KING'S College LONDON

University of London

SOCIAL CARE WORKFORCE RESEARCH UNIT

Social care transformation: how far along are we with the personalisation agenda?

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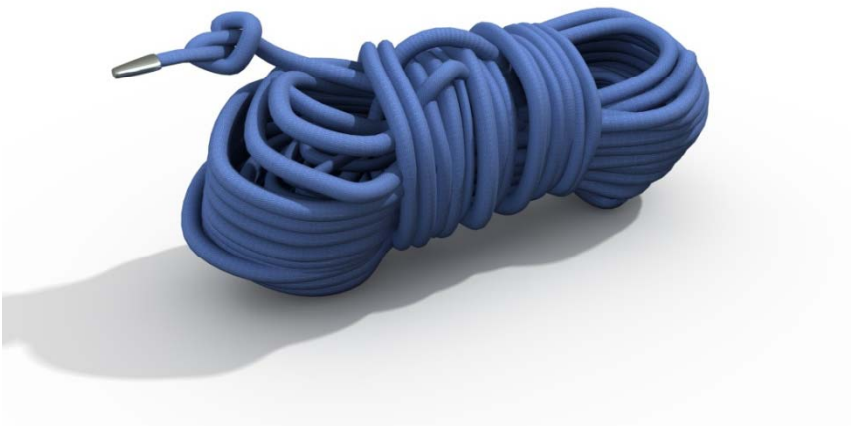
mayor of london health
conference Nov 2009

Or how long is a piece of string?



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London characteristics

Huge spends on Residential & Nursing care

- £486 and £514 million
- Margins healthy
- Market consolidating
- Less on home care £401m
- Large reliance on family care
- Enormous diversity

Personalisation is

- Not just personal budgets but self-directed support
- Not just direct payments but many forms of deployment
- Generally applicable to adult social care+
- Transforming adult social care

Looking at personal budgets

- The local authority Resource Allocation System works out that Mrs James is eligible for £5,000 a year to meet her needs for social care. She wants to spend half on a personal support worker (her niece Maureen) and a quarter on going to church (neighbour). While Maureen is on holiday Mrs James pays for a stay at Claremont Court.

Holiday horror averted

- Maureen has broken her leg

on a camel ride…

(phone calls from Marrakech)

- Mrs James stays longer
- Importance of support plans – signed off by LA but how often should there be monitoring and how much?

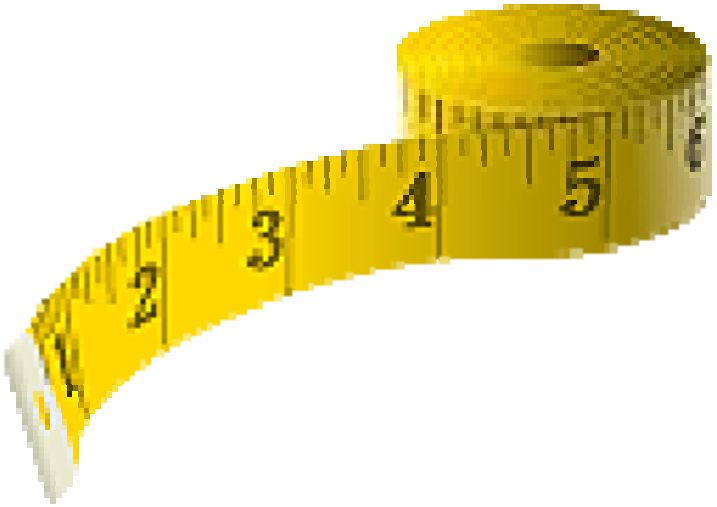
Hearts and minds

- The art of the possible
- Transformations (and minor changes)
- Overcoming the hassle factors
- Serious about safeguarding
- Better engagement at Borough level

How far?

- Further than many people think
- Less than some people would like
  - But the key is the direction…

  Three measurements?
  - Better use of public funds
  - Real choice not
  - Control but not out of control



Thanks for listening

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