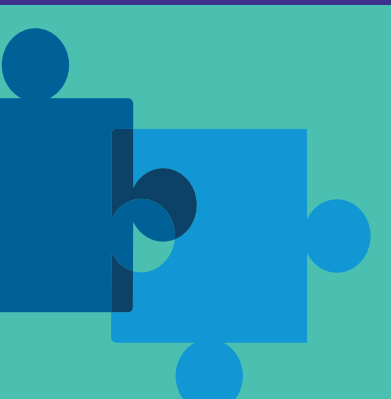
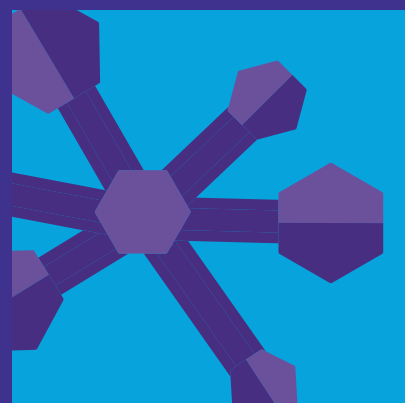


making it real

What it is and how to use it



Better lives for people who draw on care and support?

Together, we can make it real.

Each and every person should have the opportunity to live their life their way.

Good, personalised care and support can play an important part in making this happen.

But for many people, their care and support isn't working as well as it should. This can it difficult for them to live life the way they want to.

That's where Making It Real comes in.

Making It Real can be used by anyone who wants to make care and support work better for people, leading to better lives. And because it's aligned to the Care Act and built into the CQC Single Assessment Framework, it can help organisations to work towards their obligations, too.

This guide will help you understand what Making It Real is and some of the ways you could use it.

What is Making It Real?

Making It Real is a set of statements that describe what good care and support looks like, organised into six themes.



The statements are written from two different perspectives:

The **'I statements'** describe what good looks like from the perspective of someone who draws upon care and support.

The **'We statements'** describe what people who work in care and support should do to make the I statements real.

All of the statements were co-produced by people who draw upon care and support and people who work in it, so they are rooted in real life experience.

By describing the different elements that make up good care and support, Making It Real acts as a compass to help guide people who want to make things better. It can be used in different ways by different people and organisations, from people who draw upon care and support themselves through to people that work in it at any level.

Using Making It Real

Both the I and We statements in Making It Real work as powerful conversation starters. You can use them like this.



Discuss

Use the statements to start conversations with people about their experiences of care and support.



Plan

Co-produce practical action plans based around what you've discussed.



Do

Work to make these plans happen – and review progress periodically.

Making it Real is not a step-by-step toolkit or a rigid performance management framework, and you can bring creativity to how you use it. The crucial element is that any work in support of Making it Real must be co-produced by people with lived experience and reflect the principles and values of co-production (see box below). The above steps for using Making It Real as a conversation starter are an example of this, and show how conversation can lead to genuine, co-produced change.

Other ways organisations have used Making It Real include:

- Building themes and statements into performance frameworks
- Creating Making It Real boards to oversee work towards the statements
- Using Making It Real statements to develop questions for feedback sessions with people who draw upon care and support



What is co-production?

Co-production is when people are involved as equal partners in designing the support and services they receive. Co-production recognises that people who use social care services (and their families) have knowledge and experience that can be used to help make services better, not only for themselves but for other people who need social care.

Guiding principles

These principles and values of personalisation and community-based support can help to guide you in using Making It Real.

1

People are citizens first and foremost.

2

A sense of belonging, positive relationships and contributing to community life are important to people's health and wellbeing.

3

Conversations with people are based on what matters most to them. Support is built up around people's strengths, their own networks of support, and resources (assets) that can be mobilised from the local community.

4

People are at the centre. Support is available to enable people to have as much choice and control over their care and support as they wish.

5

Co-production is key. People are involved as equal partners in designing their own care and support.

6

People are treated equally and fairly and the diversity of individuals and their communities should be recognised and viewed as a strength.

7

Feedback from people on their experience and outcomes is routinely sought and used to bring about improvement.

Benefits of using Making It Real

Making It Real brings benefits to both people who draw upon care and support and organisations.

What's in it for people?

- Making it Real can help individuals and groups to think about what's happening locally, and to check how well their aspirations are being met and what needs to change.
- People can use the statements as a basis for a really good conversation with local services that focuses on making things better.
- It will also support co-production between people, commissioners and providers.

What's in it for organisations?

