

Implementing personalised care in adult services

Individual budgets, self-directed support, direct payments and in control

Wednesday 24 September 2008
Central London



**DEVELOP
YOUR PRTL
PORTFOLIO**

Conference chair:

MARK IVORY

Executive Editor, *Community Care*

Keynote address:

GLEN MASON

Director for Social Care Leadership and Performance, Department of Health

Speakers:

MELANIE HENWOOD

Melanie Henwood Associates

ANNA COSS

West Sussex County Council

JILL BUCHANAN-HUCK

Lincolnshire County Council

ZOE PORTER

Care Services Improvement Partnership (CSIP)

CLAIRE COPE

Bath and North East Somerset Council

GILL STEWART

Norfolk County Council

GEORGE DOUBLEDAY

Norfolk County Council

JULIA WINTER

In Control

NEIL WOODBRIDGE

Thurrock Council

LIAM COFFEY

Thurrock Lifestyle Solutions CIC

JANET CRAMPTON

Care Services Improvement Partnership (CSIP)

ANDREW REECE

Coventry City Council

SIMON STEVENS

Independent Disability Trainer and Consultant

BENEFITS OF ATTENDING:

- Find out how to support individuals commissioning their own services
- Gain practical advice on implementing individual budgets
- Learn from the experiences of the individual budget pilots
- Understand how personalised care will work for service users in practice
- Establish how commissioning and decommissioning will work in future

KEY TOPICS INCLUDE:

- How will personalisation affect social workers?
- Support planning for better outcomes
- Personalised care for mental health service users
- An exploration of the self-assessment trials

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Implementing personalised care in adult services

Individual budgets, self-directed support, direct payments and in control

Personalisation is set to be the most significant reform in social care for 60 years.

Personalising services in adult care will offer choice and control to service users through individual budgets but there will also be many challenges in service provision to overcome. How will the role of practitioners be affected? How will personalised care be implemented?

Attend this *Community Care* conference to have these questions answered and understand what your role will be in driving the agenda forward. Our previous personalised care conference was a sell out. If you missed out last time then this is your opportunity to attend this informative day and find out how you can **put personalised care into practice**.

This conference will give you the opportunity to:

- Find out how to approach the **practical implementation** of individual budgets
- Hear evaluations of **individual budget pilots**
- Find out how to support service users for **better outcomes**

The personalisation agenda will have an enormous impact on care services over the coming years. There is work to be done to increase the uptake of direct payments and ensure individuals have the opportunity to choose how their care is provided. **You need to be ready to tackle this change.**

What delegates from our previous personalised care conference said:

“A very enjoyable and informative conference.”

Lesley Kopec, Derby City Council

“Outstanding quality of speakers.”

Caroline Barrett, London Borough of Richmond

Who should attend this conference?

- Service managers from adult social services
- Directors of adult social services
- Team managers and senior practitioners from adult social service teams
- Directors and managers from health and social care service providers
- Operational managers from health and social care
- Commissioning managers from health and social care

Post-registration training and learning (PRTL)

Attending this conference is an excellent opportunity to collect PRTL hours as required by the GSCC. Simply attend the conference, record your learning on the Record of Achievement form provided and keep it with your GSCC form for reference when you re-register.

If you wish to receive your own copy of *Community Care* every week free of charge, please visit: www.rbisubscribe.com/cc/cga to register your details. If you qualify for a free copy you will be added to the regular mailing list. Alternatively please call 01444 475600.

300 attendees at previous conference

BOOK TODAY ON 020 7347 3574

PROGRAMME – Wednesday 24 September 2008

10:00 Chair's introduction and opening remarks

MARK IVORY, Executive Editor, **Community Care**

10:10 Keynote address: the implementation of personalised care in adult services

GLEN MASON, Director for Social Care Leadership and Performance, **Department of Health**

10:40 The principles of personalisation through participation: why personalisation is here to stay

MELANIE HENWOOD, Health and Social Care Consultant, **Melanie Henwood Associates**

- What local authorities need to do to forge ahead with personalised services
- Empowering service users to control their support
- Choice as the key to control

11:15 Coffee

11:30 Experiences of the individual budget pilots: a case study

ANNA COSS, Director of Operations, Adult Services, **West Sussex County Council**

- The role of local authorities in personalisation and place shaping
- Supporting individuals as commissioners of their own services
- Market development
- Ensuring resources are allocated effectively
- Balancing cost efficiency with better care

12:05 Experiences of the self-assessment trials

JILL BUCHANAN-HUCK, Head of Service Access and Personalisation, **Lincolnshire County Council**

- Providing effective tools for self-assessment
- How needs are assessed

12:40 Lunch

13:45 - 14:35 Workshop Session 1

Choose from:

A) Practical implementation of individual budgets

ZOE PORTER, National Programme Manager for Personalisation, **Care Services Improvement Partnership (CSIP)**

- What needs to be done?
- How are people approaching the task?
- What help is available?

