



making it real
how to do personalised care and support

Mo Peberdy and Lyn Knights
Leicester City

Tuesday 21st February 2023

Co-production

Working together
on an equal basis.

TLAP , Think
Local, Act
Personal

Leicester City Council
Strengths Based
Practice in Adult
Social Care

Mo, other people who receive Adult
Social Care & carers



A large orange circle is positioned on the left side of the slide, partially cut off by the edge. The text 'Process changes' is written in white, sans-serif font inside the circle.

Process changes

Removing lists of tasks in support plans

People with lived experience as members of internal meetings

New smart Direct Payments agreements and friendly printouts

Proportionate changes - light touch

General overhaul of letters - tone - clarity

Revamping PPE & flu jab information & scheduling updates

New guidance including a glossary and FAQ

Co-produced review and self review

Banking of support hours over the year

We are pleased about

Our Making it Real Group

Our new Making it Real group will be made up of people who are experts by experience of drawing on social care or caring for someone who is as well as experts working in social care. They will work together as equals. Group members will check, advise, support and challenge adult social care on their co-production work, so it becomes an everyday reality.

Our review

What Matters to you?

What matters to others?

The outcomes you want to achieve

Our communication

Your social care review and direct payment is changing – in a good way

We heard that you wanted to use your direct payment creatively and flexibly, to have the support in a way and at a time that works for you

Your social care review is changing- in a good way

This conversation may feel different to previous conversations you've had with our staff. They will ask you what matters to you in your life, about things that are working well and things you want to change. It is up to you what you want to discuss- there are no right or wrong answers



Friendly Wording

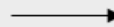
Please note that as per your Direct Payments Agreement, if you don't submit your timely returns, do not pay your contribution or misspend the care money, then we'll refer your case to your care management team to review. This may lead to your services being moved to commissioned care.



It is important that we receive the information above so we can support you to know that all is well with your financial (money) account.

These checks protect both you and us.

P.S. Any original documents sent will NOT be returned/you may send scanned copies of your return via email, if it is safe to do so. Please also note that the "AllPay" PREPAYMENT card option is still available. Should you wish to opt in, then you do not need to submit any future quarterly returns and will be able to use the card as any other debit card to pay for your arranged care fee.



If it is easier for you to send us originals and you would like these to be returned, you must enclose a stamped addressed envelope.

Commissioning changes Contracts with support services and Direct Payments

New contract

A new requirement for an online service, database or app to enable people to easily access real time information and detail about their Direct Payment account

Old contract

Did not cover this....People could only find out by calling the agency each time to ask for details then waiting for a response, sometimes days



PA – Personal Assistant

- Role not recognised
- Under valued
- No career path
- No training options



**WE MUST
CHANGE**