



# Providers and Personalisation

A tailored approach to supporting providers with the transformation to more personalised services and Self Directed Support

(June 2010)





Paradigm has been working with providers, people using services, their families and with local authorities for over eleven years, supporting people to get better lives. The introduction of personalisation and Self Directed Support has brought a range of opportunities and also a number of challenges. Paradigm is working across the country to help providers with some of the challenges of personalisation. We are running a national programme (Provider Personalisation Transformation Programme), provider programmes alongside local authorities and also doing tailored work with a number of provider organisations from small local providers to larger national providers working with people with learning disabilities, mental ill-health and older people; with people in both adult and children's services.

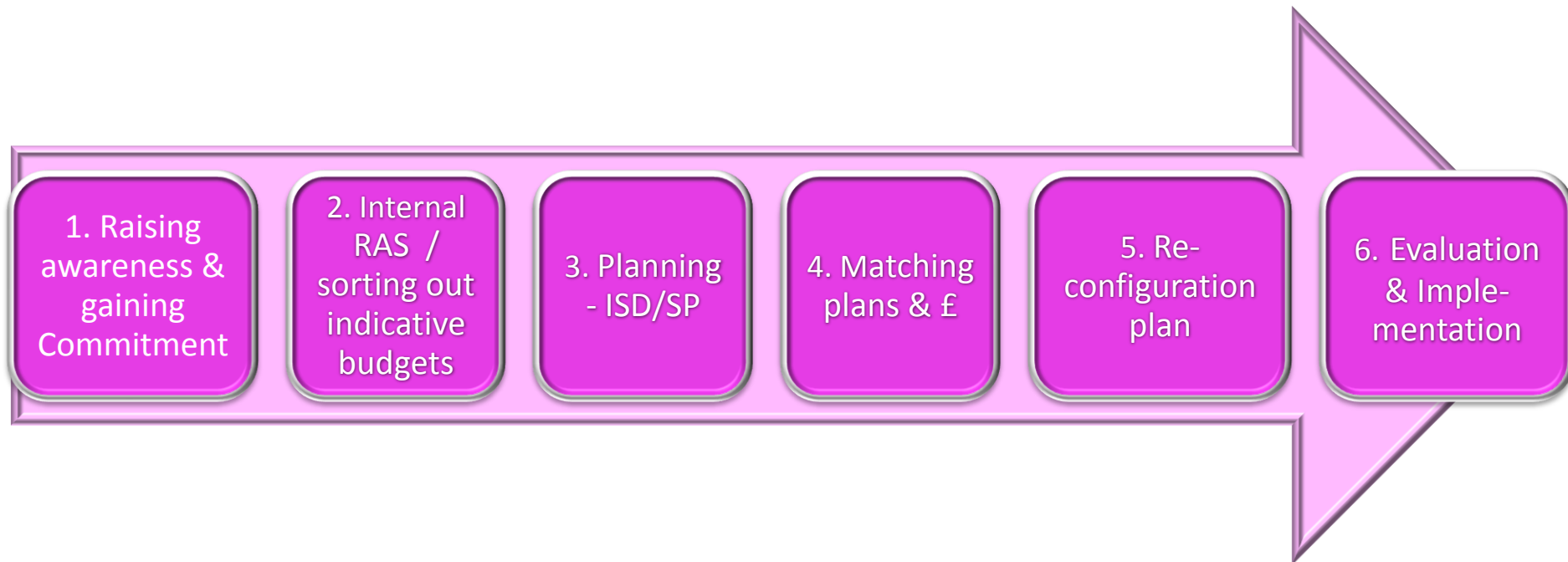
As we develop our learning and experience alongside people we are constantly reviewing and updating our work to ensure that we share good practice and develop new opportunities.

Our work with providers can involve ongoing support with transformation and organisational change or can be short, 'one-off' training delivery days. Below is an outline of the key stages of provider transformation that we have identified from our work to date. Against each stage is an idea of the sort of training and consultancy we can offer to support providers (as well as others) in their transformation to Self Directed

Support. None of our work is 'off the shelf' as we always work with our customers to tailor support to make sure it fits with the organisations work. Whether providers are looking to break down current block contracts, or are developing their services to respond to Individual Budgets, we can help them shape their work.



