



Who are we?

What are we about?

What do we do?





# **making it real**

how to do personalised care and support



# What is Making it Real?

- What good personalised care and support looks like, from a citizen's perspective
- Tool for continuous improvement
- For all adults who draw on health and social care support and treatment in different settings
- Includes housing – sees whole lives, not separate compartments
- Built around I and We statements
- Rooted in co-production – with people and organisations
- From rhetoric to action – addresses the gaps between personalisation 'talk' and lived experience
- Consistent with legislation and policy



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## I Statements

**What good personalised care and support looks like if it is working well, from the person's point of view.**

I have people who support me, such as family, friends and people in my community.

I am valued for the contribution that I make to my community.

I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals.

I know about the activities, social groups, leisure and learning opportunities in my community, as well as health and care services.

## We Statements

**What organisations and their people need to do to make sure actual experience lives up to the We Statements.**

We tell people about person-centred approaches to planning and managing their support and make sure that they have the information, advice and support to think through what will work best for them.

We invest in community groups, supporting them with resources – not necessarily through funding – but with things like a place to meet or by sharing learning, knowledge or skills.

We have a 'can do' approach which focuses on what matters to people and we think and act creatively to make things happen for them.



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# Six themes of Making it Real



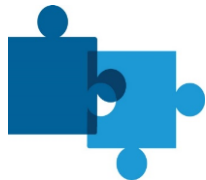
Living the life I want, keeping safe and well  
Wellbeing and independence



Having the information I need, when I need it  
Information and advice



Keeping family, friends and connections  
Active and supportive communities



My support, my own way  
Flexible and integrated care and support



Staying in control  
When things need to change



The people who support me  
Workforce



# Preparing for CQC Assurance

- Key Lines of enquiry – 5 staying the same
- Grade descriptors changing
- Shifting focus towards people's experience of care and health services
- I and We statements used extensively in four key lines
- How about well led

# What do we mean by co-production?

**‘A way of working where everyone works together on an equal basis to create a service or come to a decision which works for them all.**

**It’s based on the principle that those who access a service are best placed to design it’**

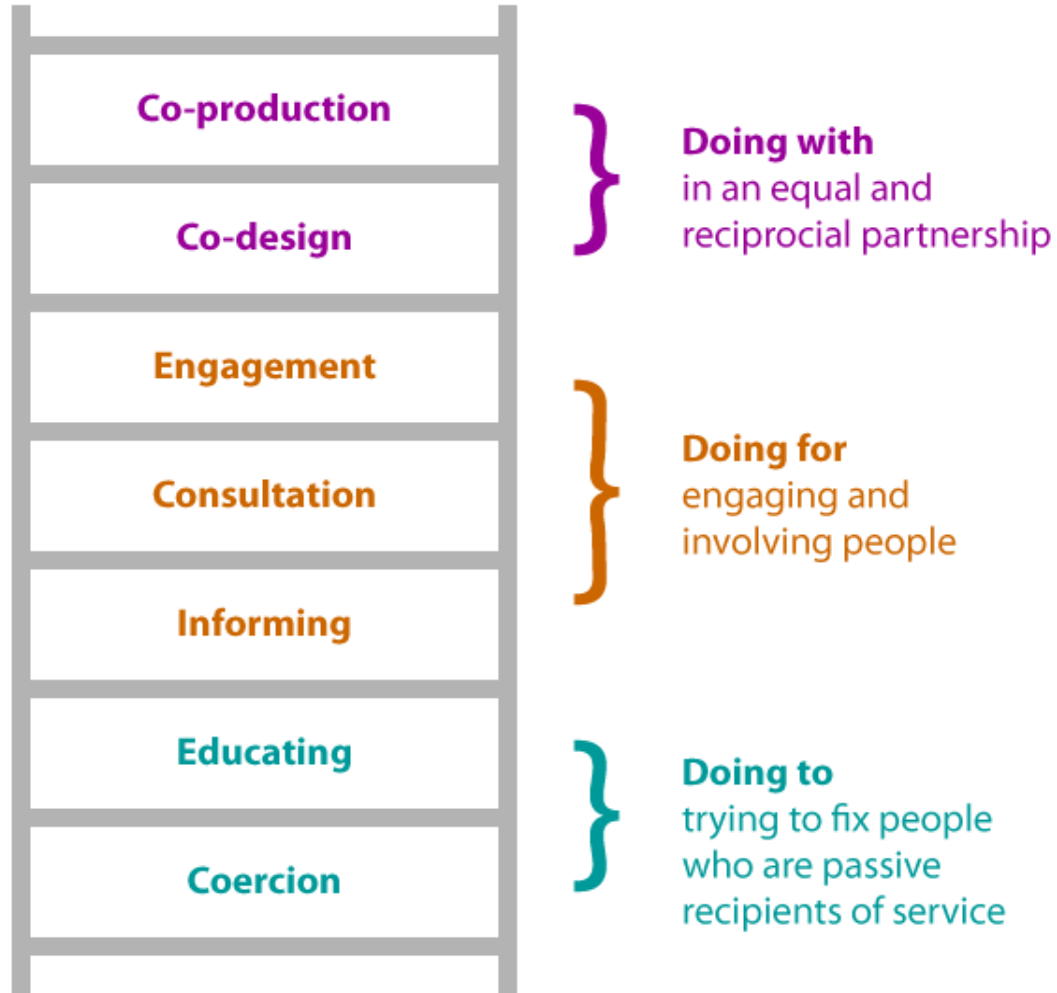
*The TLAP National Co-production Advisory Group*

