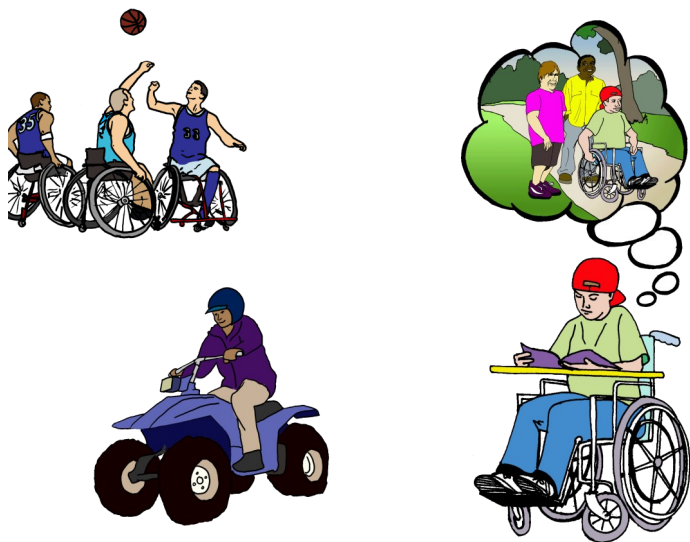


# **Making it Real for everyone**

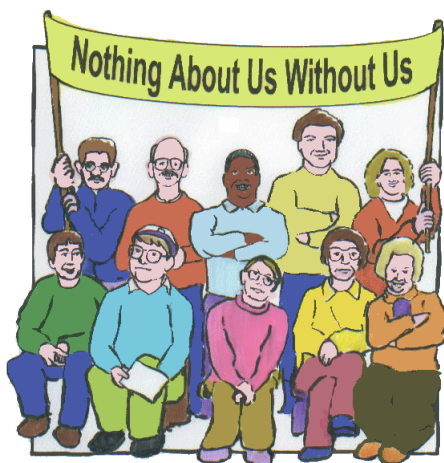
## **The I and We sentences for good care and support**



# Making it Real—Living the life I want, keeping safe and well.



I can do the things that are important to me.



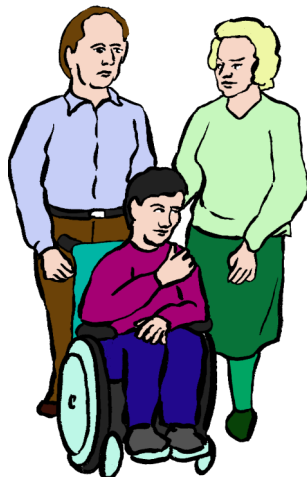
I am treated with respect.



I feel safe. I know about things that can be dangerous.



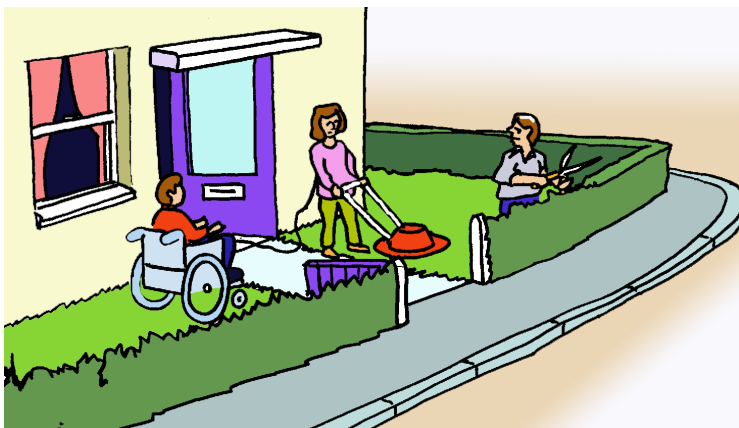
I have support with my health.



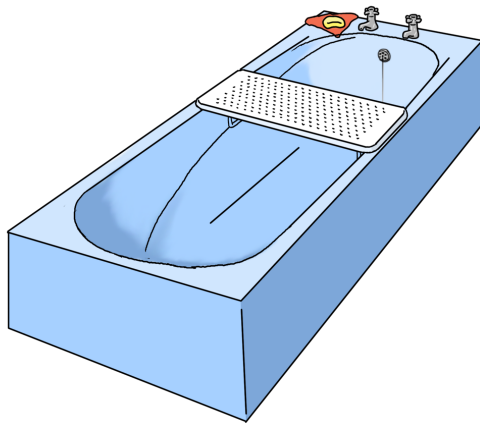
I have people who care about me like family and friends.



