

choice and control

choosing your support, your way



Choice and Control Newsletter February 2010

Please ensure that the information contained within this document is passed around to your colleagues who do not regularly access the internet or emails.

A feedback form is attached. Please use this to send any queries through to the Choice and Control programme at choiceandcontrol@worcestershire.gov.uk

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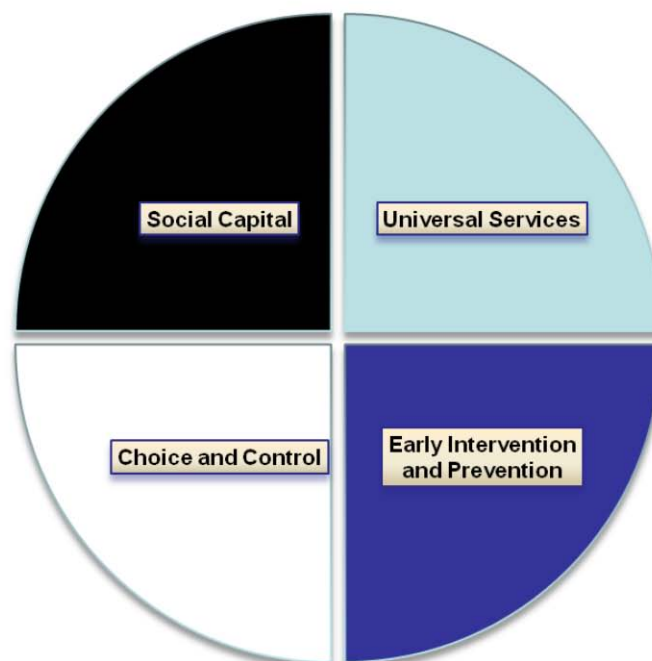
Choice and Control - It's not just about Individual Budgets

The Choice and Control programme is not just about individual budgets and giving people the opportunity to take control of their own monies. It is about enabling people to make their own informed choices about how, where and when they access the services they need for a better quality of life and helping them to integrate with their community.

The aim of personalisation is to tailor support to the individual and make information and advice more accessible to ensure they can choose the best support regardless of where they receive the support or how their care is funded. All citizens should be able to access universal services such as transport, leisure and education facilities, housing, health services and opportunities for meaningful occupation.

The Department of Health makes it clear that: 'Importantly, the ability to make choices about how people live their lives should not be restricted to those who live in their own homes. It is about better support, more tailored to individual choices and preferences in all care settings.'

Putting People First identifies four key areas central to the personalisation agenda:



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1. Access to Universal Services

Universal Services are local services that are important in everyone's life, not just those with social care needs and include things like transport, culture and leisure, health, housing and universal information and advice.

These services support people to maintain their health and wellbeing and their citizenship.

In order to be able to make choices about what services they would like to use, people will have access to information and advice whatever their eligibility for funding. The Carewise website, which is due to be launched in March, will be accessible to all and will give details on a range of support services and activities, which will help people, achieve their desired outcomes.

2. A focus on Prevention and Early Intervention

This is the support available to people who may need some assistance to keep them living independently. Early intervention is seen as a way of reducing the need for more intensive and costly health or social care intervention. The Promoting Independence service has been set up to help deliver part of this agenda.

3. Maximising Choice and Control

This means people having real choice and control over how their social care needs are met rather than having to make do with what's on offer. This is where the individual budgets come in. People are given the knowledge about what funding is available to them and have the opportunity to spend this money in ways that meet the needs that they have identified with their support worker.

4. Making better use of Social Capital

Being a part of the local community, having social contact and experiencing friendships is a key part of being a citizen and adds quality to people's lives.

Opportunities to be part of the community are provided through a whole range of different ways including:

- Family, friends and neighbours
- Volunteering
- Leisure and cultural services, including community groups
- Local shops
- Joining existing faith or interest groups

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Joint Commissioning Support for Choice & Control

Along with the rest of ACS, the Joint Commissioning Unit (JCU) is committed to developing personalisation and the implementation of choice and control.

The JCU acts as strategic commissioner for all adult social care services and for a number of jointly provided services e.g. Mental Health, Learning Disabilities We are also responsible for a number of other services where there is an overlap in responsibility between health and social care e.g. carers, assistive technologies (telehealth/telecare), integrated community equipment services.

Although the issue of personalisation applies to all aspects of the JCU's work, some of the specific initiatives the JCU is working on with other colleagues include the following:

User Led Organisation

We are commissioning a User Led Organisation (ULO) to provide advice and support to service users who may want or have chosen to have individual budgets. The ULO must have a significant proportion of service users employed within it or contributing to the provision of this service.

For further information, contact [Adam Russell](#)

Transforming Community Equipment Services (TCES)

We will complete a feasibility study by the end of March, which will help us to decide whether or not to introduce a "retail model" for the provision of smaller aids to people in Worcestershire. We have been supported by colleagues from the Department of Health and have engaged professional colleagues, service users, and potential providers in this process. The retail model would fund local retailers e.g. pharmacists, supermarkets and others to provide smaller aids on prescription in a regulated way. This process would also allow people to "top up" the funding they are provided with, to choose more personalised aids. This approach would also create the opportunity for other people to obtain aids relevant to their needs from local stockists.

No decision has been made at this point but the Department of Health has recommended that we consider this development.

Carers

Next month we will be consulting with the public and other stakeholders in relation to our Carers Strategy. The strategy has been developed with the active co-operation and leadership of carers. The process of forming the strategy has also steered us towards developing greater choice and control in relation to the services offered to carers and how carers can use resources.

For example, carers will have a greater choice over who provides respite care, and there will be a more diverse range of services set out to meet their needs.

For further information, contact [Keith Hoare](#)

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Planned Future Developments

Includes:

Review of day services for older people – For further information, contact [Kay Parry](#)

Personal Assistants - Developing a framework for people to obtain the services of a Personal Assistant. For further information, contact [Adam Russell](#)

Lifestyle - Developing a way of allowing individuals with specific needs to more easily choose appropriate holidays and other leisure activities. For further information, contact [Adam Russell](#)

The Joint Commissioning Unit will continue to work closely with colleagues to support the Choice and Control implementation plan. Look out for further information on the Choice and Control website and in forthcoming issues of this newsletter.

Rollout Training

The learning phase of the Choice and Control programme is nearing its end and we are now developing an implementation plan to ensure that teams across the County are ready to offer the new way of working and Individual Budgets as soon as possible.

Specific training for social work and community teams is being provided from March through to May focussing on outcome based assessment and person centred planning as these are the corner stones of providing personalised services.

Roll out of the new way of working will be done area by area in a phased approach.

For more information, contact [Annie Dickson](#)

Q&A Sessions 2010

Dates for the next sessions are:

Thursday 11 March

2.30 - 3.30pm } Room 12
3.30 – 4.30pm } Orchard Place, Redditch

Thursday 25 March

2.30 - 3.30pm } Room 1.3
3.30 – 4.30pm } Elgar House, Kidderminster

If you would like further information on these sessions, please contact [Pauline Austin](#).

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Forthcoming Events

Ripfa (Research in Practice for Adults) is running a Personalisation Knowledge Fair in Birmingham on 2nd March 2010 to give partner agencies the opportunity to learn about what others are doing about the personalisation agenda. Amanda Smith, Choice and Control Development Manager will be attending on behalf of Choice and Control, however, this event is open to anyone interested in learning more about what other partners are doing. If you are interested in attending the event, please visit the Ripfa website at www.ripfa.org.uk and select 'learning events'. Please ensure that you talk to your manager before registering for the event.