EasyRead guide to the PowerPoint slides

This is an EasyRead guide to the slides you will see on the screen.

It has the slide you will see on the screen at the top of the page and an EasyRead of what it means underneath.
National Voices is a large group of health and social care charities in England.

We work together to make sure the things people say are heard by people in power.

We work with:

- patients
- people who use services
- carers

- their families and the voluntary organisations that work for them.

This talk is about **Person-Centred Care**, which means the right care for what each different person needs.

We also use the word **co-ordinated**, this is also about all the different parts of care working well together.

National Voices and TLAP both have web sites and you can follow them on twitter.
The NHS has paid us to do this work for a group called the National Collaboration for Integrated Care and Support.

We decided how to do the work with lots of others including health and social care charities.

We wrote a draft report.

A draft is a report that isn’t finished yet, people can read it and ask for changes.
The report was on:

- what matters most to patients and service users
- we asked questions that we had tested on patients
- and we talked to our members.

We changed some things after we asked people at a meeting last September.

We wrote a second draft in January 2013 and asked people what they thought about it.

We heard from:

- people who buy services
- care services
- service user organisations
- and others.
We looked at what everyone said and talked about it at another meeting in March 2013.

We then wrote this final version.

It fits in with the Think Local Act Personal work on ‘Making it Real’.
This slide shows the different parts that need to work together to help plan my care.

We will give you more details about each part in a moment. They are:

- what I want to happen
- talking and listening
• information

• being in control

• making a plan for me

• moving from one service to another.
There are several different names that are being used to talk about the changes that are happening in health and social care.

One of them is Integrated Care it means the same thing as person-centred coordinated care, which means planning the right care for what each different person needs.
To plan my care I need people who:

- work together

- understand me and my carers

- make sure I'm in control
• bring different services together

• make the things I want happen.
To help me decide what I want to happen, I need:

1. people who find out what all my needs are

2. people to think about my needs in what they do, my carers and family to get support with their needs so they can carry on supporting me

3. to understand what choices I have and how to get what I want

4. my care and support helping me live the life I want, as well as I can.
Making my care plan, I need:

- to work with my team to agree my care and support plan
- to know what is in my plan
- to know what to do if things change or go wrong
- to have as much control as I want over my plan
- to decide what kind of support I need, when and how I get it
- my care plan to be in my notes
- to review my plan often to check it is still right for me
• to review my medicines

• to know when something is planned it happens

• to be able to plan ahead and stay in control in any emergency

• to be able to get help early so it stops anything getting worse.
Talking to each other, what I need:

- to just tell my story once to one person
- people listening to what things work well for me
- I am always told what is happening next
• everyone to work as a team talking to each other and including me

• always knowing who is in charge of organising my care

• only having one person to contact

• people understanding me and knowing about my disability

• having someone to go to with questions at any time.
The information I need:

- having all the information I need to make choices about my care and support in a way I can understand

- having help so I can use the information to help myself

- being able to see my health and social care records
- being able to decide who else can see them

- being able to change any mistakes in them

- having the right information at the right time and in a way I can understand

- being told about any other services and support that might be useful to me
• having the right support to understand what any information means for me

• not being left alone with information that I do not understand

• having someone I can talk to and ask questions.
Decision making including budgets

I am as involved in discussions and decisions about my care, support and treatment as I want to be.

My family or carer is also involved in these decisions as much as I want them to be.

I have help to make informed choices if I need and want it.

I know the amount of money available to me for care and support needs, and I can determine how this is used (whether it's my own money, direct payment, or a 'personal budget' from the council or NHS).

I am able to get skilled advice to understand costs and make the best use of my budget.

I can get access to the money quickly without over-complicated procedures.

The things I might want to make decisions:

- being involved in talks and decisions about my care, support and treatment

- having my family or carer involved as well

- having help to make choices that I understand and know about
• knowing how much money is there for my care and support

• having choices on what to spend that money on

• having good support and information to help me spend money in the best way

• getting the money quickly without lots of paperwork.
Moving to a new service

When I use a new service:

- they need to know all about me and my care plan and want to do what it says
- there needs to be a plan for what happens next when I move to a different service or place
- I need to know where I am going, what I will be getting and who the main person is I should talk to, before I move.

- I need to have information about my medicines to take with me, I need to know how to take them and any problems they can cause.

- I need to be able to contact my old services if I need to.

- I need to have the same level of care and support even if I move to a new area.
This slide is nearly the same as Slide 1 at the start.