



Personalised health and care

Information for people and families



**Integrated Personal
Commissioning**

Integrated Personal Commissioning

Integrated Personal Commissioning (also called IPC) is about making sure you get good person-centred care in your local community.

Sometimes people don't have much choice and control over the care and support they receive.

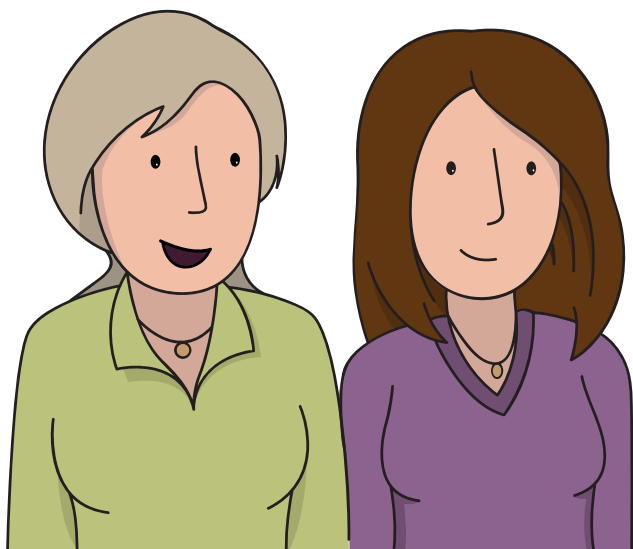
IPC is different because you can have more of a say in your care and support and who provides it.

The aim is for you to have more choices, to have better health and to be able to do more in your life.



Integrated Personal Commissioning

IPC is also about getting support from peers, who could be friends or local people who have the same health condition or disability. They can work with you, support you and help find the right care and support that suits you best in your local area.



For some people IPC might be about using council money, NHS money or both together to buy your own care, support and equipment that you need.



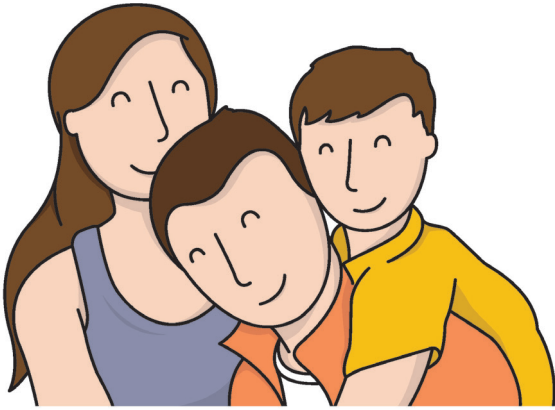
This can include money for health care, social care or education.



At the centre there should always be a good care and support plan.

Who is it for?

Integrated Personal Commissioning isn't for everyone.



Many people could benefit but it could work well for people who have:

long term health conditions

severe mental health problems

learning disabilities, autism or both

IPC can work for children and young people, as well as for adults. It can help to make things work better for the whole family, and people who provide informal care (like members of your family or friends).

It is not yet available everywhere in England. To find out if IPC is available in your area please go the NHS England Website.

IPC is a big change for everyone.

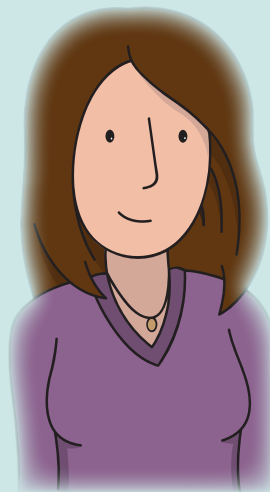
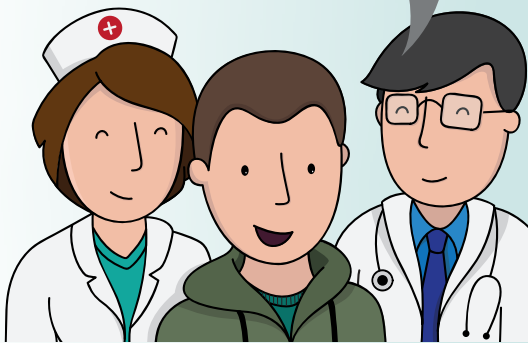
It is new and different.

