

Update Update

"Making 'Making it Real' real!"

✓ Making
it Real

Adult Services in Shropshire

'Making it Real' - Update - May 2014

There is a new 'buzzword' circulating in the world of adult social care.... Personalisation. This is a vision of enabling individuals to live independently and have complete choice and control in their lives. It sounds great!

Launched in May 2012 by the voluntary group; 'Think Personal Act Local', 'Making It Real' was brought into being to try and resolve the host of problems that the personalisation approach has exposed. The problems most people are facing relate to having to negotiate an often complex system and to experience the choice and control over their support that is at the heart of personalisation. 'Think Local Act Personal' are focused on driving forward work with personalisation and community-based social care.

The 'Making it Real' idea is based around a set of 26 principles, the 'I' Statements. These statements were developed by people who use services and family carers, and they express what people want to see and experience. The 'I' statements outline what people might say if services were personalised effectively. Additionally, the 'I' Statements will help organisations check their progress and decide what they need to do to keep maintaining and improving the service that they provide.

Here are a couple of examples of the 'I' Statements:

"I have the information and support I need in order to remain as independent as possible."

"I have considerate support delivered by competent people."

"I am in control of planning my care and support."

"I can plan ahead and keep control in a crisis."

There are 26 'I' Statements and they sit within six different themes:

- ✓ **Information and Advice**
- ✓ **Active and Supportive Communities**
- ✓ **Flexible Integrated Care and Support**
- ✓ **Workforce – My Support Staff**
- ✓ **Risk Enablement – Feeling in Control and Safe**
- ✓ **Personal Budgets and Self Funding**

Along with 676 organisations across the country, Shropshire Council has signed up to the 'Making it Real' framework as a way of making sure that they improve services in a demonstrable way.

Shropshire Council has set up a board to manage and implement 'Making it Real'.

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Shropshire
Council

people2people



supporting independence

The 'Making it Real' board consists of:

- ✓ **The director of Adult Services**
- ✓ **The councillor whose responsibility is Health and Wellbeing**
- ✓ **Family carers**
- ✓ **Service users**
- ✓ **Representatives from 'people2people'**
- ✓ **Health workers and social workers**

They have also set up a reference group that will work alongside 'people2people' to discuss ideas, take soundings and report their findings directly to the main 'Making it Real' board.

'people2people' is an independent organisation that delivers community based social work and Occupational Therapy on behalf of the council. It is a 'not for profit' social enterprise which has achieved a great deal of success with its drop-in centres and 'surgery' style approach to care packages and care assessments. Following a very successful pilot scheme carried out in Shrewsbury, 'people2people' has now been rolled-out county-wide. You can find out more about 'people2people' by visiting their website: www.people2peoplecic.org.uk

It is hoped that being part of 'Making it Real' shows the Council's commitment to:

Making sure people have control over the things they need for their care and support.

Being clear about how support and care is making things better.

Including people who use services and carers when deciding the best way to support them in their community.

Listening to people.

Speaking to each individual's family and support staff when planning their support.

So what has been achieved so far by Shropshire's 'Making it Real' team? The first job was to conduct a survey to discover which aspects of Adult social care were troubling people most. A poll was taken

to judge which of the 'Making it Real' themes was causing most concern. The results of that study enabled us to group the themes in order of priority:

1. **Information and Advice**
2. **Active and Supportive Communities**
3. **Flexible Integrated Care and Support**

So, how do we go about improving levels of service? For this we have recruited Mr Kipling....no, not cakes - the great writer and poet, Rudyard Kipling. He wrote a wonderful and useful little poem which you can find in his 'Just So' story; 'The Elephant's Child'. The first four lines go like this:

SIX HONEST-SERVING MEN

**I keep six honest serving-men
(They taught me all I knew)**

**Their names are What and Why and When
And How and Where and Who**

Using the six honest-serving men, we can test the 'I' Statements and our Action Plan to see if they are indeed living up to their purpose.

We have published our 'Making it Real' Action Plan [here](#) and you will see from that, how these simple lines of poetry can be used to analyse and improve Shropshire's Adult Social Care.

Every year, Shropshire Council publish a document called 'The Local Account'. This year, The 'Making it Real' team made a big contribution to the account. You can read more about Shropshire's 'Making it Real' plans and their commitments for the coming year in the Local Account [here](#).

We are starting to make real progress with 'Making it Real'. We will continue developing our Action Plan and seek out areas of Shropshire's adult social care that need to be improved. We will report back further in the next edition of this update.

Jon Hancock - 'Making it Real' Board - June 2014.