

## 3.2 Person Centred Planning and Care Management

There is still a lot of work to be done about how Person Centred Planning and Care Management work together.

The Hampshire Partnership Board says that

- ◆ Everybody must listen to what people are saying in their Person Centred Plans. Where there are things that people want and need, and that Social Services or Health, or Supporting People should pay for, Care Managers, Health Professionals and the Supporting People team must do their best to make sure that they can have them, in the way that they want.



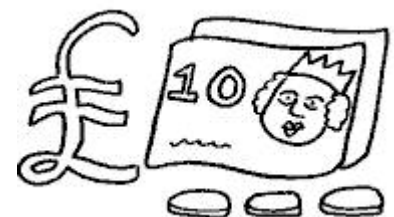
- ◆ Care Managers must make sure that, if they have difficulties in helping people to live their lives as they prefer, they give this information to the Local Implementation Group.

The Local Implementation Group should try and make sure that Care Managers can help, but if they cannot do this, then they need to tell the Partnership Board. The Partnership Board should then do what they need to do to make sure that Person-Centred Planning works for people.



- ◆ We must not keep on making people use the services that are already there, if this is not what they want. If the services that people prefer are not available, then we must work to develop them.

- ◆ Wherever possible, if people want it they should be able to have Direct Payments so that they can have control over the way they are supported. If they can, people should be helped to get Independent Living Fund money (ILF) so that they can have control.



- ◆ It might be quite a while before everybody who wants one has a Person-Centred Plan, because it is important that we take time to get it right. For people who do not have a Person-Centred Plan to tell Care Managers how they want to live their lives, Care Managers need to make sure that they see what people need in person-centred way.



- they must make sure that they listen to what people want, and how they want to live their lives.
- people let us know what they want in lots of different ways. It is important that Care Managers are helped to have the skills and the time to understand what people are saying.

Section 3.7, and the guidance in the Appendix can help them to do this.

- It must not be assumed that if people need to live away from their families, they should live in registered care. People should always have the chance of a home of their own, living with whom they choose.
- Care and support should be given to people when they need and want it, and not when it is convenient for services
- Care Managers should make sure that the packages that they arrange for people are person-centred. They must also check that the people providing the services are supporting people in person-centred ways. The Quality Assurance Framework, and this guidance, will help them to do that.
- All contracts should make it clear that services must follow Person Centred Plans.