What it will look like to you

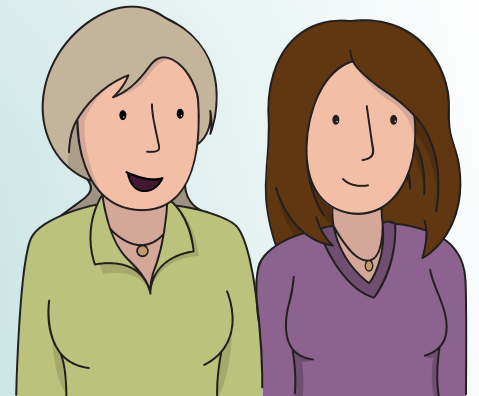


More control over the money available to you, your carers and your family

Having a different conversation with the people who care for you, which looks at what's important to you



YOU



A chance to get to know more people, get involved in your local area and to build your knowledge and confidence through peer support



Everyone working together to make your care better, which helps to prevent crises

A wider range of care and support choices designed to meet your needs

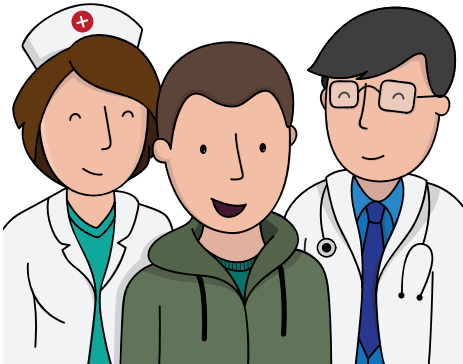


What you can expect - the key features

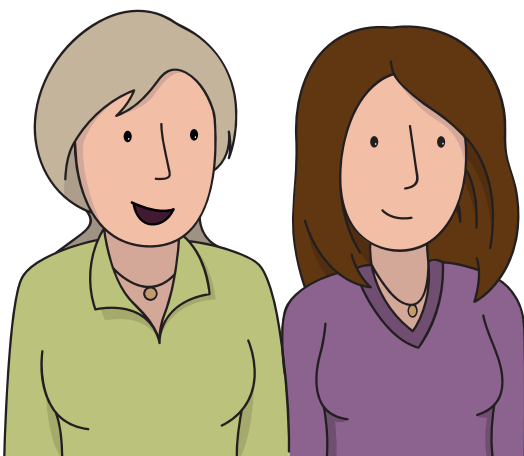
You will:



be able to access information and advice that is clear and timely and meets your individual needs and preferences



experience a coordinated approach that is transparent and empowering



have access to a range of peer support options and community based resources to help build knowledge, skills and confidence to manage your health and wellbeing

What you can expect - the key features

You will:



be valued as an active participant in conversations and decisions about your health and wellbeing



be central in developing your personalised care and support plan and agree who is involved



be able to agree the health and wellbeing outcomes* you want to achieve, in dialogue with the relevant health, education and social care professionals

What you can expect - the key features

If this leads to an IPC personal budget, you will:



get an upfront indication of how much money you have available for healthcare and support

have enough money in your budget to meet the identified health, wellbeing needs and outcomes* agreed in your personalised care and support plan



have the option to manage the money as a direct payment, a notional budget, a third party budget or a mix of these



be able to use the money to meet your outcomes in ways and at times that make sense to you, as agreed in your personalised care and support plan.

*and learning outcomes in the case of children and young people with education, health and care plans.

Making 3 big changes

IPC is different and new. There are 3 big changes to the way people get care and support. You might not see all of these changes, it depends on what is happening in your life and what support you need:

You should be able to get more support in the community and be able to access things like peer support

You should have more say in your care and support planning and it should be more personal to you

You may get an IPC personal budget to pay for care and support if it is agreed you need one and is part of your support plan

If you get an IPC personal budget this could include money from the NHS (a personal health budget), council (a personal budget) or education.

1 - Support in the community



Your local council and the NHS needs to make clear who can benefit from IPC.

They need to provide clear information about it and how it works for people with different kinds of needs, including those with long term conditions and those who support and care for them.

This information should say:

what support is available, and how people can get this

what an IPC personal budget is, and who can and who can't get one

IPC will mean you will have the chance to find out what's available locally, have help to get involved and to achieve your goals.

1 - Support in the community



You will get help to improve your knowledge, skills and confidence to look after your own health and stay healthy, in ways that work for you.

