

Facts for Families: **What is Personalisation?**

Personalisation is about putting individuals firmly in the driving seat of their own support. Each person is involved in the planning of support which is tailored to meet their individual needs (when someone is unable to tell us what they need and want, we will work closely with family, friends and those that know them best). This is completely different to the historic system of individuals having to fit into care and support services that already exist, only to find they are not quite right.

Personalisation means that, with support, individuals receive their own budget and can decide how, who with and where they spend that budget in order to meet their needs and achieve their desired outcomes.

Making it personal: our personalisation journey

Our Personalisation Journey is the strategy we have in place at Dimensions to make sure that personalisation is a part of everything we do. We have been working on this for many years so it is a tried and tested process that will help the people we support to get more out of life.

We aim for people and their families to have:

- choice and control in their own lives
- flexible schedules that are suited to their own needs
- ‘just enough support’ - not so much that they lack control and don’t get to experience the real world, not so little that they struggle to achieve their ambitions
- their say in what Dimensions does and how it does it
- opportunity to connect with communities to create even better support.

We hope to achieve this by:

Developing our workforce so that everybody is working to the same goal; putting the person and their family in charge. We will learn and understand person-centred thinking and use ‘tools’ that help guide us and keep us on track.

Person-Centred thinking tools...

Are used in all sorts of situations: helping us plan, organise, connect with communities, understand people’s histories and what’s important to them, and what their ambitions are. All in all, they are the foundation of how we work. We realise though, that the tools are only as good as those who wield them, which is why we know personalisation is about just that: people.

Proving life can get better