# What do we mean by co-production?

- Ready to share power?
- A blank sheet of paper?
- Enough people to get going?
- The right people to get going?
- [Top ten tips for co-production](#)




# The Ladder of Co-Production – it's a long-term relationship



# Co-production at different system levels

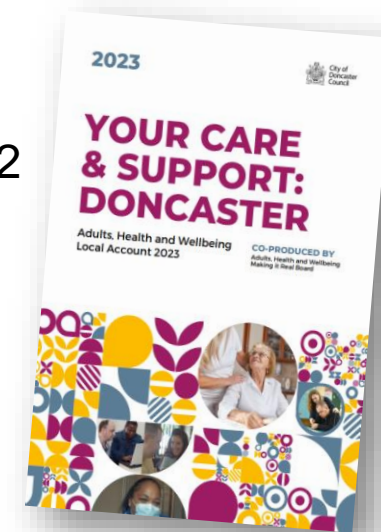
- Strategic – boards, commissioning
  - Doncaster making it real board
  - Kirklees co-production board
  - Commissioning – service specifications in tenders and contract monitoring
- Operational – recruitment, improvement work, quality checkers
  - Leicester direct payments improvement work
- Individual – everyday casework
  - Social work interventions
  - Providers

<div> <div>Adults, Health and Wellbeing practice framework</div> <div>  Your Life Doncaster </div> </div>	WHY?	We want every person in Doncaster to live in the place they call home with the people and things that they love, in communities where they look out for one another, doing things that matter to them.					
	WHO?	Everybody	People with urgent needs for support		People with longer-term needs for support		
		We listen to people to understand what matters to them. We make connections and build relationships to improve people's wellbeing and independence.	We don't make long term plans in a crisis. We work with people until we're sure there is no immediate risk to their safety, health or wellbeing, and they have regained stability and control in their life.		If people need longer-term care and support, we work with them to understand what a good life looks like for them. We make sure they have resources and support to live the life they choose and do the things that matter to them as independently as possible.		
	HOW?	Hope	Connection	Relationships	Inclusion	Flexibility	Rights
		We focus on possibilities, dreams and aspirations. We don't limit people's choices.	We explore ways to involve people in their communities. We make and maintain meaningful connections.	We support people to keep existing relationships and make sure they have opportunities to build new ones.	We don't judge people or make assumptions. We involve people as equal partners in conversations and decisions about them, their families and their communities.	We are willing and able to adapt. Our approach is responsive and proportionate.	We make sure people know their rights. We promote autonomy, choice and self-determination.
		We're kind	We behave	We're trusting	We're transparent	We're present	We're honest
		We respect and understand people as individuals. We don't make snap judgements.	We know and follow the law, ethics and best practice. We are always open to improvement.	We know people tend to be honest and know what's right for them. We listen and we keep an open mind.	We're open about our rules, making them clear so people know what they can and cannot expect.	We connect and engage well with people. We respond in a timely manner.	We are honest about what we are going to do. When we say we are going to do something, we do it.
		We know the language we use matters. We use plain, respectful and kind language.					
		Wellbeing and independence	Information and advice	Active and supportive communities	Flexible and integrated care and support	When things need to change	Workforce
		Living the life I want, keeping safe and well	Having the information I need, when I need it	Keeping family, friends and connections	My support, my own way	Staying in control	The people who support me
	SO?	Better experiences and better lives for Doncaster people		Improved morale and satisfaction for Doncaster's workforce		More sustainable use of resources	