You will have the chance to use peer support: other people who are in the same situation as you, who can enable you to learn more, and build your confidence.

You will be able to access peer support the way that suits you best: including one to one, group and online support.

Some areas will provide community navigators. These are people who can help you find your way around the services and support available in your area.

2 - Personalised care and support



You will be able to speak to people about what matters to you, what is working and not working in your life.

This will be done in a way that builds on your own skills, knowledge and confidence.

You will be able to find out easily what support and services are out there for you to use.

This could include help from voluntary organisations that you may not be aware of or used before.

2 - Personalised care and support



You will have one personalised care and support plan, which is agreed with you, so everything important is written down in one place.

You will be able to change your plan if it isn't working or your condition or your life changes.

3 - IPC personal budgets



A personal health budget is when you are given a budget from the NHS to pay for some of the care and support you need. Adults who have NHS Continuing Healthcare and children who have continuing care have a right to a personal health budget. This does not mean you have a right to have a direct payment. But the NHS needs to be able to make direct payments.

Some people can get a personal budget from their local council for social care support. A small number of people can get a personal budget which includes money for education.

The budget can be used to buy care and support. It can also be used for other things that will improve your health and wellbeing. These will be agreed with your support team and written down in your plan.

3 - IPC personal budgets



An IPC personal budget is a way to bring together money from the NHS or the council into one place. There are three options for how your budget can be managed:

Direct payment

Notional budget

Third party budget or a mix of them

You will be able to get information and advice about organising care and support, employing personal assistants and managing direct payments. You do not have to have a direct payment if you do not want one. IPC areas will need to make sure that all three options are available.

Each local area taking part in IPC will have a plan for what money is available for IPC personal budgets and who can benefit.

3 - IPC personal budgets



You will know from the start if you can get an IPC personal budget. You will get a statement telling you what education, health and social care money is included.

IPC areas will need to make sure that the way they organise personal budgets and personal health budgets is joined-up. This means the rules on how you can use your budget are kept as clear and simple as possible, and follow the laws that apply to councils and the NHS.

You can get more information about personal health budgets from your local clinical commissioning group (CCG), the NHS Choices website, and the Peoplehub website.

For information about personal budgets contact your local council.

Making sure change happens



There are more things that you won't see yourself, but are the things that your local council and the NHS need to do to make the 3 big changes happen.

These things are:

Co-production

When you and the other people who get support and use services are involved as an equal partner in designing and making them better.



Finance

Being open and honest about what money people have in their budget. Finding new ways to provide support to people in the community which might not cost money.



Making sure change happens



Commissioning

Making sure money can move around to buy new services.

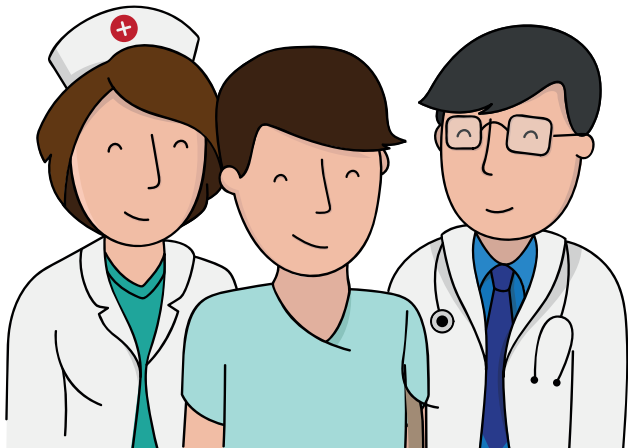
Changing contracts to free up money for IPC personal budgets.

Buying services which are different and better suit people's needs.

Workforce

Being flexible about how people are employed.

Enabling people to work differently.



Making sure there is enough support available, in ways that suit people's lives.

Training for staff so that they understand IPC and know what they need to do differently.



Jargon buster

Active participant

When you are included in decisions about your care and support, and have a say in how you live your life and how you want to spend your time.

Care plan

A written plan after you have had an assessment, setting out what your care and support needs are, how they will be met (including what you or anyone who cares for you will do) and what services you will receive. You should have the opportunity to be fully involved in the plan and to say what your own priorities are.

Commissioning

The process of planning services for a group of people who live in a particular area. It does not always mean paying for services, but making sure that the services people need are available in that area.