- The Care Quality Commission, which regulates health and social care in England, has incorporated Making it Real I statements into their Single Assessment Framework as a way to focus on the things that matter to people. This framework is used to assess providers, local authorities, and integrated care systems. Using Making It Real as a way to improve people's experiences of care and support, and recording the way you have co-produced change, can help organisations to evidence the work they are doing to provide personalised care, health and support. By recording the outcomes of using Making It Real, organisations can therefore record information which might support them in a CQC assessment.
- Making it Real can help organisations that genuinely want to get better at personalisation to look at their current practice against the statements, identify areas for change, and develop plans for action.
- It can help organisations achieve a more positive and productive relationship with people who use services.
- It can help organisations to meet their legal duties and contribute to raising standards.
- For organisations that do not directly provide services, it can guide them in how to support the spread of personalised care and support.

Not all of the statements will be equally relevant to all people and organisations, and there will be some variation in how organisations use them within the overall approach.

Organisations and their staff have certain legal requirements which they must meet, for example around safeguarding. Making it Real can help organisations think about how to meet these legal duties and responsibilities through working in a person-centred way. Best Interest requirements should ensure that the principles set out in this guide apply where practicable and possible to people where reduced capacity has been established, or where there are legal restrictions or limited choices.

Links to policy and frameworks

With its emphasis on personalisation and co-production, Making it Real aligns to policies and frameworks in health and social care.

- The Care Quality Commission (CQC) has built Making it Real I statements into their Single Assessment Framework. Making it Real is also consistent with the CQC's objectives that health and care is person-centred, safe, effective, caring and responsive, and that services are well led and resources are used sustainably.
- NHS England's 'comprehensive model for personalised care'¹, which aims to ensure that every person with a long-term condition has access to a care and support planning process in primary care. Also that more people with the most complex needs have access to integrated care and support planning through a multidisciplinary team, including access to a joint health and social care budget where appropriate.
- National Institute for Health and Care Excellence (NICE) quality standards and guidance.
- Improving commissioning through the Strategic Collaboration and Planning framework developed by the Local Government Association.²
- Person-centred framework developed by Health Education England (now merged with NHS England) in partnership with Skills for Health and Skills for Care.³
- Think Local Act Personal's wider work to promote and support the development of personalised and community-based approaches to care and support.



★ Tip

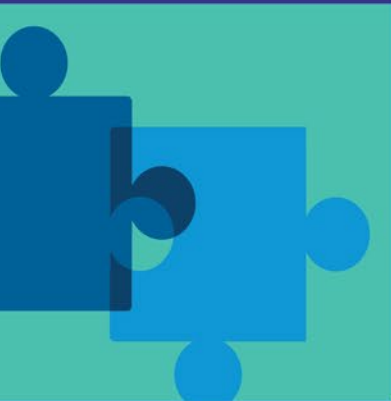
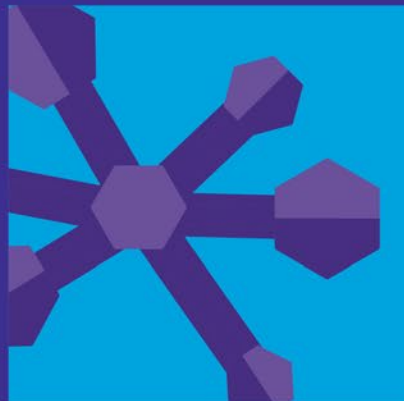
The Discussion Aids section of our website, makingitreal.org.uk, contains slide presentations, conversation cards and posters which can help you to talk about the statements and themes with others.

¹ <https://www.england.nhs.uk/personalisedcare/comprehensive-model-of-personalised-care/>

² <https://www.local.gov.uk/publications/strategic-collaborative-planning-and-commissioning-guide>

³ <https://www.skillsforhealth.org.uk/info-hub/person-centred-approaches-2017/>

The I and We statements





I Statements

I can live the life I want and do the things that are important to me as independently as possible.

I am treated with respect and dignity.

I feel safe and am supported to understand and manage any risks.

I am supported to manage my health in a way that makes sense to me.

I have people in my life who care about me – family, friends and people in my community.

I am valued for the contribution that I make to my community.

I have a place I can call home, not just a 'bed' or somewhere that provides me with care.

I live in a home which is accessible and designed so that I can be as independent as possible.

We Statements

We have conversations with people to discover what they want from life and the care, support and housing that will enable this, without restricting solutions to formal services and conventional treatments.

We work with people to make sure that their personal plans promote wellbeing and enable them to be as independent as possible.

We work with people to manage risks by thinking creatively about options for safe solutions that enable people to do things that matter to them.