# Coproducing our local account

- Significant piece of work for the Making it Real Board in 2022
- Purpose of our local account
  - Shift the narrative around adult social care to focus on everyone getting the support they need to live an equal, ordinary life
  - Showcase great things going on in Doncaster in terms of care and support that we're proud of and we want to celebrate
  - Provide an honest, transparent reflection of what's not so good and the things we know we need to improve
  - Identify priorities for 2023, and the key actions required to achieve these
  - Encourage local people with lived experience to get involved in shaping the future of care and support in Doncaster
- Structured around the six themes of Making it Real
- Making it Real Board meetings to discuss each theme
- Published January 2023

[Your Care and Support : Doncaster 2023](#)



The report focuses on the things that matter to the residents of Doncaster. It's based on real people, real experiences. It includes things we want to celebrate, and things we know we need to do more work on. We're not looking through rose tinted glasses. We know things aren't perfect. So this is about getting down to the nitty gritty of what's going on and agreeing what we need to focus on this year.

- Glyn Butcher,  
Making it Real Board co-chair

# Our achievements

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## Our Making It Real Group

Our new Making it Real group is 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 work together as equals.

Group members check, advise, support and challenge adult social care on their co-production work so it becomes and everyday reality



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Leicester  
City Council



# Co-produced new practice model and forms

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## 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

### 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

### Our review

What matters to you?

What's working well or  
could work better?

What matters to  
others?

The outcomes you  
want to achieve

# What next?

How can you move forward with  
personalisation in co-production with the  
people you care for and support?

# A worked example

## You lead the assessment service

Issue: ASCOF measure 3D1 'proportion of people who use services who find it easy to find information about services' for anytown/county needs some focused improvement work

Action: Increase the number of people assessed and reviewed who say they found it easy to find information about services

Baseline: How do you know what the people your workers interact with think about this aspect of their interaction now? If you don't, how might you find out? (beyond what the blunt ASCOF measure tells you)

Outcome: Are there any [Making It Real](#) statements that help you understand what people want?

- I can get information and advice that helps me think about and plan my life
- I know what my rights are and can get information and advice on all the options for my health, care and housing.



# A worked example

## Steps to shift the dial

Working with people to improve things together

Where are you on the ladder of co-production (generally and specifically about this action?)

If we need to move up, how might we go about that?

- Assessment and review conversations put us in front of people every day, are we maximising this opportunity?
- Could we create some focus groups from people willing to share their experiences?

Do corporate arrangements help us to work co-productively with people?

Use Making It Real to frame a conversation. See where it leads, follow the natural threads that arise.

# A worked example

## Steps to shift the dial

Thinking about staff behaviours to drive and deliver change

Could you use individual goal setting and supervision, 1:1's, coaching and mentoring, appraisals to shape and focus behaviours?

Can Making It Real help?

"We provide information and advice about health, social care and housing which is tailored to a person's situation without limiting their options and choices."

"We provide information to make sure people know how to navigate the local health, care and housing system, including how to get more information or advice if needed."

"We make sure we share information about what we do and how people can access our service with other relevant organisations so we can all work more effectively."

# Thank you

[www.thinklocalactpersonal.org.uk](http://www.thinklocalactpersonal.org.uk)

Contact TLAP  
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