Community navigators

Individuals who can help you find out what is available to support you in your local area and how to get involved in social activities. They may be employed by your council to help connect you with local services, facilities and activities.



Jargon buster

Coordinated approach

This is when things are planned and delivered with everyone involved, so everyone knows what others are doing.

Coordinated care

A way of joining up all the care and support offered to someone with complex needs by getting people and processes to work together. It means considering what you need as a whole person, not just treating each symptom separately.

Co-production

When you as an individual are involved as an equal partner in designing the support and services you 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.

Dialogue

When people talk to each other about something and they both listen to each other.

Empowering

When something happens in a way which makes you feel in control and wanting to take more control in the future.



Jargon buster

Health and wellbeing goals (or outcomes)

An 'outcome' or goal refers to an aim or objective you would like to achieve or need to happen - for example, continuing to live in your own home, or being able to go out and about. You should be able to say which outcomes are the most important to you, and receive support to achieve them.

Notional budget

A type of personal health budget. It is the amount of money that is given for your care and support. You do not receive this money but decide how you want it to be spent to meet your needs. Care is then arranged for you, based on the amount of money that is available and the decisions you make about how to spend it.

Peer support

The practical and emotional help and support that people who have personal experience of a particular health condition or disability can give each other, based on their shared experience. People support each other as equals, one-to-one or in groups, either face-to-face, online or on the telephone.

Personalised care and support

An approach that puts the person receiving care and support at the centre of the way care is planned and delivered (Person Centred Care). It is based around you and your needs and what is important to you. It treats you as an equal partner, and puts into practice the principle of 'no decision about me without me'.



Jargon buster

Self manage

This is when you do more things for yourself. This might mean organising yourself more, planning and doing more for yourself and finding out more about your own health and how you can make it better.

Third party budget

This is money paid to an organisation who organises your care and support for you. This is a good idea if you are not sure you can do this yourself or you want someone else to do it for you. You should still be fully involved and have a say in how your care and support is given.

Timely

Things which happen or are done at the right time.

Transparent

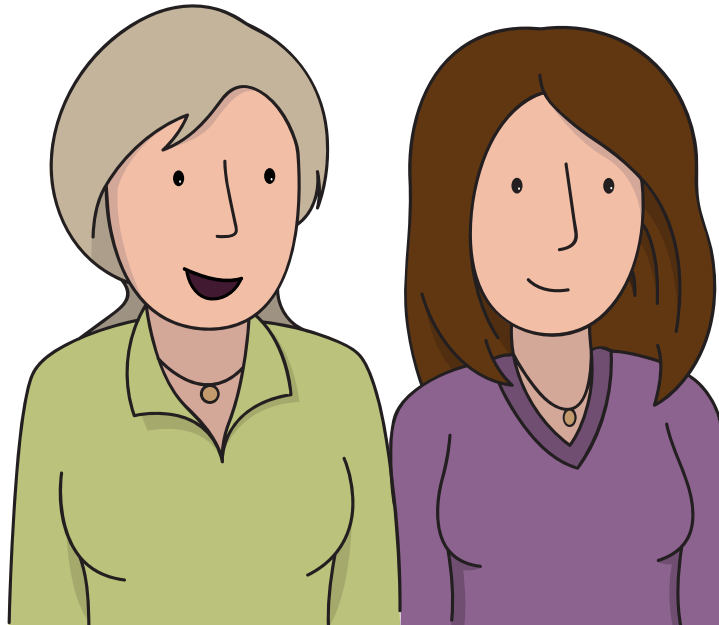
This means people can see exactly what is going on, how a service is being delivered, what plans and decisions are being made and what money or people are involved.

Workforce

The people who provide care and support or work for health services like doctors, nurses, care assistants as well as the people who plan and pay for these services.

Jargon buster: <http://www.thinklocalactpersonal.org.uk/Browse/Informationandadvice/CareandSupportJargonBuster>

Integrated Personal Commissioning is about making sure the care and support you need is personal to you, meets your needs and makes use of all the things available to you in your area.



For more information

Personalised health and care web pages:
<https://www.england.nhs.uk/personalisedcare>

Peoplehub website:
<http://www.peoplehub.org.uk>

Email:
england.integratedpersonalcommissioning@nhs.net