We know it can be helpful for people to share experiences so we encourage specialised support, peer support, self-help and self-advocacy groups.

We welcome ideas about using personal budgets flexibly and creatively.

We look for ways to involve people in their communities where they feel included and valued for their contribution.

We make sure people feel safe and comfortable in their own home, which is accessible, with appropriate aids, adaptations, technology and medical equipment.

We know that the place where people live, the people they live with, and the support they get, are important to their wellbeing and often interlinked. We have conversations with people to make sure we get all aspects right for them as individuals.



I Statements

I can get information and advice that helps me think about and plan my life.

I can get information and advice about my health and how I can be as well as possible – physically, mentally and emotionally.

I can get information and advice that is accurate, up to date and provided in a way that I can understand.

I know about the activities, social groups, leisure and learning opportunities in my community, as well as health and care services.

I know what my rights are and can get information and advice on all the options for my health, care and housing.

I know how to access my health and care records and decide which personal information can be shared with other people, including my family, care staff, school or college.

We Statements

We provide free information and advice to everyone, including people who arrange or fund their own support and care.

We provide accurate and up-to-date information in formats that we tailor to individual needs, face to face if necessary.

We talk to people to find out how much information they want and follow up to find out if they want more detail.

We provide information and advice about health, social care and housing which is tailored to a person's situation without limiting their options and choices.

We provide information and advice that reflects relevant law and/or clinical guidance.

We provide information to make sure people know how to navigate the local health, care and housing system, including how to get more information or advice if needed.

We make sure people know their legal rights and responsibilities.

We tell people about person-centred approaches to planning and managing their support and make sure that they have the information, advice and support to think through what will work best for them.

We provide information about what's happening in our local community and how people can get involved.

We always include a contact name, telephone number and email address when giving advice or information electronically.

We make sure we share information about what we do and how people can access our service with other relevant organisations so we can all work more effectively.

We tell people about their rights to see their health and social care records and to ask for any mistakes to be put right.

We get permission before sharing personal information.



I Statements

I have people who support me, such as family, friends and people in my community.

I can meet people who share my interests and have the opportunity to join and participate in a range of groups.

I feel welcome and safe in my local community and can join in community life and activities that are important to me.

I have opportunities to learn, volunteer and work and can do things that match my interests, skills and abilities.

I can keep in touch and meet up with people who are important to me, including family, friends and people who share my interests, identity and culture.

I have a co-produced personal plan that sets out how I can be as active and involved in my community as possible.

We Statements

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

We make sure that people have opportunities to make new friends and build relationships with other people who share their interests, culture and identity.

We work in partnership with others to make our local area welcoming, supportive and inclusive for everyone.

We work in partnership with others to create opportunities for people to work, both paid and voluntary, and to learn.

We have a clear picture of all the community groups and resources in our area and use this when supporting people and planning services.

We invest in community groups, supporting them with resources – not necessarily through funding – but with things like a place to meet or by sharing learning, knowledge or skills.

We make sure that personalised care and support plans are co-produced and set out how people can be as active and involved in their community as possible, doing things that are important to them.



I Statements

I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals.

I am in control of planning my care and support. If I need help with this, people who know and care about me are involved.

I know how much money is available to meet my care and support needs. I can decide how it's used – whether it's my own money, a health or social care personal budget, or a budget managed on my behalf.

I have care and support that is coordinated and everyone works well together and with me.

I can choose who supports me, and how, when and where my care and support is provided.

I can get skilled advice and support to understand how my care and support budgets work and enable me to make the best use of the money available.

I can get skilled advice and support to recruit and manage my personal assistants, whether I employ them or an organisation does.

We Statements

We work in partnership with others to make sure that all our services work seamlessly together from the perspective of the person accessing services.

We work with others to agree a single, integrated personal plan and provide a named coordinator for people accessing more than one service.

We talk with people to find out what matters most to them, their strengths and what they want to achieve and build these into their personalised care and support plans.

We work with people as equal partners and combine our respective knowledge and experience to support joint decision-making.

We tell people about their rights to advocacy and representation and make sure these services are available.

We want people to be as involved as possible in writing their personalised care and support plans and provide help from people who understand the importance of person-centred planning.

We make sure that people can rely on and build relationships with the people who work with them and get consistent support at times that make sense for them.

We work flexibly to meet people's fluctuating requirements for care and support, enabling the flexible use of personal budgets over time and with minimal restrictions.

We review people's personalised care and support plans with them regularly, focusing on whether they are doing the things they identified as important to them.

