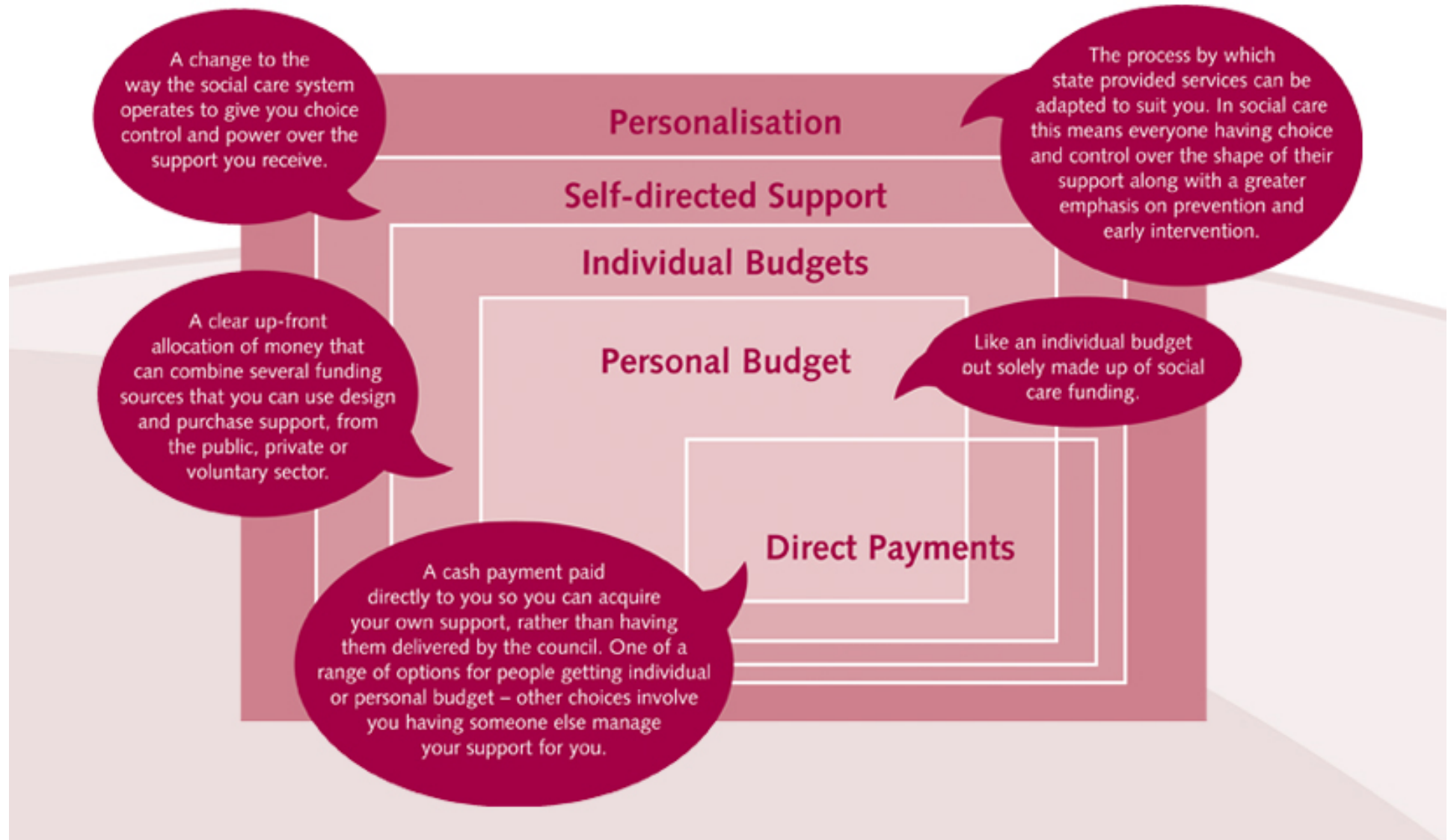


Personalisation – what the words mean



It's different ...



Personalisation means thinking about care and support services in an entirely different way.

This means starting with the person as an individual with strengths, preferences and aspirations and putting them at the centre of the process of identifying their needs and making choices about what, who, how and when they are supported to live their lives.

It requires a significant transformation of adult social care so that all systems, processes, staff and services are geared up to put people first.

- Social Care Institute for Excellence

It's different ...



*I also bought a kite, a bike and other clothing for outdoor activities. I'm **on my bike** nearly every day....*

*My paranoia and suspiciousness is **considerably better**. This is because I feel **more confident** which is mainly down to me being a lot **fitter**.*

*My **mental health has improved**. I am **doing much more**.*

Without individual budgets I would have probably have just struggled on as I was doing last year.

It has given me a kick start.

I am feeling alive.

Examples



- Family Mosaic HA: shared ownership
- Keyring: living support networks
- Hestia: women and children
- Birmingham SLOT team: “high-risk” people
- Lancashire: individual service funds for extra care sheltered housing

Useful publications



[Putting People First milestones for councils](#)

[Putting People First films](#)

[Personal budget stories](#)

[Use of resources in adult social care](#)

[SCIE briefing: implications for housing providers](#)

[CSED Housing and support examples](#)

[Working together for change](#)

[Contracting for personalised outcomes](#)

www.personalisation.org.uk (enews and FAQs)

www.in-control.org.uk