OR

B) Personalising care for older people

CLAIRE COPE, Individual Budgets Manager, **Bath and North East Somerset Council**

- Implications for providers
- Safeguarding issues
- Challenges and opportunities of working with health
- The service user experience of individual budgets

OR

C) Approaching personalised care for mental health service users

GILL STEWART, Lead for Individual Budget Pilot and GEORGE DOUBLEDAY, Expert by experience, **Norfolk County Council**

- Taking a different approach to mental health
- Creating new opportunities for service users through personalised care
- Lessons learnt from the Norfolk County Council pilot

14:40 - 15:30 Workshop Session 2

Choose from:

D) In Control – the origins of personalisation: concepts and practice

JULIA WINTER, In Control and IB User

- Putting people in charge of their own support
- Personalisation as a tool to reinstate users as citizens

OR

E) Working with local authority partners to achieve better day opportunities

NEIL WOODBRIDGE, Service Manager, Disability Provider Services, **Thurrock Council** and LIAM COFFEY, Director, **Thurrock Lifestyle Solutions CIC**

- Including the voices of people with learning disabilities
- Why and how the project was set up
- The role of partnership working
- Evaluation of outcomes

OR

F) How will personalisation affect social workers?

REPRESENTATIVE, **Devon County Council**

- Implications for the social work profession
- New ways of providing care management
- Assessing for wellbeing rather than task-focussed assessment

15:30 Tea

15:45 Commissioning for the future and decommissioning existing services

JANET CRAMPTON, National Programme Lead – Commissioning, **DH Care Services Improvement Partnership (CSIP)**

- Individuals as commissioners
- Strategies for decommissioning services
- The consequences of decommissioning services
- Changing the way we think about commissioning

16:20 Personalisation and support planning for better outcomes

ANDREW REECE, Service Manager, Physical and Sensory Impairment and Individual Budgets Lead, **Coventry City Council** and SIMON STEVENS, Independent Disability Trainer and Consultant and Service User

- The process of setting outcomes
- How have these outcomes been reached?
- Example support plans
- What difference has this made to Simon?

16:55 Chair's closing remarks

17:00 Close of conference

Registration

Your priority booking code is:

You will need to quote this code to claim your early booking discount*

*The early booking discount is only available when you register before 30 July 2008

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Exhibition opportunities

This conference provides an excellent opportunity to market your organisation to a key targeted audience. To raise your profile and showcase your services in this field, please contact **Debra Greening** on **020 8652 4514** or email **debra.greening@rbi.co.uk** to find out more about the range of opportunities available.

Forthcoming events

Should you require any further information on any of the events below, please tick the appropriate box and return to Community Care Conferences c/o LexisNexis®

- Safeguarding Vulnerable Adults** 19 September 2008
- Empowering people with learning disabilities through choice and opportunity** 8 October 2008

You can still benefit from the day – even if you can't make it!

Naturally, nothing matches the experience of coming to the conference, but if you really can't make it, you can still benefit by ordering a set of course papers. Available for £99, this will give you a permanent record of the subjects covered, which you can share with your colleagues.

To order call on 020 7347 3574 or return the booking form.

Administration

VENUE
Central London. The venue will be confirmed in the joining instructions letter.

FEE
Your one-day fee includes attendance, refreshments, lunch and course documentation. Full payment, including VAT must be received prior to the conference. Please post a cheque for the full amount with your completed registration form or complete the credit card payment details. Once payment has been received a VAT invoice/receipt will be issued.

OUR CONFIRMATION OF YOUR BOOKING
All bookings will be acknowledged in writing within five working days of receipt and joining instructions (final conference details and a venue location map) will be emailed to delegates approximately two weeks before the event. Please telephone the Bookings Enquiries line immediately:

- if you have not received written acknowledgement of your booking within 7 days of sending it by fax, post or email or
- if you have not received your joining instructions five days before the event

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ADDITIONAL REQUIREMENTS
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- Please call me to discuss my requirements in more detail.

CERTIFICATE OF ATTENDANCE

A certificate of attendance is available on request, following your attendance at this conference, as a record of your training and development.

DOCUMENTATION SALE
Your notes will be dispatched within five working days after the event. Please call us if you do not receive your notes by two weeks after the event.

CANCELLATIONS
A refund of fees will be made only for cancellations received in writing at least 14 days before the event (less a 25% cancellation fee to cover administration costs). No refunds will be made for cancellations received within 14 days of the event and failure to attend after confirming a booking will be subject to the same terms. We regret that the transfer of a booking to another event cannot be made but a substitute delegate will be accepted at any time before the event.

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