I do things to help other people.



The place I live in feels like home.



My home has been changed to suit me.



We talk with people about what they want from life.

We think about their care, support and homes.



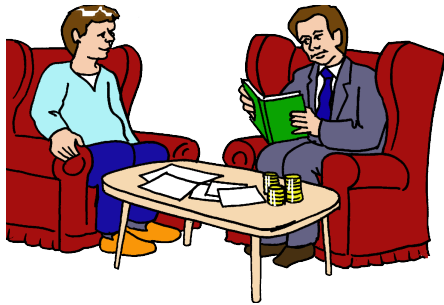
We make sure that people's plans talk about being healthy and happy.



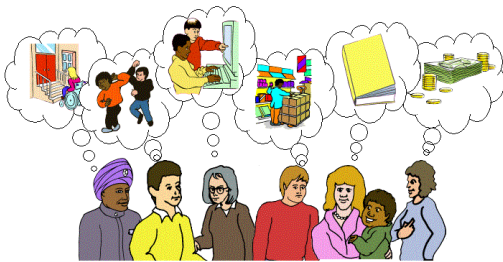
We keep people safe without stopping them from doing things that are important to them.



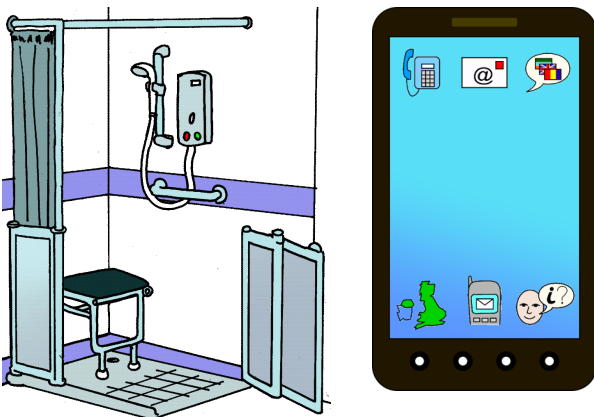
We help people to get together in groups to share their stories and ideas.



We welcome ideas about using personal budgets in new and different ways.



We find ways for people to do things with their community and help other people.



We make sure people have the right equipment and technology to feel safe and happy in their own home.



We talk with people about where and who they live with and their support.

We know this is important for people's health and happiness.

# Making it Real—Having the information I need, when I need it.

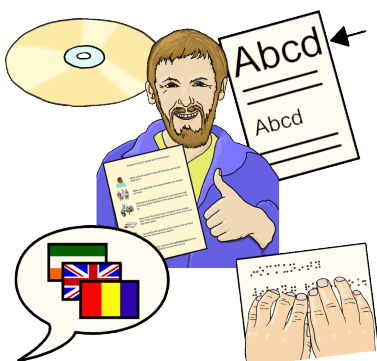


I can get information and advice about how I can have a good life.



I can get information and advice about how I can be healthy.

This means being well in my body, my mind and my feelings.



I can get information and advice that I can understand.

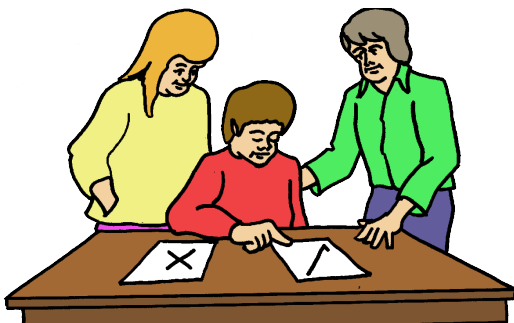




I know about things that are happening in my area and groups I can join.



I know my rights and what choices I have about my health, support and where I live.



I can see the information that people have about me.

I can say who else can see that information.



We give free information and advice to everyone, including people who sort out or pay for their own care and support.





We give information that is up-to-date and in different ways like face-to-face if that's what people need.



We talk to people to find out how much information they want.



We give people the information they need about their health, social care and housing and don't take away any of their choices.



