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Personalised care: the challenge for councils

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Chair

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Social care is centre-stage

- Need for new settlement on funding
- Need for new models of care and support to deliver tailored services

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Challenges for councils

- Making access to care services fairer and more transparent
- Providing information and advice to everyone who needs care and support
- Tailoring care and support to people's individual needs
- Making personalised care a reality for people with multiple and complex needs
- Commissioning for whole communities

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Personalised care

- Role of regulation and inspection in ensuring that services meet people's needs

- Changing emphasis: doing things WITH people, not to them or for them

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Making access to care services fairer

- Divide between people inside and outside the system
- Growing number of ‘invisible’ people
- Incompatibility between current eligibility criteria and the personalisation agenda

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Providing information to everyone

- Everyone should be entitled to information, advice and the opportunity to have their needs assessed
- A national resource allocation framework should underpin individual budgets
- Social care should be delivered within a single system, regardless of who is paying

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Tailoring care to individual needs

- Number of people using direct payments has increased – but services are not yet sufficiently person-centred
- Council assessments are too often based on people's financial resources rather than their needs
- Not clear how councils will deliver the transformation agenda of 'Putting people first'
- Need for strong leadership – especially political leadership

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Supporting people with complex needs

- Little consensus on ‘multiple and complex needs’
- Individual budget pilots have so far focused on people whose needs are straightforward
- Councils are struggling with requirements of moving from pilots to mainstream services

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Commissioning for whole communities

- Role of councils is changing – but is as important as ever
- Councils have a role as ‘place-shapers’ to make communities better places to live – for everyone
- Councils can only meet the challenge by working in partnership with other agencies

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