### **Provider Personalisation - A process for change**



1.

- Raising awareness and gaining commitment

2.

- Establishing indicative budgets for people
- Internal Resource Allocation Work (for block contracts)

3.

- Planning with people (Support Planning and Individual Service Design)

4.

- Matching plans and indicative budgets (- adapting support and costs)

5.


- Provider reconfiguration work - do you offer the right supports?

6.

- Implementation and evaluation

## Training and consultancy support at each stage

Examples:

 <b>Raising awareness and gaining commitment</b>			
What's on offer?	Who is it for?	What does it achieve?	How much does it cost?
'An introduction to Self Directed Support & Individual Budgets' (1 day course)	Anyone with an interest in knowing more about SDS and IB's and how this may impact on their jobs and organisation	<ul style="list-style-type: none"> <li>• Knowledge of In Control</li> <li>• Understanding the principles of SDS</li> <li>• Understanding of impact on organisations and current roles</li> <li>• Basic knowledge of developing an IB and Support Plan</li> </ul>	£825 for 20 – 25 people

<p>'Getting Personal – a workshop for charity trustees' (1/2 day)</p>	<p>Anyone who is a member of a board of trustees and senior/executive staff of the organisation</p>	<ul style="list-style-type: none"> <li>● Improved understanding of what Personalisation is</li> <li>● Increased confidence in thinking through the implication for the organisations they lead</li> <li>● Identifies challenges and barriers to transforming services</li> <li>● Considers support strategies for leadership teams in their organisation</li> </ul>	<p>£450 for up to 20 people</p>
<p>'Self Directed Support – Train the</p>	<p>Those with a reasonable</p>	<ul style="list-style-type: none"> <li>● Provides participants with</li> </ul>	<p>£825 for 15 – 20 people</p>

<p>Trainer' (1 day course)</p>	<p>knowledge of the principles of SDS who are in a position to share information with wider groups of people in and connected to the roganisation</p>	<p>overview of SDS principles</p> <ul style="list-style-type: none"><li>• Understanding of basic training techniques in different situations</li><li>• DVD of slides and resources</li><li>• Opportunity to practice skills learned</li><li>• Top tips on planning for different audiences</li></ul>	
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## Establishing indicative budgets for people

What's on offer?	Who is it for?	What does it achieve?	How much does it cost?
Tailored consultancy to look at organisations funding and finance structures and to establish a mechanism for indicative budgets for people supported (1 day for a pilot project of approx 15 people supported/budgets)	Finance staff, managers and those with an interest or responsibility for personalisation	<ul style="list-style-type: none"><li>• Provides information about different ways to 'split' the money</li><li>• Understanding of how the money 'works' for individuals and what organisations need to provide</li><li>• Support to review current finance systems and ways forward for personalisation</li></ul>	£825 per day



### 3. Planning with people (Support Planning and Individual Service Design)

What's on offer?	Who is it for?	What does it achieve?	How much does it cost?
'Support Planning for Personalisation' (1 day training course)	Staff/people responsible for developing Support Plans with people	<ul style="list-style-type: none"><li>• Understanding of the principles Support Planning and where it 'fits' with SDS</li><li>• Understanding the importance of person centred thinking in Support Planning</li><li>• Decision making and risk</li><li>• Creativity in planning with people</li></ul>	£700 (16 people)
'Individual Service Design'	Staff responsible for developing creative	<ul style="list-style-type: none"><li>• Understanding of importance of</li></ul>	£825 (16 people). This includes a copy

<p>(1 day training course)</p>	<p>service designs and plans with people (particularly useful for linking to Support Planning)</p>	<p>person centred approach in designing supports with people</p> <ul style="list-style-type: none"> <li>● Understanding of the ISD process</li> <li>● Understanding of how to facilitate the ISD process and chance to practice elements</li> <li>● Practical tools to take away and use</li> </ul>	<p>of the Individual Service Design booklet for each participant.</p>
<p>‘Person Centred Approaches – underpinning the Self Directed Support process’ (1 day)</p>	<p>Suitable for anyone, but targeted specifically at underpinning principles of SDS so particularly useful for operational</p>	<ul style="list-style-type: none"> <li>● Introduction to person centred approaches</li> <li>● Understanding of the values of inclusion</li> <li>● Understanding of</li> </ul>	<p>£825 (16 people) This includes a copy of the ‘Person centred Thinking’ book for each participant</p>

