

What Personalisation means to CIC



For us at CIC, Personalisation is all about Putting the Individual First... It's our motto, but more importantly, its how we deliver our services.

The Government summarises Personalisation as "the way in which services are tailored to the needs and preferences of citizens. The overall vision is that the state should empower citizens to shape their own lives and the services they receive." CIC has been successfully delivering person centred care in a variety of ways for over 20 years. We have been involved in developing personalisation services, since our participation in the first government In Control pilot services in the North East. All over the UK we are supporting an increasing number of people, of all ages and backgrounds, with personalised budgets.

We know that each person we serve is unique and has their own likes, dislikes, interests and aspirations. We also know that there is nothing more satisfying than helping individuals lead fuller lives in their own community – its what inspires us!

Personalisation is built upon these principles but it transforms the traditional care and support arrangements. It also means that you can take control by having the budget for your care and support paid directly to you...

You choose:

- how much care and support **you** want
- how and where **you** get it
- who **you** get it from.

Personalisation is also about relationships. Whatever the requirements for your support, it is important that you feel comfortable, safe and content with the person who is supporting you. CIC's carers and support workers are committed to building successful, life-enhancing relationships with you and with your families and your community.

CIC is flexible and responsive to your individual needs. Here are some activities we can support you to do:

- access leisure pursuits (cinemas, restaurants, pursuing hobbies, sports; etc)
- fulfill talents and skills through activities
- access holidays (home and abroad)
- access employment and training
- access community activities
- maintain links with family and friends
- network with other agencies

CIC can also provide practical help and support to you (and your family) to:

- advice and help to claim welfare and housing benefit
- advice and help with assistive technology
- support with personal care
- help recruit the best person to provide support

We will constantly review your support and requirements and if they change, we will adapt our support to these changes. It is important to remember that if you are happy with the services you have at the moment, you may choose to keep it the same.

Our Commitment to You

- CIC are committed to finding creative and flexible solutions to enable the best possible outcomes for people, ensuring that they have the means and support to live a full life and contribute to society.

- We believe that person-centred planning and self directed support should become mainstream activities with personal budgets which maximise choice and control.

- CIC believe that people are entitled to personal privacy and dignity to be treated with respect and kindness, to feel included and understood and to have opportunities to engage in meaningful relationships as a valued member of the community in which they live.

- We believe that at CIC we ensure that people can have maximum choice and control over the service they receive, ensuring we fit services around the persons needs rather than expecting people to fit into a service.

Accessing Personalised Care

Individuals can receive a budget from social services to purchase their support, if they choose. Whether the Local Authority call it an Individual Budget, a Direct Payment, an Individual Service Fund (ISF) or some other financial name, it is the amount of council money available for an individual's care and support costs in line with an agreed support plan.

If you have or are considering having a personalised budget and would like to talk to CIC about how we can assist you, please contact one of our Independent Living Directors in your region:

North East England

Denise Blewitt 01325 307872

North and North West England

Jill Lucock 0151 230 4480

South England

Denise Blewitt 01325 307872

Scotland

Brian Murphy 0141 781 4610



How we access personalised services

Andrew 47, (pictured) lives in his own home in Newcastle. His CIC personalised service has allowed him to enjoy many achievements, including independent travel and holding down two part-time jobs.

Andrew's job as a Learning Difficulties Champion sees him working alongside the local partnership board, meeting and liaising with representatives from social services and supported housing. The champions were formed in conjunction with the "Valuing People Now" initiative.

Andrew enjoys a varied range of activities and experiences including Tai Chi. This has helped Andrew to have better balance and, importantly, increased his self confidence in his own abilities. So much so, that last year, with support, Andrew climbed a 100 foot mountain in the Lake District. Andrew's goal is to climb

Scafell Pike and, with the personalised service he receives, he is making major steps towards achieving his goal.

Andrew's support plans and risk assessments are reviewed monthly to enable him to enjoy a continuity of support that changes and grows with him. Andrew is flourishing within his service and is changing and reducing his supported hours, as his confidence and independence increases.

Lesley 53, was, after many years of living in hostels and registered services, keen to have a place of her own to call home. With the support of the team from the CIC registered service she was living in; and her new CIC floating support team, Lesley achieved this in the autumn of 2005. The two teams worked hard together to provide Lesley with a seamless transition from her home of ten years to her own self-contained flat.

Prior to the move taking place, Lesley was supported to learn new skills and develop her independence to enable her to live safely in her own home. A Telecare alarm system was fitted in her home with an adapted telephone and pictorial telephone directory. This enabled Lesley to become more confident about staying in the house.

Lesley was initially assessed as needing 36 hours staff support a week and a total of 15 staff sleep-over's a month. But she felt so settled in her new environment that she requested that we discontinue the sleepovers soon after. As her confidence and independence has grown, her support hours have decreased to 14 hours per week.

Lesley is now an independent traveller and visits her local amenities independently and there are plans in place to support her to travel further afield in the future.

Jeffery 57, is registered blind. Jeffery is supported by CIC to attend his church service on a Sunday morning.

Jeffery is well known to the church congregation having attended the service for many years and has many friends there. Jeffery enjoys the service, sitting quietly throughout and receives Communion monthly.

When the service ends, Jeffrey returns home in time for Sunday lunch. Although Jeffrey is not able to communicate by speaking he makes it clear that attending church is important to him. Jeffrey will be supported by his staff team to build on existing relationships within the church and attend future events.