We give people information and advice that follow the law and national guidelines.



We make sure that people know how to find their local health, social care and housing services.

We tell people how to get more information or advice if they need it.



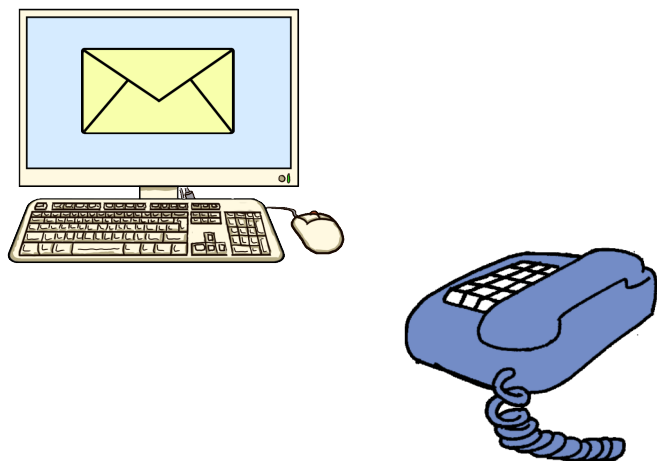
We make sure that people know their rights and what they are responsible for



We make sure people have the information, advice and support they need to think about what is best for them. This includes information about person-centred plans.



We give people information about what's happening in their local area and how they can join in.



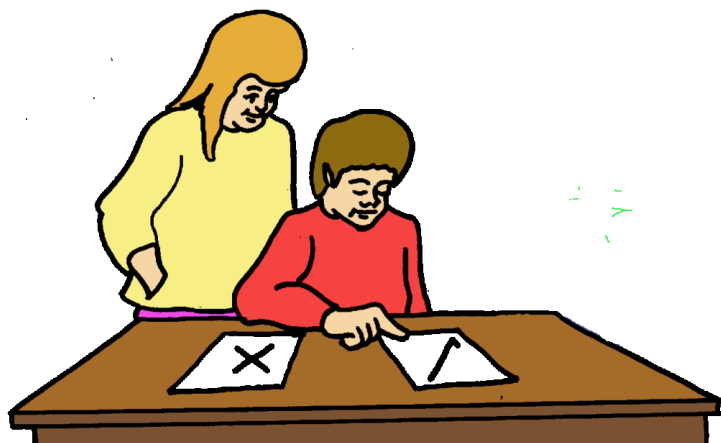
We always include a name, telephone number and email address of who to contact when giving people information by email or text message.



We make sure that other local organisations know what we do and how people can contact us.



We tell people they have the right to see their health and social care records and can ask for any mistakes to be put right.



We check with people before sharing their personal information to make sure they agree.

# Making it Real—Keeping family, friends and connections.



I have people who support me.  
They might be my family or my friends.



I can meet people who like the same  
things as me.



I can go to local groups and activities  
and feel safe.



If I want to, I can learn new things like how to volunteer or work.



I can see my family, my friends and other people who are important to me.



I have a plan that was written with me.

It includes how I can do things in my local community.



We make sure that people can keep in touch with family, friends and people in their area who are important to them.





We make sure that people can make new friends and relationships.



We work with local organisations to make our area friendly and welcoming to everyone.



We work with local organisations to give people chances to volunteer, work and learn.



We know about all the local groups and things that are happening in our area and tell people about them.



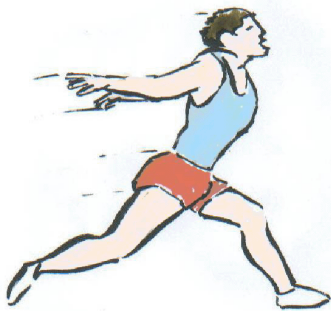
We help local groups of people by giving them a place to meet or the chance to learn new things.



We make sure that people's support plans are written with them and say how they can join in local activities that are important to them.



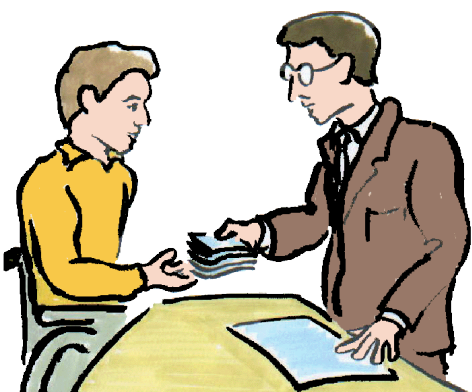
# Making it Real—My support, my own way.



