Personalisation and Carers

Caroline Marsh, Manchester City Council

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Background: Personalisation

- The principles behind "Putting People First', are for people to be in control of their care, receiving care in their own homes rather than hospitals or institutions, and offered control of budgets or cash instead of standardised services.
- The same principles are embedded in all other strategies; Independent Living Strategy, Every Parent Matters, and Carers at the heart of 21st century services June 2008.
- Carers are central to the success of any changes in health and social care. Without involving carers and recognising them as the unpaid partner in the delivery care, there is little chance of successful transformation of services.

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The Future - a New Social Contract

- The key focus of personalisation is improving people's lives and overall 'quality' of life – this includes carers!
- Prevention, early intervention and enablement to become the norm in order for people to achieve the seven outcomes for adult social care services (Our health our Care Our Say 2006).
- What must not be overlooked is the close interdependence between the health and well-being of the cared for person and the carer.
- We need to respect and recognise carer's expertise by involving them in the design and building of services.

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Promoting a Strategic Approach to Personalised Support for Carers - What We Have Done So Far in Manchester

- The Joint Strategic Needs Assessment, JSNA is the critical mechanism for ensuring carers are recognised by commissioners across health and social care. A demographic assessment of carers and outcomes to achieve for carers are included in Manchester's JSNA.
- A joint commissioning strategy for carers has been developed after consultation over 12 months with carers using questionnaires, focus groups and feedback at different events.

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- Manchester has utilised research to inform commissioning priorities – for example, new breaks have been commissioned in 2008 for carers looking after someone with dementia. Case files analysis found that carer breakdown was a significant problem where dementia was an underlying factor.

- Manchester has made carers a priority for the 'whole council and partners' by including carers in both of the ASC indicators in the LAA- individual budgets and carer's assessments..

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Personalised Support for Carers

- Over 500 carers have an IB. Carers can now use a carer's individual budget to purchase a range of things to meet needs identified in a carer's assessment – we have a target of 1000 by the end of this year.
- Manchester is proud of the innovative partnerships that have been developed with the third sector for carers - the carers' grant funds over 50 different projects, which provide a wide range of services.
- The emerging direction of travel will be a much greater role for carers individual budgets and a smaller role for commissioning on carers' behalf. We are working with the third sector providers to help them become robust/market fit and able to compete for carers' spending power in the future.
- Individual Support Plans enable carers to help in ways they and the customer want, not according to bureaucratic rules.

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