

## **APPG on Social Care: Personalisation**

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### **Essential ingredients**

- Tailoring support to people's individual needs: in the driving seat
- Finding new collaborative ways of working and developing local partnerships, which produce a range of services for people to choose from and opportunities for social inclusion: shaping new markets
- Recognising and supporting carers in their role, while enabling them to maintain a life beyond their caring responsibilities: think family
- A total system response so that universal and community services and resources are accessible to everyone: self funders have needs too
- Early intervention and prevention so that people are supported early on and in a way that's right for them.
- New kinds of workers: skills & expertise
- More than DP/IBs

### **Challenges**

- International evidence – some examples & learning
- UK experience – personalisation so far with DPs/IBs etc
- Workforce capacity and skills: early days
- Resources and infrastructure – investment beginning
- Timescales: pressure to deliver

- Safeguarding and risk – will always be with us:  
finding the right balance

## **Early successes/ signals so far**

- User views are positive: in every country
- Working to balance safeguarding and choice
- Support arrangements vital to individuals and carers
- Older people and people with complex needs may need greater time and support
- Brokerage and support needed but underdeveloped in UK. More successful when independent
- PAs - poorer pay and conditions but higher job satisfaction
- Freedom of choice, independence, autonomy and using public funds more efficiently: the key drivers
- Central government leadership is vital to sustain momentum
- Time, local leadership, support for frontline staff
- Individual budgets have 'potential' to be more cost effective - improved satisfaction
- Long-term social care cost implications not yet available anywhere
- Can lead to health gains and efficiency gains: this may be key message

## **Summing up: what would success in the future look like?**

- More positive outcomes for users & their families: choice
- Good information for all is essential 'must have'
- Increased well-being for individuals and carers
- Financially sustainable
- Learns and adapts from user experience
- Fewer crises
- Invigorated workforce: new Skills Academy
- More creativity and innovation and shared lessons
- Support staff through transformation
- Support employers to develop staff and become learning organisations
- Engage with allied sectors – beyond social care.