I can live the life I want. The people who support me see who I am and what I'm good at.



I can plan the care and support I need with people who know and care about me.



I know how much money there is to pay for my care and support.

I can say how the money is spent.



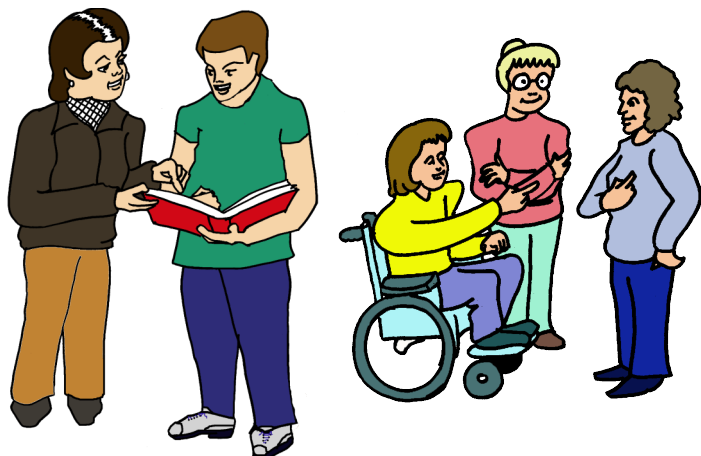
I have care and support from people who work well together.



I say who supports me, how, when and where.



I get help to understand how I can make the best use of the money that pays for my care and support.



I can get help to manage the people who support me.



We work with other organisations so that everything works well for people.



We work with other organisations to make sure people have one plan.

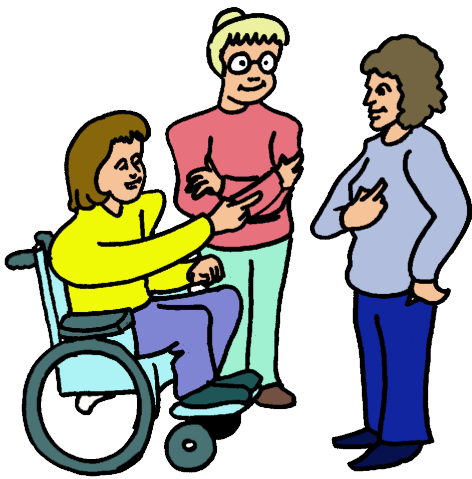
We give people the name of one person to contact for all their support.



We talk with people to find out what they're good at and what they want to do, and include them in their support plan.



We work with people as equals.  
We all share what we know to help us make decisions together.



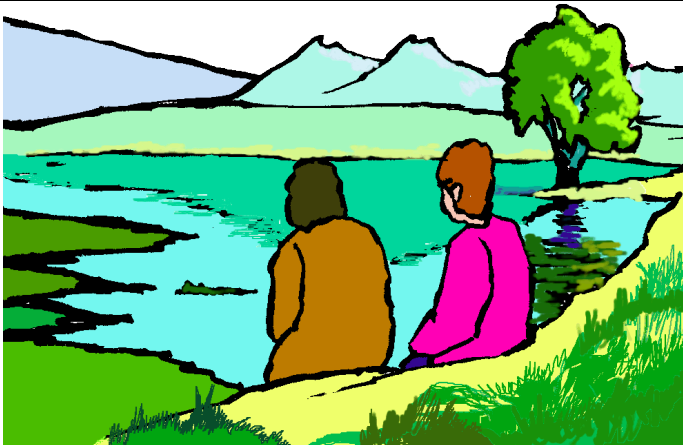
We tell people about their rights to advocacy which is when someone speaks up for them.

We make sure there are people who can do this.