	<p>staff/people involved in Support Planning</p>	<p>the role of the facilitator in planning</p> <ul style="list-style-type: none"> <li>• Introduction to some of the person centred tools and chance to practice them in relation to your own life</li> </ul>	
<p>‘Supporting creativity in SDS – an introduction to planning with people for their own, individual services’ (3 days)</p>	<p>This 3 day course brings together the days outlined in this section; person centred approaches, Support Planning and Individual Service Design. Participants will learn the values and some of the person centred tools under pinning creative planning with people. They will also learn about and try Support planning and ISD in the context of SDS.</p>	<p>£2,200 (a saving of £150 if buying the days separately). This includes a copy of the Individual Service Design booklet and the ‘Person centred Thinking’ book for each participant.</p>	



#### 4. Matching plans and indicative budgets (- adapting and considering support and costs)

What's on offer?	Who is it for?	What does it achieve?	How much does it cost?
Tailored consultancy to support providers with understanding how Support Plans are costed and what implications this may have for their organisations.		<ul style="list-style-type: none"><li>• This work is particularly useful when a number of people supported have an indicative budget and Support Plan.</li></ul>	£825 per day
'What good support can look like' – a workshop for providers to consider alternatives to current supports and what learning from people using IB's is telling us.	Those responsible for implementing SDS, operational staff and managers	<ul style="list-style-type: none"><li>• Understanding of the variety of ways people with an IB choose to spend it</li><li>• Opportunity to think through current supports on offer and</li></ul>	£825

<p>(1 day)</p>		<p>what alternatives might be available</p> <ul style="list-style-type: none"><li>• Understanding of what individual outcomes are and how they can be met</li><li>• Understanding of person centred approaches to risk</li></ul>	
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## 5. Provider reconfiguration work - do you offer the right supports?

What's on offer?	Who is it for?	What does it achieve?	How much does it cost?
<p>Tailored consultancy to support providers with understanding how their work may need to change to provide for a future with SDS and IB's. Support to aggregate people's Support Plans and budgets and to look at longer term strategic implications.</p>	<p>Senior managers, operation and finance staff involved in developing SDS</p>	<ul style="list-style-type: none"><li>• Understanding of what current customers want from future services</li><li>• Thinking through current services that work and what needs to change</li><li>• Considering new business opportunities and different ways of working</li><li>• Planning for organizational change</li></ul>	<p>£825 per day</p>
<p>'Outcomes – what</p>	<p>Staff/people</p>	<ul style="list-style-type: none"><li>• Understanding of</li></ul>	<p>£700 (20 – 25</p>

<p>they are and why they are important in Self Directed Support' (1 day)</p>	<p>involved in Support Planning, operational staff responsible for delivering on peoples Support Plans</p>	<p>what outcomes are and why they matter to people</p> <ul style="list-style-type: none"> <li>● Planning for outcomes</li> <li>● Using outcomes as the focus of reviews with people</li> </ul>	<p>people)</p>
<p>'Marketing for the future – the impact and opportunities of Self Directed Support' (1 day)</p>	<p>Senior managers, business and marketing staff, operational staff involved with the implementation of SDS</p>	<ul style="list-style-type: none"> <li>● Understanding of new and developing markets in 'social care'</li> <li>● Opportunity to explore new business openings and to think about likely trends</li> <li>● Opportunity to plan your marketing</li> </ul>	<p>£825</p>

		strategy in light of SDS	
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## Implementation and evaluation

