Personalisation Partnership Agreement

Summary

Think Local Act Personal sees personalisation as the route to independence, wellbeing and enhanced citizenship. It sees the next phase of personalisation as requiring new pathways for people that are rooted in community rather than leading inevitably to services. This means building community capacity and preventing need, enabling choice and control, tailoring support and coordinating care, as outlined below.

Background

*Putting People First* (Department of Health, 2007) placed personalisation at the centre of policy for adults, supported by a three-year transformation grant for English local authorities. The Care Act 2014, when implemented, will place personalisation on a statutory basis. Think Local Act Personal (2011 onwards) is a sector-wide commitment to progressing personalisation delivered in partnership with 40+ organisations. Think Local Act Personal’s new partnership agreement draws on the experience of implementing personalisation thus far and sets out a vision for personalisation based on the contributions made to a six-month consultation process. The Partnership agreement will underpin Think Local Act Personal’s national programme and will inform the work of its partner organisations. It sets the context for continuing developments in health, care and support at the local level. The agreement is published alongside a set of commitments from each of Think Local Act Personal’s partners that describe how they will support its realisation.

**Practice areas affected:**
Commissioners, providers and practitioners in adult services.

**Status:**
*Working Together for Personalised, Community-Based Care and Support: A Partnership Agreement 2014-17* is a new partnership agreement published by Think Local Act Personal (2014) in association with its partnering organisations.

**Building Community Capacity and Preventing Need**

- Taking a universal approach that promotes wellbeing and enhances citizenship;
- Reducing demand and increasing wellbeing through early help (including re-ablement services, assistive technology and adaptations, and use of universal services);
- Enhancing the role of housing services in promoting wellbeing and providing and maintaining safe and secure accommodation;
Developing strategies that recognise and build on the resourcefulness of people and develop their capacity;

Empowering Health and Wellbeing Boards to take the lead on community development;

Targeting resources to avoid unnecessary hospital admissions and readmissions;

Encouraging the role that flexible homecare services can play in enabling people to remain independent;

Ensuring carers have recognition and support to meet their own needs as well as those they care for;

Thinking beyond services to focus on what people want from life;

Supporting families and community groups to self-help;

Ensuring that high quality community-based support is available for people with the most complex needs.

**Enabling Choice and Control**

- Improving the availability of information and advice so that people understand their rights and choices;
- Ensuring consistency in policy and practice, so that professionals value lived experience equally;
- Realising the potential of personal care and support planning to put people in control of their support;
- Reducing bureaucracy and restrictive policies so that people have a better experience of accessing and using personal budgets;
- Making further progress with personalisation in mental health;
- Extending take-up of Direct Payments with a greater range of options;
- Actively involving people in the design, delivery and review of care and support arrangements and grounding commissioning decisions in co-production;
- Building the local infrastructure needed to enable people to commission services for themselves and with others;
- Shaping diverse markets of care and support to meet people’s needs and aspirations;
- Making commissioning for outcomes the norm and putting personalisation at the heart of joint commissioning strategies.
Tailoring Support

- Prioritising co-production and the co-design of services with people;
- Recruiting and developing staff for their values and ability to connect with people;
- Creating an enabling environment for staff to work creatively and know they have the support to do things differently;
- Consolidating the best person-centred practices that enable people to design support that is right for them;
- Taking a more collaborative approach and working to combine all the resources available;
- Ensuring that personalised community-based approaches work and reducing reliance on service models that constrain independence;
- Avoiding narrow definitions of health, care and support by taking a whole life, community-wide view of good care.

Coordinating Care

- Focusing on integration of health, care and other support at the individual level and on what people need to live good lives;
- Embedding personalisation, co-production and community-based support in the reconfiguration of local services;
- Adopting networked models of care that break down professional and structural barriers to joint working;
- Building multi-disciplinary approaches to support people to meet their outcomes;
- Aligning mechanisms that support person-centred care across organisational boundaries;
- Addressing the barriers to integrating personal budgets across health, care and other funding;
- Promoting the potential for service providers to support people across health and care boundaries;
- Measuring progress in terms of people’s person-centred care and requiring commissioners to act on the results.
Further Reading

Working Together for Personalised, Community-Based Care and Support. A Partnership Agreement 2014-17
(http://www.thinklocalactpersonal.org.uk/_library/Homepage/PartnershipAgreement_final_2_June.pdf)

Think Local Act Personal Partner Commitments 2014-2015
(http://www.thinklocalactpersonal.org.uk/_library/Homepage/TLAPPartnershipOrganisationalCommitments.pdf)

Think Local Act Personal Personalisation Action Plan
(http://www.thinklocalactpersonal.org.uk/_library/PersonalisationActionPlanFINAL.pdf)

The Care Act received Royal Assent on 14 May 2014
(http://services.parliament.uk/bills/2013-14/care.html)

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