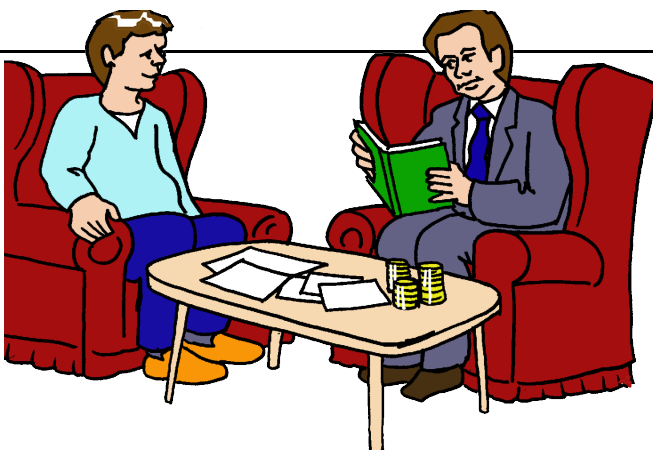


We make sure people are supported to create their own support plan.

We make sure there are people who know about person-centred planning to help them.



We make sure that people get support when it's best for them, by people who take time to get to know them and are reliable.



We support people to use their personal budgets in the way that makes sense to them and change the support when they ask us to.

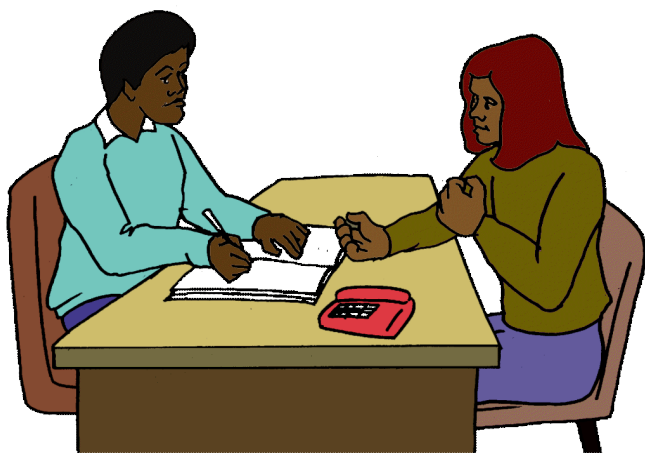


We check people's support plans regularly and see if people are doing the things that are important to them.



We make sure that the way we do things follows the law and we don't stop people from having choice and control.

# Making it Real—Staying in control



I have help to plan for any changes in my life.



I have a plan for when I move or there are big changes in my life. I know everything will be ready in time.



I know that the people who care about me are listened to if I move to another place.

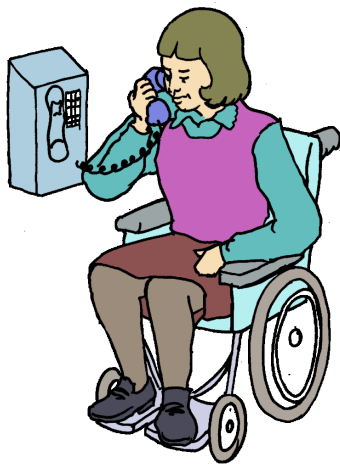




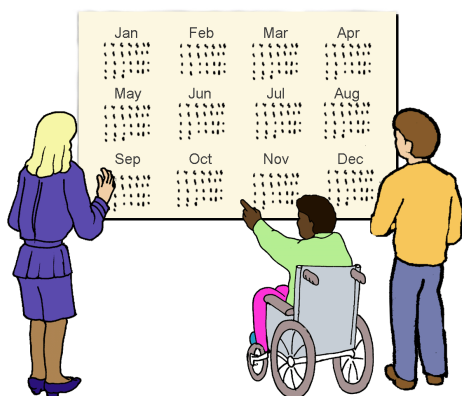
If my medicine has to change, I know why and can say what I think about it.



I can stay in control in an emergency and trust people will follow my plan.

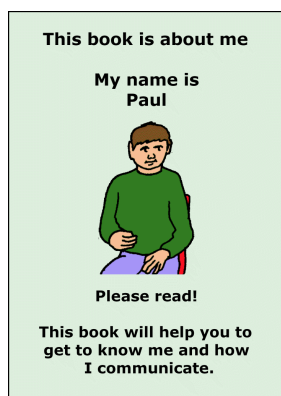


I know who to contact and how to contact them if things are going wrong or I'm feeling ill.



We support people to plan for big changes in their lives, so they have enough information and time to decide what they want to do.

