

Personalisation: an Easy Read guide



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Personalisation: an Easy Read guide

This guide is written by the Social Care Institute for Excellence. We help people find the care and support they need to live a better life.



Personalisation is a new way to think about how you get care and support.

The Department of Health are in charge of personalisation.



Personalisation means finding new ways to give people more choices.



Personalisation means making sure the right help gets to the right people.

Personalisation means making sure that carers and support workers get the help they need.



Personalisation means making sure that everyone knows about the services that can help them.

Personalisation means making sure that people get the help they need quickly.



People should be able to do different things

Everyone should know how to travel around.



Everyone should know how to have fun.



Everyone should know how to learn new things.



Everyone should know how to find somewhere to live.



Everyone should know how to see a doctor.

Everyone should know how to get a job.



Here are some things that Personalisation can help with



Personalisation can help with choosing how and where you want to live.

Personalisation can help with self-directed support

This means being able to take more control over your life.



You can choose the help you need.

You can work closely with the people that you choose.



Self-directed support makes things easier.

Personalisation can help with direct payments

A direct payment is money given to people to pay for their support.



Direct payments give people more choice about the care and support they want.

Individual budgets mean being able to pay for your care in different ways.



Personalisation can help with individual budgets

Individual budgets will give you more choices.



An individual budget needs a plan to show how you are spending the money.

Your support worker, carer, family or friends can help you do this.



Personalisation can help with a personal budget

A personal budget is paid to you after it has been decided what care and support you need.



You can get this money as a **direct payment** or you can look after it in other ways.

A personal budget gives you control and choices.



Personalisation is about more than money. It is about **listening and helping** people to lead a more independent life.



Social workers can help you make a **personalisation plan**.

A personalisation plan is where you decide the care you want and how you want to get it.





Lots of people have **personal assistants** to help them.

Personal assistants can help with lots of jobs that some people find hard.



Direct payments can pay for a personal assistant.



Personal assistants have rights too and need to be treated fairly.

Third sector groups are groups like charities in your area.



Third sector groups can help you with personalisation.



Private sector providers are businesses that provide care.

They can help people with the support they need but you have to pay for it.



User-led organisations could help with personalisation.



A user-led organisation is run by disabled people and helps disabled people.

The government wants all local councils to make a plan.



The government wants the plan to be about the person and the care they need.



The government wants everyone to work together to make things better.

The government wants to make sure that everyone knows about the care they can get.



The government wants to make sure that the plans are person centred.



The government wants to make sure that things are fair and money is given to the people who need it most.

The government wants to make sure that family, friends and carers get support and are treated well.



The government wants to make sure that the care people get keeps them safe and gives them more control.



The government wants to make sure that more people are able to stay in their own homes but are not left on their own to get lonely.

The government wants to make sure that people can get help over the telephone.



Social workers will listen to what people need to help them find the right care.



Personalisation will help everyone who needs care and support.

Personalisation means putting your needs first to give you more control in your life.



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Find out more

To find out more or to get hold of the big version of this report, please get in touch with



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