

## 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, and Adult and Community Services will work with you to plan your care and support. Everyone involved knows what is important to you and supports you in ways that are useful to you.

Whether we are working with your friends and family, supporting you to come up with solutions that work for you or working with other organisations to provide the right services, the focus will be on you. 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 your representative to make sure that your views are respected.



### Contacting us

When you contact us, you will be treated with respect. We will listen to you and help you to access the right information, advice and support, so that you can make your own choices.



### Understanding your care and support needs

Together we will review your care needs to see what works best for you to be able to live as independently as possible. You will be able to tell us what is working well and not so well for you, what you enjoy doing and what ‘good’ looks like for you.

We will help you to build your own care and support plan and choose the right solutions and activities whether they are provided by us, our partners or your local community.

We include your network of family members and friends who care for you and will 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 so that 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 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. If you are entitled to financial help from us this 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 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. However, if you would like us to, we are able to help you make decisions about how to spend this money and the services and activities you can buy.



### How will we know that our commitment is working?

By working together, you can tell us what is working well, or where we need to do things differently. We will continue to listen and use your feedback to improve how we work with you.