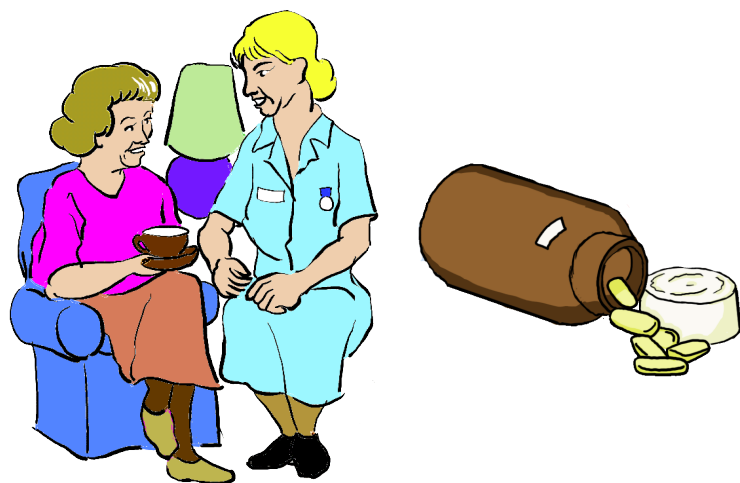




We make sure staff in new places, or places where someone will be for a short time, know what support people need and want.



We talk to people when there are big changes in their life, to find out if they need their care, support or housing to be different.



We talk with people about changes in treatment or medication. We talk about what the changes mean for how they want to live.



We write plans with people for emergencies and make sure everyone who supports the person knows what to do and who to contact.

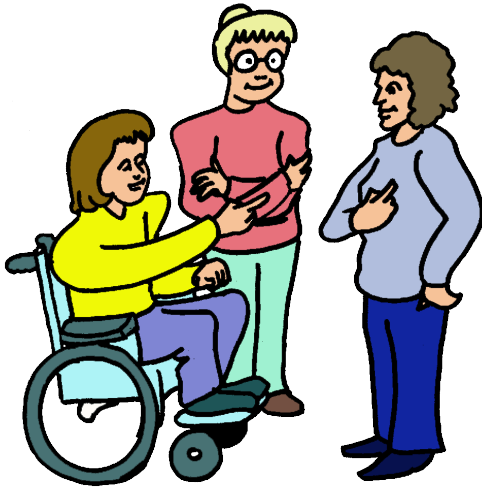
We make sure that any people or animals are looked after.



We make sure that people, and everyone who supports them, know what to do if they are getting poorly or something is going wrong.

We respond quickly if anyone is worried.

# Making it Real—The people who support me



I am supported by people who value me for who I am. They know what I'm good at and what's important to me.

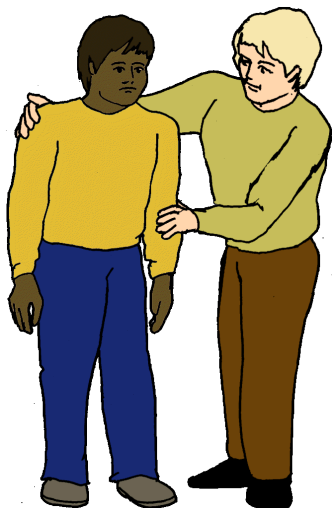


I am supported to make decisions by people who see things from my point of view.



I am supported by people who listen to me so they know how I want to live my life.

They think about what's important for me to be well in my body, mind and feelings.



I am supported by people who know what they are doing, who listen to me and are kind and caring.



We don't make guesses about what people can or cannot do.

We don't stop them from having choices.

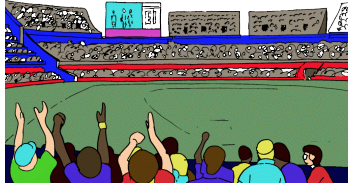
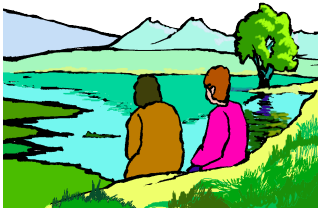


We see people as individuals who can do things that they want to do and that are important to them.

We value people for who they are.



We talk to people to find out what they want to do, where they want to live, how they can be healthy, happy and safe, and how they can join in things that are important to them.



We know what is important to people and make sure those things happen.



We keep up to date with what's happening locally – events, groups and chances to learn – and we tell people about these things so they can join in.