

Keeping it personal

Our commitment to you



What is keeping it personal?



'Keeping it personal' means you are at the centre of everything we do.



We will work with you to plan your care and support.

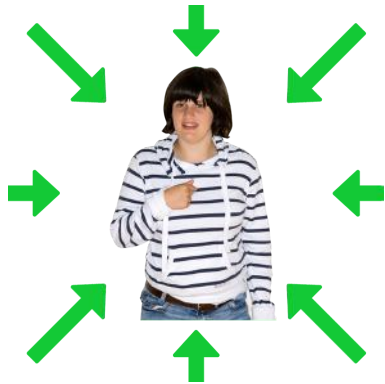


Everyone involved knows what is important to you.



Everyone involved supports you in ways that are useful to you.

What is keeping it personal?



The focus will be on you whether we are:



Working with your friends and family.



Supporting you to come up with solutions that work for you.



Working with other organisations to provide the right services.

What is keeping it personal?



This means that you will be able to choose the best solutions that support you to achieve the quality of life you want.



Where it is difficult for you to choose, we will work with the person appointed to act in your best interest.



This is to make sure that your views are respected.

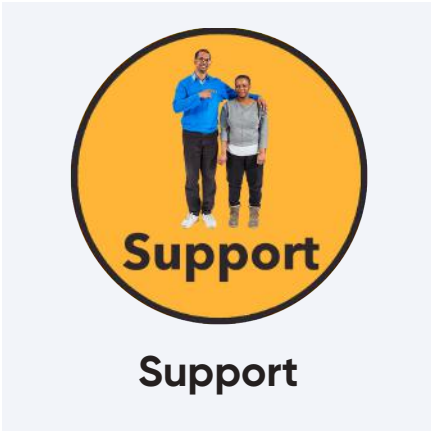
Contacting us



When you contact us, you will be treated with respect and we will listen to you.



We will help you to access the right:



So that you can make your own choices.

Understanding your care and support needs



Together we will review your care and support needs to see what works best for you.



So you will be able to live as independently as possible.



You will be able to tell us:

An icon showing a thumbs up, a thumbs down, and a question mark.

What is working or not working well for you?

A circular green icon with the text 'Things I like' at the top. Inside the circle are images of people doing various activities: a person at a computer, a person with a bicycle, and a group of people.

What you enjoy doing?

An icon showing a person holding a notepad with a green smiley face and the word 'Good'.

What 'good' looks like to you?

Understanding your care and support needs



Then we will help you to build your own care and support plan.



We will help you to choose the right solutions and activities.



When they are given by:



Us



Our partners



Your local community

Understanding your care and support needs



We include your network of family members and friends who care for you.



We review the support they need to help them to do this.



Planning for unexpected change is important so we will help you, your family and carers to be prepared.



This means you always receive the best support.

Receiving funding from Adult and Community Services to pay for your care needs



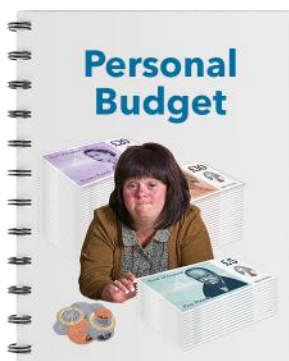
A financial assessment may be required.



This is to see if you will have to pay towards some or all the cost of your care and support.

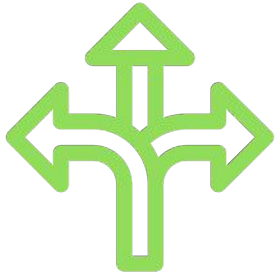


This will include checking that you are receiving all the state benefits that you should be getting.



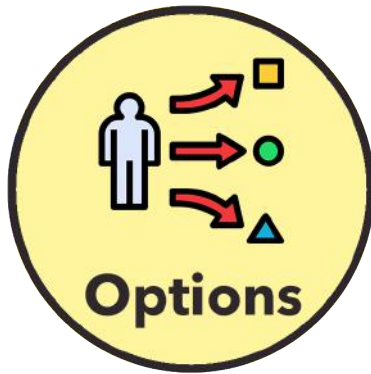
We will calculate a Personal Budget which can be used to pay for your care.

Receiving funding from Adult and Community Services to pay for your care needs



different ways

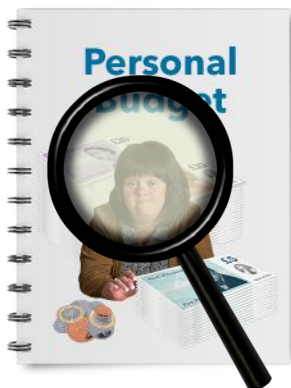
If you are entitled to financial help from us, this Personal Budget can be given to you in several different ways.



We will help you to understand these options and chose the best one for you.



If you have to pay for your care the Personal Budget will tell you how much your care is likely to cost.



The money we provide can only be used to pay for support which is identified in your Care and Support Plan.

Receiving funding from Adult and Community Services to pay for your care needs



If you would like us to, we can help you make decisions about:



How to spend this money?



What services you can buy?



What activities you can buy?

How will we know that our commitment is working?



By working together, you can tell us:



What is working well?



Where we need to do things differently?



We will continue to listen and use your feedback to improve how we work with you.



We thank Ace Anglia, Age UK Suffolk, Suffolk Family Carers, Suffolk Parent Carer Network and VoiceAbility for their help in the creation of this Commitment.



Designed by: **Ace Anglia: Accessible Information**

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Made using:

