Putting People First in Hounslow

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Putting People First (2007):-

- Shared vision, aims and values
- Built on ‘Our Health, Our Care, Our Say’
- LAC Transforming Social Care
Four pillars of Putting People First.

- Universal Services.
- Social Capital.
- Early Intervention and Prevention.
- Choice and Control for citizens.

➢ This should result in residents feeling they have more choice and control over their support and report better outcomes.
➢ Carers recognised and supported in their role.
Think Local, Act Personal.

- Next steps in transforming social care.
- Underlines necessary connection between preventative, community-based approaches and personalised care and support.
- General framework for action.
What residents have told us – positives.

• Resident-led assessment explained well.
• Most people felt encouraged to think about things that are important to them to achieve in their support plan.
• Most people feel having a personal budget helps them receive support they want in the way they want it.
Areas for improvement and what we are doing.

- RLA is too long and for some the questions are difficult to answer.
- *RLA amended and smaller. Users being consulted on new RLA.*

- Hard to open a bank account or opt for Direct Payments.
- *Pre-payment card trial has started, using money pre-loaded from Council*

- Clearer messages wanted about what personal budget can be spent on.
- *All adult social care staff trained and ‘Personalisation in Practice’ roadshows developed. Hounslow hosting one on 1st February.*