



Personalisation and efficiency

Lose-lose or win-win?

Cheshire East – Empower card



Mrs M, an 80-year-old Indian woman was no longer able to cook for herself, and her family were not able to provide all her meals. Also Mrs M did not speak English, this meant that traditional services weren't able to communicate with her and couldn't cook the meals she wanted. Mrs M now uses the Empower card to purchase the services of a chef at a local Indian restaurant, to cook the food she pays for. The food is delivered by a waiter who also speaks her language. As a result Mrs M's health and wellbeing has improved, her cultural needs are being met, her family is being supported and a local business benefits.

"Distance is no barrier" said **Mrs P's** daughter who lives in Thailand but wanted to be involved in managing her mother's care. The Empower companion card facility allows Mrs P's daughter to pay care agency invoices using internet banking and monitor her mother's support. Receipts and records are kept automatically for audit purposes.

Issues and challenges

- How can we deliver personalisation at a time of cuts?
- How can we manage spending without creating more bureaucracy?
- Lose-lose: less money, less choice, worse outcomes, more disputes and JRs
- Win-win: reduce process, unlock better ways to use money



Audit Commission

- Spending going up – especially for people with learning disabilities
- Short-term transactional change can deliver some savings but ...

“Councils will still need to implement large-scale, transformational change.... Prevention, personalisation, building community capacity and a shift to independent living in the community”



Personalisation, productivity and efficiency

- Early signs that personalisation can be a driver for efficiency
- Direct payments can give savings and get better outcomes
- Councils should
 - measure both outcomes and costs
 - make commissioning more flexible



Example – support planning

- Essex Coalition of Disabled People (ECDP) is an example of a user-led organisation which is working with the county council to shape and inform the approach to support planning.
- ECDP won an open tender to complete 300 support plans each year at a cost of around £500 per completed plan.
- The organisation's approach promotes the active involvement of people themselves in their own support planning
- Over 90 per cent of people need just one visit from a support planner.
- So far, every person who has used the support planning service has taken up a direct payment for all or part of their support package.



Example – reducing paid support

- In the North West, a group of providers got together to share learning about how to rethink the way support is provided and reduce the use of paid support.
- They then extended their work to involve a range of other stakeholders, who spent two days together thinking creatively about this issue.
- The group has published a report entitled *Altogether Now: Thinking differently about how support can be provided*
- Includes useful top tips and a wealth of case examples



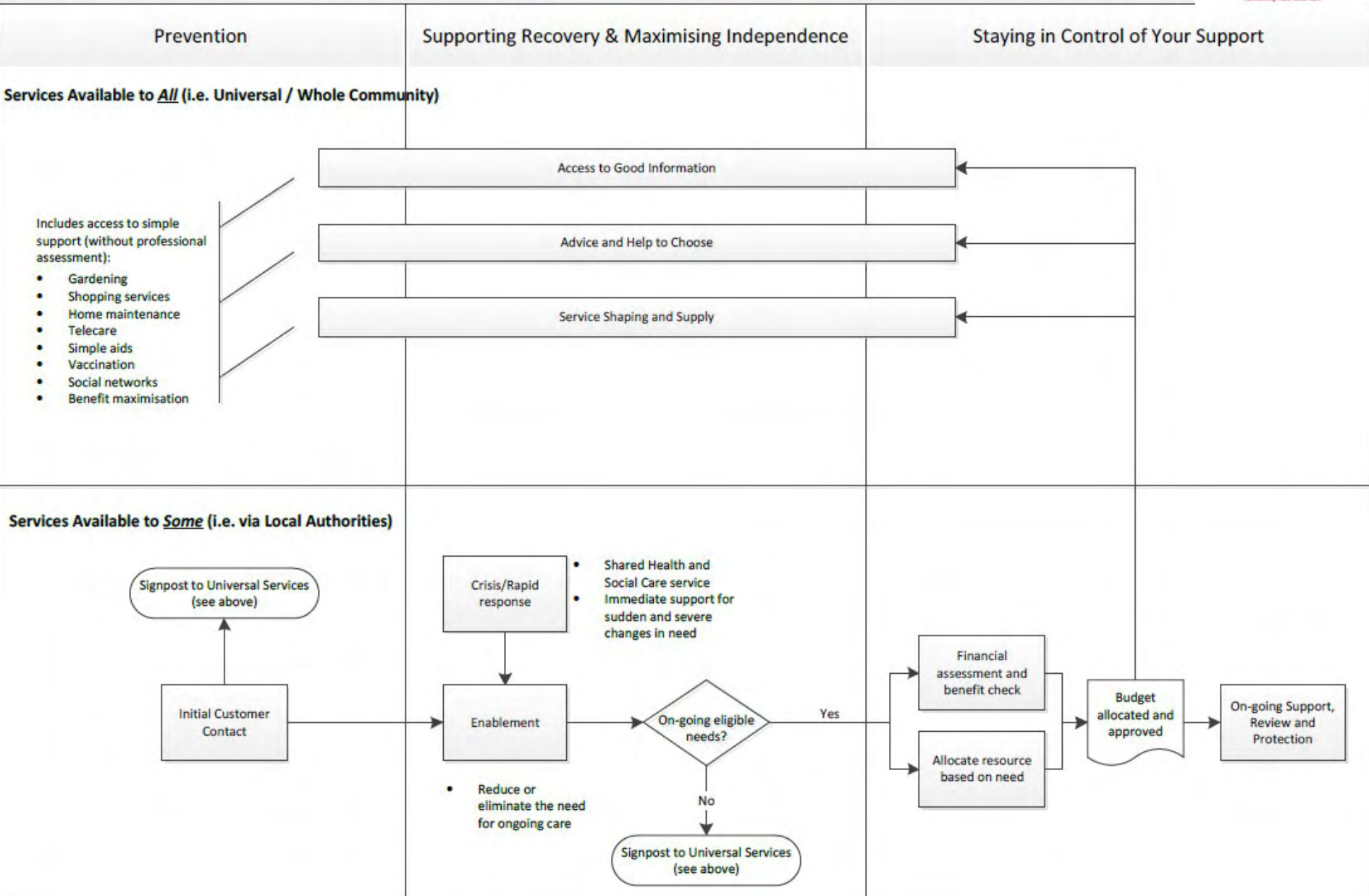
Minimum process framework

- New work by Think Local, Act Personal
- Minimum business process – only do what actually needs to be done
- Overview of whole system
 - what to consider
 - what to avoid
 - examples and links



Adult Social Care - Minimum Process Overview

[Click on a Process Step for Detail](#)



Useful resources



www.in-control.org.uk
www.thinklocalactpersonal.org.uk