

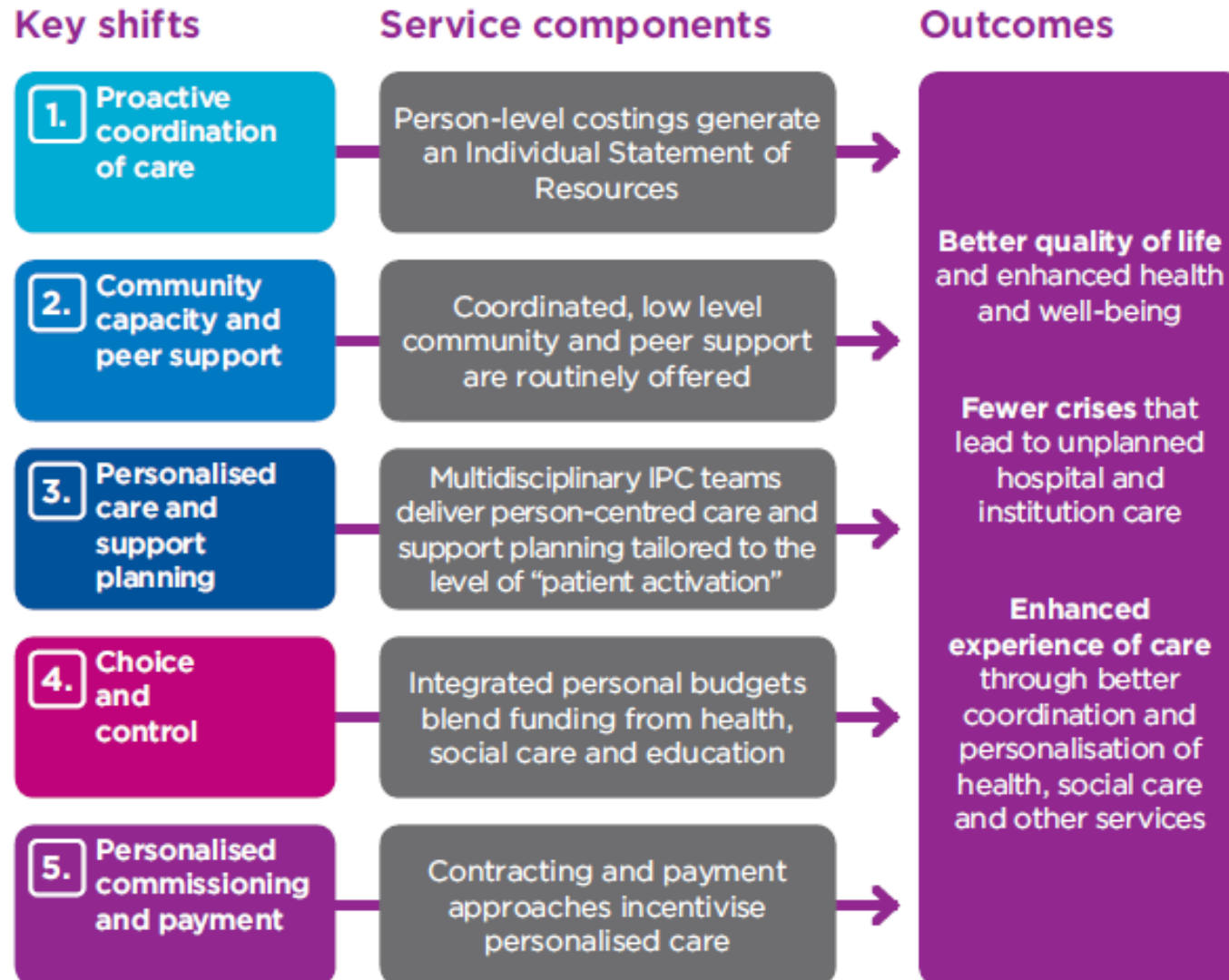


**Integrated Personal  
Commissioning**

**IPC - how it works  
from the point of  
view of the person**



# ipc – the 5 key shifts



## **Proactive co-ordination of care**

Person-level costings generate an Individual Statement of Resources

Information is made available to everyone, including those with long term conditions and those who care for and love them.

This information explains what support is available including what is a personal budget, how they can get this support and will include information about what may / may not be available as a personal budget.

This means that when Freda and her son who is helping her to get some support following a recent diagnosis of dementia can talk with people at the local GP surgery about how they might be able to help. With expert help Freda and her son can start to think about how they might use the personal budget to get the support she needs to stay at home and in contact with her friends who she has known for years and extended family, especially her grandson Freddie who she loves spending time with.

## **Community capacity and peer support**

Co-ordinated low level community and peer support are routinely offered

For Jason, who left his job a couple of years ago due to stress and who has experienced periods of depression which has meant he's spent a lot of time on his own (he has no family nearby) this means that the local team at the GP surgery would be linking him up with one or two local people who have experienced the same sort of thing; struggling to get back to work, feeling very isolated and understanding personally what depression means.

It would mean helping Jason to get in touch with and meet up if he would like to with these people. It might also mean helping him to find the right groups on the internet where he can share his experiences with others. If this works for Jason it might also mean helping him connect with groups locally who maybe share his passion for photography.

## **Personalised care and support planning**

Multidisciplinary IPC teams deliver person centred care and support planning tailored to the level of patient activation

For Joe, whose parents are much older and his sister who is helping him at home this means being able to sit down in his family's front room and talk about the things that are really important to him, which people he loves to spend time with, what he likes to do in his spare time, how he has always wanted a job. Joe has learning disabilities and autism, he finds the world a very difficult place to live, finds new people difficult and likes a routine. His parents have cared for him at home for all his life but as they are so much earlier Joe needs more support from outside of the family home.

Getting the support right, being able to include familiar and important people, working to Joe's routine and doing things which Joe loves doing are all really important, as is helping him think about work, what he is good at and how he could make some contribution to the local rural community he lives in. Making this plan will need a lot of skill, time and patience as it's a new experience for Joe and his sister.

## **Choice and control**

Integrated personal budgets blend funding from health, social care and education

For Mohamed Aaqil and his family this means being able to think about how best to fund Zahera's personal budget. Zahera is 16, she's a very lively young woman with a real zest for life. She has a lot of support needs with support from continuing care and education enabling her to attend a local special school. She has had quite a few stays in hospital and this often means she is at home quite a lot afterwards recovering. Consequently her mother, Madiha, has not been able to take up employment and has carried a lot of the responsibility for caring for her daughter.

Having an integrated personal budget means the family can think about how to get the right and best support for Zahera, how they can integrate the support at school and home, how they can ensure this support can continue in hospital and ensure that when at home and recovering Zahera can continue to take part in learning activities because her support includes those who work alongside her when she is at school. It also means in the long run that Madiha can start to think about getting a job.

## **Personalised commissioning and payment**

Contracting and payment approaches incentivise personalised care

For Moncia, and her children and most importantly Joshua, her 6 year old son who has a rare life-limiting condition this means that as part of the planning process she can think about how best she wants to manage the support available for Joshua; this includes quite a large personal budget for support. She has three other children and tries to hold on to a part time job when Joshua and they are at school.

She can choose to manage it as a direct payment, have someone manage it on her behalf or ask health services to manage it for her. She chooses to ask a small local provider to manage most of the budget which funds support for Joshua and she can keep a track of this using the local IPC website. She takes a small part of the budget as a direct payment which she can use for family activities and in particular recognise the caring role her other children take in helping her look after Joshua.