

Personalisation

PRODUCT

This is the main thing that you are measuring or talking about

Personalisation Choice and Control
Person Centred Plans
Knowing how much money you can have
Knowing what you can do
Knowing who can help you

STANDARD

This is a way of saying how well something will be done

All information is good, clear and easy to understand
Charter written down
All staff to have awareness training
Carers understanding Personalisation
Community understanding
People with learning disabilities really understanding
Involvement of people

REPUTATION

This is about how well people know about something

Scary

Not really understood

Not for everyone

Exciting

How will we know when it has a better reputation?

Have good news stories

Share good experiences

People that feel they can talk about it

LOCATION

This is about where something is

Locally based services

Mainstream accessible

Community connections

COST

This is how much money you have had to pay

Knowing how much money you can have

Knowing how much things will cost

Is it good value to me, this includes what you get for your money

EXPERIENCE

This is about how something feels to you

How do we know it is working?

Doing the things they want to

Feeling as if they have chosen it

Being able to spend their money how they want

They are happy most of the time

Communicating that it is working

Being listened to, valued and seen as an expert

COUNTING

This is about how much or how many

Having lots of choices about how and where you spend your money.

Everyone having a Person Centred Plan

Everyone having a personal budget

More people having Direct Payments

Asking everyone in a way they will understand if it is working



Personalisation - Choice and Control

The things the Board said the group should do in 2009 – 2010 are

- Be clear how the group will work – 1 big group or a main group plus a person centred planning group
- Make sure the group know how services are doing and how many people have person centred plans by using the new national guide for person centred planning
- Make sure the people with learning disabilities are well informed about personalisation by making the information and communication accessible

