

What's next for personalised care and support?

Update from the Personalisation Summit hosted by Minister for Care Services Norman Lamb, 11 September 2013

There is strong consensus that significant progress has been made towards delivering personalised care and support as the 'norm'. However, while the numbers of people accessing personal budgets have risen significantly, urgent attention is required to ensure personal budgets and the wider personalisation agenda delivers the best outcomes for people, carers and families, regardless of where they live, their needs or circumstances.

The current acute and sustained pressure on public finances puts at risk the progress already made. Strong leadership is needed to drive through the further fundamental changes required to secure a sustainable system of personalised care and support for the future as the Care Bill comes into effect.

THEME 1 – Promoting and embedding culture change

The leadership of care and support organisations, including central and local government, provider organisations and sector improvement bodies remain committed to further developing personalised, community-based support. Crucially, this leadership must include the wider workforce and people who use services, carers and family members as equal partners, working collaboratively towards shared solutions.

The forthcoming legislation that puts personal budgets and personal care planning on a statutory footing is welcome, but there are significant challenges that need to be addressed if we are to ensure this delivers the best outcomes for the people and communities. There is a shared determination that regulations and guidance should uphold the fundamental principles of self-directed support. The Care Bill also provides the opportunity to deliver personalisation in the context of the wider health and well-being agenda, building on people's skills, assets and contributions, rather than focusing on deficits.

THEME 2 – Improving people's experience of personalisation

There is still a considerable way to go to ensure people experience genuine choice and control and personalised support in all settings. The personal budgets process remains cumbersome, bureaucratic, inflexible and risk averse in many areas, creating barriers that stop people accessing personal budgets, using them creatively and achieving the best outcomes. Creativity needs to be embraced and normalised, rather than stifled.

There are still large and concerning variances in personal budgets uptake from one area to the next, especially for direct payments, which we know afford the greatest flexibility for people.

Despite the evidence of good outcomes being achieved for some groups of people, more work is required to ensure all benefit equally from personalisation, including people with mental health difficulties, dementia, complex needs and challenging behaviour, or those who don't have families to support them.

There are also significant opportunities for personal health budgets and personal budgets that integrate support across health and care that should not be missed, especially in the context of the Shared Commitment to Integrated Care and Support.

THEME 3 – Stimulating and supporting market diversity

Stronger effort is required in ensuring people who use services, carers and families are equal partners in designing, commissioning and delivering services, and are recognised as individual commissioners and contributors to shaping local markets of care and support. While the language of coproduction is now commonplace, the reality of local decision-making needs to catch up to the rhetoric.

More must be done to ensure there is a diverse market of high quality, personalised care and support for people to choose. Some current commissioning and procurement practice is at odds with personalisation, driven by the pressing need to deliver budget savings.

In particular, outcomes-based commissioning needs to become commonplace, enabling providers to work more flexibly. Currently, there is an absence of the infrastructure needed to enable people to develop their own care and support plans, pool their budgets and commission services for themselves, whether state or self funded, and this needs to change.

THEME 4 – Assurance, performance and accountability

There is an increasing body of evidence for what works best in implementing personalisation and many solutions are already available and need to be shared and embedded, rather than “reinventing the wheel”.

Councils need to be “self-aware” of their progress – checking the results and impact of personalisation with people so as to improve local delivery. This includes through the model of sector led improvement, using peer challenge, local accounts, Making it Real and other practical benchmarking and improvement tools like the Personal Budgets Outcomes Evaluation Tool (POET).

What's next?

Think Local Act Personal (TLAP) is coordinating the development of a cross-sector action plan, identifying key objectives and specific actions that will set the framework for securing and advancing further progress with personalisation for the next two years and in advance of the Care Bill.

These actions will be undertaken by the Department of Health (DH), the Association of Directors of Adult Services (ADASS), the Local Government Association through its Towards Excellence in Adult Social Care Programme (TEASC), key provider organisations and the wider partnership encompassed by Think Local Act Personal, including people using services, carers and family members.

About the Summit

The Personalisation of Care Summit on the 11 September was run by TLAP and the Department of Health; it was hosted by the Care Services Minister Norman Lamb. The summit was an opportunity for government and representatives of key social care sector partners, including people who use services and carers, to:

- Review progress with personalisation – looking beyond numbers, with a strong focus on outcomes and results for people
- Consider key challenges to further progress in the context of developing policy and legislation, acknowledging the difficult financial position
- Outline key actions that could be taken to achieve further improvements by key sector bodies over the next two years
- Social care stakeholders will be asked how the government and partners can work together to ensure that personal budgets offer people real choice and control, particularly as the Care Bill places personal budgets on a statutory footing for the first time.

Download the presentations from the TLAP website <http://bit.ly/159HR6e>

For more information, visit
www.thinklocalactpersonal.org.uk
Sign up for our e-bulletin and follow the conversation on Twitter @tlap1 #TLAP13

WHAT'S NEXT FOR PERSONALISED CARE AND SUPPORT?

Key actions underway or planned*

PROMOTING AND EMBEDDING CULTURE CHANGE

Reinforcing the vision; leadership; building community capacity; workforce

Key actions include:

Introduction of the care bill and development of supporting regulations and guidance on support planning, personal budgets and direct payments.

Renewing TLAP's partnership agreement.

Supporting further uptake of Making it Real.

Support around building community capacity to health and wellbeing boards by TLAP and Public Health England.

DH guidance and targeted support on and for personal assistants and their employers.

Modelling co-production with people who use service and carers in developing advice and guidance.

IMPROVING INDIVIDUAL EXPERIENCE

Reducing bureaucracy; resource allocation; integrating health and care personal budgets; personalisation in all settings

Key actions include:

Statutory guidance on support planning, panels, provider lists, resource allocation and personal budgets.

Direct payments regulations and trailblazer work in residential care.

Update of the minimum process framework and sharing learning on reducing bureaucracy in the self directed support process.

Regional TLAP & TEASC support programmes on improving personal budget delivery.

DH guidance on use of the integration transition fund and areas focused on personal budgets across health and care through the shared commitment.

Targeted work on personalisation for older people, people with mental health problems, children with complex needs, end of life care, housing.

STIMULATING AND SUPPORTING THE MARKET

Commissioning for outcomes and personalisation; developing micro commissioning and budget pooling; shaping the market for local services which respond to need

Key actions include:

Market shaping duty and care bill regulations and statutory guidance.

DH programme of support for councils to develop market position statements.

Development of outcomes-based commissioning standards and best practice materials.

Shared learning from TLAP's National Market Development Forum.

Guidance on micro-commissioning and budget pooling.

ASSURANCE, PERFORMANCE AND ACCOUNTABILITY

Promoting and embedding quality benchmarking tools to assess performance; using existing data to measure progress; regional improvement activity; targeted support for underperforming councils; consistency of approach to direct payments and personal budgets by region and groups of people

Key actions include:

Use of POET measurement and improvement tool.

Guidance on effective use of local accounts and links to Making it Real.

Use of Resources self assessment and planning tools.

TEASC and ADASS annual adult social care progress reports and quarterly reporting by councils.

Annual National Personal Budgets Survey.

Jint ADASS, TEASC and TLAP action plans targeting support to councils most in need.

* The full action plan will be developed and launched over the coming months



**Towards Excellence in Adult
Social Care Programme**

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