What's on offer?	Who is it for?	What does it achieve?	How much does it cost?
Tailored consultancy for providers to plan for implementation of SDS and Individual budgets and Individual Service Funds in their organisation.	Senior managers and those involved with the implementation of SDS in the organisation and making change happen.	<ul style="list-style-type: none"><li>• Understanding of the key changes needed in provider organisations for SDS to flourish</li><li>• Understanding of the principles involved in organizational change</li><li>• Opportunity to plan for organizational change in relation to SDS</li><li>• Opportunity to evaluate SDS pilot projects and use</li></ul>	£825 per day

		learning to influence future development	
<p>'Leading into the future – making Self Directed Support a reality' (2 days)</p>	<p>Senior managers and staff responsible for implementing SDS</p>	<ul style="list-style-type: none"> <li>● Understanding of what leadership is and its importance in making organizational change happen</li> <li>● Understanding of how to work and lead through others</li> <li>● Planning for change – understanding of the steps involved in leading change</li> <li>● Opportunity to plan as a team for the future of SDS in the</li> </ul>	<p>£1650 (15 – 20 people)</p>

		organisation (creation of a plan and key milestones)	
Action Learning Sets – making SDS a reality. Ongoing support to organisations to help with building capacity and sustaining momentum.	Small groups of staff involved in implementing SDS. Ideally groups will be involved in similar aspects of the transformation work in their organisation, e.g. Support Planning, creating organisational change, finance, policy and HR etc.	<ul style="list-style-type: none"> <li>• Understanding of how to successfully manage change</li> <li>• Overcoming personal obstacles in implementing change</li> <li>• Using knowledge and resources of colleagues in problem solving</li> </ul>	£825 (6 – 8 people per set, sets can be run in half day sessions if more than one group meet.)



## Provider Programme – implementing Self Directed Support

What's on offer?	Who is it for?	What does it achieve?	How much does it cost?
<ul style="list-style-type: none"><li>• A bespoke programme of on-site support for providers looking to implement SDS in their organisations.</li><li>• Paradigm will work with the provider to design the work which will focus on a distinct 'pilot project' in the organisation which will create the opportunity for wider learning</li></ul>	<ul style="list-style-type: none"><li>• Provider organisations (including 'in-house' providers of support services) looking to make embrace and embed SDS.</li><li>• The programme will be tailored to ensure it works for you – whether you are just beginning or are some way on with the work.</li><li>• For those providers</li></ul>	<ul style="list-style-type: none"><li>• A transformation plan for the provider organisation</li><li>• A number of people supported who have either an Individual service Fund or Individual Budget</li><li>• Staff with the knowledge and skills to continue the transformation work</li><li>• A 'pick and mix' approach from</li></ul>	<p>An 'average' programme would consist of 24 days at a cost of £19,800. Buying 'the programme' attracts a discount of £1,800 (9%) bringing the cost to £18,000. Any provider interested in this programme approach should contact Paradigm to discuss specific needs and cost. Each provider programme is tailored to fit with your requirements.</p>

<p>and system change.</p> <ul style="list-style-type: none"><li>• A range of tailored consultancy days, training support, organizational development and mentoring.</li></ul>	<p>already delivering individual supports, Supported Living providers and those with registered care that are looking to change.</p>	<p>the training and support offered in the menu above</p>	
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Over the last 11 years Paradigm has worked alongside people, families and professionals to change the social care system to respond to be both fair and person centred. This work includes work with people using services, Local Authorities and providers specifically on developing self Directed Support.

We don't have to do the hard push, sell fast track magic tricks or draw pretty pictures about creating whole system change overnight – we know it takes a little more than that!

However what we also know is that change is possible and we believe we have learnt (not always the easy way!) that there are key stages that any provider organisation has to work through to make self directed support a reality. Our work with providers isn't all new – it's a tried and tested programme of support which we offer as a programme or as 'pick and mix' options. We believe that what we offer is value for money at a time when resources are increasingly scarce and making every penny count is key. Money will be wasted if it doesn't touch people lives and make a sustainable difference for the future.

Paradigm is always happy to discuss your ideas and help you to shape them.

Our web site [www.paradigm-uk.org](http://www.paradigm-uk.org) has lots more information about our range of training and consultancy services. The web site also has a link to a **free** personalisation checklist that we created with providers on the national Personalisation Programme. The checklist helps you to consider your current position and gives ideas for developing ways forward.



For further information about our services please contact our office at:

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