

How do I have a  
voice in care and  
support planning?

# What you can do to ensure people have a voice?

**Coproducts**  
The TANGIBLE results of creating the RIGHT conditions

**Co-Creation**  
Creating the RIGHT conditions

**The Iceberg Effect...**

**Visible (Coproducts):** Beliefs, Sharing space, Its about PEOPLE, Conversations, Cause GOOD trouble, Curate, Relationships, Principles, Values, Culture, Ethics, Being Human, Sponsor, Coach, Test things, Permission to fail, Professional Rule Breaking.

**Submerged (Co-Creation):** Beliefs, Sharing space, Its about PEOPLE, Conversations, Cause GOOD trouble, Curate, Relationships, Principles, Values, Culture, Ethics, Being Human, Sponsor, Coach, Test things, Permission to fail, Professional Rule Breaking.

**think local act personal**

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## Elements of Care and Support Planning - JIM

# Caroline's story



# Making It Real: The 'I' Statements

## **First exercise (on your tables)**

- We are inviting you to step into the shoes of people who have care and support needs and to think about how, through the process of care and support planning, the 'I' statements can 'Make it Real.'
- Please use this opportunity to discuss this on your tables.
- You will need to come up with one point by the end of 10 minutes to feedback to the whole room.

# These are the '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.

Feedback – one point per table

# Making It Real: The 'We' Statements

## **Second exercise (on your tables)**

- If we had a magic wand, what would we change in our organisations to ensure that the 'We' Statements are Made Real?
- Please use this opportunity to discuss this on your tables.
- You will need to come up with one point by the end of 10 minutes to feedback to the whole room.



# The '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.

Feedback – one point per table

Thank you for your time and contributions

If you would like to talk to Isaac or Caroline, please  
come and find us.

We are here all day.