We make sure that our organisational policies and procedures reflect the duties and spirit of the law and do not inadvertently restrict people's choice and control.



I Statements

I am supported to plan ahead for important changes in life that I can anticipate.

When I move between services, settings or areas, there is a plan for what happens next and who will do what, and all the practical arrangements are in place before change happens.

If I move from my home to another place, the people who are important to me are respected, listened to, supported and involved in decisions.

If my medication has to change, I know why and am involved in the decision.

I can plan ahead and stay in control in emergencies. I know who to contact and how to contact them and people follow my advance wishes and decisions as much as possible.

I know what to do and who I can contact when I realise that things might be at risk of going wrong or my health condition may be worsening.

We Statements

We support people to plan for important life changes, so they can have enough time to make informed decisions about their future.

We make sure that staff working in short-term settings or situations understand people's care, treatment and support requirements and work in a person-centred way.

We talk to people during and after significant changes to find out if their requirements for care, support and housing have changed and to review their aspirations.

We talk through changes in treatment or medication with people so they understand the changes and possible implications or side effects, seeing people holistically in the context of their life.

We work with people to write a plan for emergencies and make sure that everyone involved in supporting the person knows what to do and who to contact in a health or social care emergency. We make sure that any people or animals that depend on the person are looked after and supported properly.

We make sure that people, and those closest to them, know what to do and who to contact if their health condition, support arrangements or housing conditions are deteriorating and a crisis could develop. We respond quickly to anyone raising concerns.

I Statements

I am supported by people who see me as a unique person with strengths, abilities and aspirations.

I am supported by people who listen carefully so they know what matters to me and how to support me to live the life I want.

I am supported to make decisions by people who see things from my point of view, with concern for what matters to me, my wellbeing and health.

I have considerate support delivered by competent people.

We Statements

We don't make assumptions about what people can or cannot do and don't limit or restrict people's options.

We see people as individuals with unique strengths, abilities, aspirations and requirements and value people's unique backgrounds and cultures.

We know how to have conversations with people that explore what matters most to them – how they can achieve their goals, where and how they live, and how they can manage their health, keep safe and be part of the local community.

We have a 'can do' approach which focuses on what matters to people and we think and act creatively to make things happen for them.

We keep up to date with local activities, events, groups and learning opportunities and share this knowledge so that people have the chance to be part of the local community.

Taking things further

Learn more through the Making It Real Network

Sign up to our network and discover new ways to use Making It Real.

By doing so you can gain access to online events and resources, regular advice and guidance straight to your inbox, and insightful stories of people and organisations who are using Making It Real.

It's free to join, so sign up today. Just visit our website at makingitreal.org.uk.

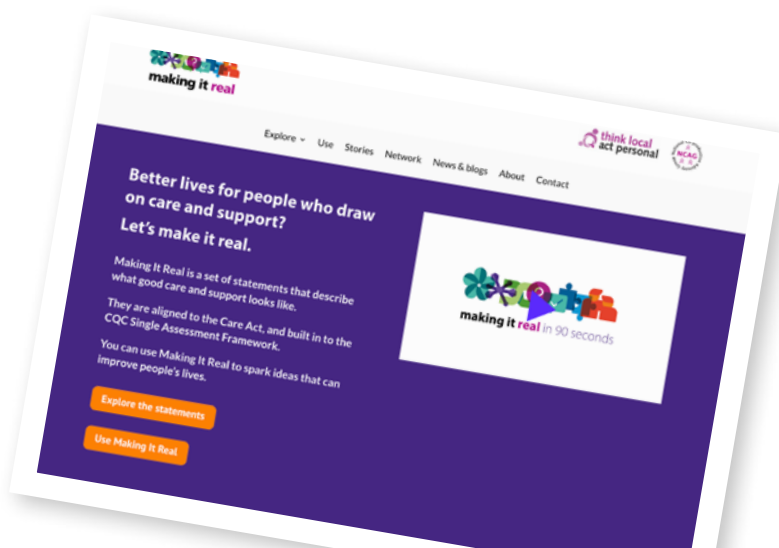
Share your stories

If you have used Making It Real to improve care and support, we would love to hear from you.

We have a dedicated space for stories at makingitreal.org.uk, and are keen to share

inspiring examples of people and organisations who are using it to co-produce change.

Get in touch with us at makingitreal@tlap.org.uk to tell us your story today.



For the latest resources, stories and news about Making It Real, visit:

makingitreal.org.uk



Think Local Act Personal is a network of people and organisations working to make care and support more personalised, so that everybody can live life their way.

Learn more about us at
thinklocalactpersonal.org.uk.