



Personalisation: Our Approach

People Passion Potential

Community
Integrated
Care

Community Integrated Care has delivered services that are built around the needs and aspirations of the people we support for over a quarter of a century.

As an organisation we have a strong commitment to acting in a truly person-centred way, in everything we do, and with everyone we work: the people we support, their families and loved ones, our staff and other professionals. For us, personalisation is about delivering services designed around people's dreams and aspirations – not about making people's lives fit our services.

Our Approach

At the heart of our approach to delivering personalised support, are the following core principles:

- Visionary leadership
- Shared values & beliefs
- Outcomes for individuals
- Community focus
- Empowered & valued staff
- Individual & organisational learning
- Partnership & co-production

We are using these principles to measure our success in delivering truly personalised support.

Our Support

We ensure that you have maximum control over the services you receive and that this support properly reflects your personal aspirations, needs and ambitions.

We are creative and flexible in the solutions we provide. We use a range of person-centred planning tools, such as one-page profiles and communication passports, to help us find out about you – recognising you as a unique individual who deserves a service which is tailored specifically to you. Regular reviews enable us to constantly evolve your support, identifying what is working and not working and using this to personalise it further.

We are flexible and responsive to your individual needs.

We can support you in lots of different ways and in lots of different settings, offering anything from complete 24-hour support, to just a few hours flexible support in the community.

We are able to encourage you in many areas, helping you to lead a full and varied life, including:

- Developing domestic and life skills (shopping, cooking, cleaning)
- Managing your finances and your tenancy
- Advice and help to claim welfare and housing benefit
- Getting out and about in your community
- Socialising with friends and family
- Going on holidays or trips

- Enjoying hobbies or interests
- Attending college, work placements and training opportunities
- Support to attend appointments
- Help accessing other services
- Advice and advocacy
- Keeping safe and healthy
- Emotional support
- Advice and help with assistive technology
- Recruiting the best person to provide your support
- Moving on to independent living

Personalised Budgets

Because of our approach to person-centred care, we fully support the Personalisation Agenda. Across the UK we provide a wide range of flexible services to people with individual budgets or direct payments, as well as working with brokerage services, to deliver tailored packages of support that meet their budget and goals.

For people purchasing services directly from us, we make it our priority to provide clear information about our services – a menu of support – and the costs. We can also offer individual invoicing and ring-fenced budgets within our finance systems. Our client finance team can also provide appointeeships and managed accounts.

Our Staff

We recognise the importance of having the most well-trained, engaged and enthused staff teams in place; individuals with strong values, a passion for people and a positive outlook, who understand how to deliver truly person-centred services. To do this, we work hard to give our staff a positive employment experience, through visible and supportive leadership, and offering the most fulfilling career opportunities we can.

We ensure that our staff have the right skills and knowledge to undertake their role successfully and have our own dedicated, in-house Learning & Development team, to support this commitment.

We also adopt a person-centred, skills-matching approach to recruitment. This means that we will work with you to identify the right staff, with the right mix of skills, interests and outlook, to deliver your support.

Find out more...

Contact us to find out more about our approach to Personalisation or any of the other types of support we offer:

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