will have **a group of friends or family who support me**.



If personalisation and community based support is working I will have **school, college or work to go to** and **things to do that I chose and like**.



If personalisation and community based support is working I will **be welcome in my community**.



If personalisation and community based support is working I will have **local people who make me feel valued**.

## How might this happen?



- This might happen by having support to meet friends, find friends, do the things you choose to do and like doing.



- This might happen by having support to be as independent as possible, stay healthy and happy and spend time in your community.



- This might happen by having a community that has the things you want and that involves you.



- This might happen by having ways to make sure you stay healthy and happy.



- This might happen by having support to get a job if you want to, or keep the job you have.

### 3) Choosing your support



If personalisation and community based support is working I will have **the support and care I want.**



If personalisation and community based support is working I will have **the chance to change my support and care if I want to.**



If personalisation and community based support is working I will have **different kinds of support working well together.**



If personalisation and community based support is working I will have **someone to speak to if I need to change anything.**



If personalisation and community based support is working I will have **changes I can see happen.**



## How might this happen?



- This might happen by having **staff** you chose to support you how you want.



- This might happen by having **support** in the place you choose to live.



- This might happen by having **support** that is easy to find and happens where and when you want it.



- This might happen by having **less assessments** and ones that do not make you upset or worried.



- This might happen by having **staff** who know what you are able to do and who can support you to do it.



- This might happen by having **different support working well together** to give you good services.



- This might happen by having **support that is on time and does not miss things**.



- This might happen by having **changes that will not make you upset or worried**.



- This might happen by having **the right plans in place for what each young adult wants and needs as children get older**.



- This might happen by having **services that support you to meet people and make friends**.

## 4) Support staff



If personalisation and community based support is working I will have **the right information** to help me to choose my support staff.



If personalisation and community based support is working I will have **the right support from people who do the job well.**



If personalisation and community based support is working I will have **a choice of support staff and the right advice** to help me choose.



If personalisation and community based support is working I will have **people in the same situation as me** who can give advice.



If personalisation and community based support is working I will have **the right support to be part of my community.**



## How might this happen?

- This might happen by having support to choose the right personal assistants or support workers and to pay them properly if you have the money to do that.



- This might happen by having workers who can work in new ways including with both health and social care.



- This might happen by having staff who have the right ideas, training and ways of working to make sure what you want happens.



- This might happen by having staff that have the things that they need to do their jobs properly and are valued.



- This might happen by having easy ways to make sure you are safe when choosing your own staff.



- This might happen by having support that comes from different people in different ways as you become a bigger part of your community.



## 5) Feeling in control and safe



If personalisation and community based support is working I will have **plans to cope** in case things go wrong.



If personalisation and community based support is working I will have **a safe feeling, living the life I want.**



If personalisation and community based support is working I will have **support to take risks safely.**



If personalisation and community based support is working I will have **a safe feeling where I live with neighbours who would help out and keep an eye on each other.**



If personalisation and community based support is working I will have **plans in case things start to go wrong so they get fixed quickly, before they go seriously wrong.**

## How might this happen?



- This might happen by having the chance to take risks or chances.



- This might happen by having support that is right for you and makes sure you are safe.



- This might happen by having the chance to enjoy yourself.



- This might happen by having plans in case there are any problems.



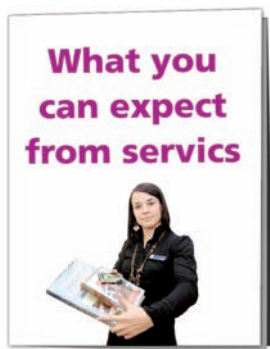
- This might happen by having support to look after your own money in the best way so that you can have as many chances to do things as possible.



- This might happen by having the right information in a way that you can understand it.



- This might happen by having things to do if you are worried about something.



- This might happen by you knowing what is available and what might happen in a service.



- This might happen by you knowing how to complain if you need to.



## 6) Money

If personalisation and community based support is working I will have **the chance to decide what support I need and when, where and how to get it.**



If personalisation and community based support is working I will have a **clear idea of how much money I have for care and support and how I am going to spend it.**



If personalisation and community based support is working I will have **money I can get quickly and easily.**



If personalisation and community based support is working I will have **good advice to help plan my support, what I can afford and how to pay for it.**



## How might this happen?



- This might happen by having a budget from the council saying how much money you have to spend on your support.



- This might happen by having good information and advice if you are given your own support money as a direct payment.



- This might happen by having as much choice as possible on what to spend your money on.



- This might happen by having lots of different types of support and services to choose from that could meet your needs in the way you want them to.



- This might happen by having **support and services that are good, safe and at the right price.**



- This might happen by having **information about different ways to look after your money.**



- This might happen by having **information and advice, for people who have their own money, on the different ways you can spend it to get the support you want and need.**



- This might happen by having **local authorities that know how people are spending their money and what happens so they can change and make services even better.**



An easy read document.

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Easy Read information by Opening Doors.  
tel: 01603 789889

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Images from Photosymbols.

**To sign up to Making it Real, email:**  
*thinklocalactpersonal@scie.org.uk* **or**  
**visit:** *www.thinklocalactpersonal.org.uk*

**Think Local, Act Personal** is a sector-wide commitment to moving forward with personalisation and community-based support, endorsed by organisations comprising representatives from across the social care sector including local government, health, private, independent and community organisations. For a full list of partners visit [www.thinklocalactpersonal.org.uk](http://www.thinklocalactpersonal.org.uk)