



Adult Services in Shropshire

The 'I' Statements

Traditionally, adult social care was delivered in a 'One Size fits All' system. In 2007, the government published its 'Putting People First' document, 'a commitment to finding new ways to improve social care in England'. This paper outlined the Government's vision of enabling individuals to live independently and have complete choice and control in their lives. Since then, we have all learned a new buzzword, 'personalisation'.

This personalised approach has been popular but has brought with it a host of problems of its own, centred around levels of service.

In May 2012, a voluntary movement called '**Think Personal Act Local**' (TLAP) launched its brainchild 'Making It Real'. TLAP are focused on promoting their work with personalisation and community-based social care. The TLAP group developed a set of markers

used to highlight the issues most important to the quality of people's lives.

Making it Real is based around a set of 26 principles, called the 'I' Statements, for example:

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

"I have considerate support delivered by competent people."

The 26 'I' Statements are grouped into 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.**

The 'I' statements were developed by people who use services and family carers, and they express what people want to see and experience. They imagine what people might say if services were personalised effectively and the system was running smoothly.

Importantly, the 'I' statement help organisations check their progress and decide what they need to do to improve.

Shropshire Council including People2People have signed-up to the ideals contained within 'Making it Real', as a way of making sure that they improve services in a demonstrable way. Being part of the MiR movement shows their 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 and using their ideas to influence health and social care policy.**
- **Speaking to each individual's family and carers when planning their support.**

Shropshire Council has set up a board to manage and implement the 'Making it Real' ethos. The board consists of: The director of Adult Services, the Cabinet member for Adult Services, family carers, service users, representatives from People2People, health workers and social workers. They have also set up local Advisory Groups that discuss ideas, take soundings and report their findings directly to the main board.

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The Making it Real board's first job was to take a poll to find out which of the 'Making it Real' themes was causing most concern in the community. The results enabled us to focus our priorities. **Information and Advice** was judged to be the number one priority, with **Active and Supportive Communities** next and **Flexible Integrated Care and Support** third.

Here are Shropshire's chosen themes and the 'I' Statements relating to those themes.

Shropshire's "I" Statements:

Information and Advice:

Having the information I need, when I need it.

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

"I have access to easy-to-understand information about care and support which is consistent, accurate, accessible and up to date."

"I can speak to people who know something about care and support and can make things happen."

"I have help to make informed choices if I need and want it."

"I know where to get information about what is going on in my community."

Active and supportive communities:

Keeping friends, family and place.

"I have access to a range of support that helps me to live the life I want and remain a contributing member of my community."

"I have a network of people who support me – carers, family, friends, community and if needed paid support staff."

"I have opportunities to train, study, work or engage in activities that match my interests, skills, abilities."

"I feel welcomed and included in my local community."

"I feel valued for the contribution that I can make to my community."

Flexible integrated care and support:

My support, my own way.

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

"I have care and support that is directed by me and responsive to my needs."

"My support is coordinated, co-operative and works well together and I know who to contact to get things changed."

"I have a clear line of communication, action and follow up."

Shropshire now has a set of 'I' Statements that can be used to help identify problem areas in Adult Social Care and provide solutions to those problems.

Make it!

When seeking to provide 'accurate information and advice', 'active and supportive communities' and 'flexible and integrated care and support', Shropshire Council including People2People will also use a simple '**Make It**' test as a guide to help evaluate Adult Social Care initiatives:

*Make it Clear
Make it Right
Make it Relevant
Make it Friendly
Make it Helpful
Make it Special*

This seemingly simple set of statements can be used to spot areas for improvement within the Adult Social Care system, just by thinking about these questions: Is it clear? Is it Right? Is it relevant?

For more information about Making it Real in Shropshire contact:

makingitreal@shropshire.gov.uk

Or call on 01743 257705