

Planning Time for You

**Report on the
conference and consultation
held on
7 July 2009
at
The Guildhall
Winchester**

Planning Time for You

'Planning Time for You'

This conference and consultation event was held on 7 July 2009 at the Guildhall Winchester.

It was organised by Carers Together, an independent carer-led consortium of carers in Hampshire, with support from the Hampshire County Council Older People's Well-being Team, the Common Assessment Framework team and Adult Services Department.

It was open to all interested citizens in Hampshire, (particularly those who may have health and/or social care needs in the future).

It aimed to promote better personal planning and preparation for an improved quality of life as well as excellent community-based care, information and support for everyone.

It did this by looking at the range of needs, support, services and proposals that are available in the community and how these link together to support citizens in Hampshire to have independence, choice and control of their own lives.

Putting the day in context – see appendix A05

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Report of conference and consultation

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Introduction to the Day

'Your life, your choice, your plan, your control'

The theme for the day was taking control of your own life - being prepared for all eventualities by having your plans in place.

The aim was to listen to expert opinion and then have open discussions where everyone had an opportunity to make their comments.

The results are attached and will be further analysed during the coming months. This includes:

- 1 The simple measures you can put in place to deal with an emergency or crisis or a sudden change in circumstances e.g.
 - having an 'ICE' (in case of emergency) number on your mobile phone;
 - having an emergency credit card - putting a credit-card-size piece of card with your other credit cards showing the name(s) of the person or people you wish to be contacted in an emergency;
 - using a 'Message in a Bottle' to gather / record basic information about you in one place – either in the fridge, in the car or both.
- 2 Thinking about the future and putting in place your 'Personal Plan' indicating your choices – you can then relax in the knowledge that you have indicated your preferences and you are prepared.
- 3 The legal safeguards - completing a Will and a Lasting Power of Attorney (Health and Welfare and/or Property and Financial Affairs). Possibly completing an Advanced Directive or Living Will.
- 4 Developing an understanding about what services are available and how they are changing to give a more personal approach. This includes self-directed support and personalisation, building community support capacity and patient-led care and records.
- 5 Developing an understanding of what you can do for yourself and how you can find out about the support and advice you could access.
- 6 Having available (in a range of formats and ways) the basic information about you that you are happy to share with others to achieve a coordinated and shared response to your needs (Person Centred Plan/Health and Social Care Passport).

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What do you need in place to help you? What can you do to help yourself?

- 1 Everyone needs to feel in control of their own life – this is possible if we develop a personal plan and prepare for the future by discussing our wishes with someone else such as a close relative or your solicitor.
- 2 It means having everything in place to ensure a safe, planned and supported life and end of life. This gives peace of mind and improves everyone's sense of well-being.
- 3 There are a number of initiatives happening, nationally and locally, which all seem to be separate and different e.g. personalisation, putting people first, health budgets, common assessment framework. It was anticipated that after the event it may be possible to see them as possible steps in a planned process that will give information, quality, choice and control for everyone in their own life.
- 4 The event aimed to inform and listen. Obtaining the views of participants was important. People's views of how they would like to see it all happening and what would make it 'real' for them, what would help them to be prepared for all eventualities, how can the process be improved and help everyone to put in place plans to ensure a safe, planned and supported life and end of life?
- 5 The aim of the day was to obtain people's views on what would help them to
 - a Be in control of their own life
 - b Make their choices clear
 - c Make their own personal plan
 - d Take control of their own future
 - e Put in place the safeguards to ensure their needs / wishes are met
- 6 It was particularly important to:
 - a Hear how helpful it would be to have a simple Health and Social Care Information Passport to ease people's way through the health service and social services as well as other statutory and voluntary organisations.
 - b Find out what information, support and advice people would like to see in place to encourage everyone to prepare a Personal Plan for their future.
 - c Find out what the barriers are to making a plan, completing a Power of Attorney, making a Will

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- d Find out what people would like to see in place to encourage and support them to prepare, as part of taking control of their own life.
- 7 The talks and discussion were intended to help people to understand and start to 'demystify' the words and phrases that we hear, but very often do not understand e.g. common assessment framework, passport to health and social care, patient led care and records, building community support capacity, personalisation, self directed support, direct payments, individualised budgets, personal health budgets. It was also intended to show how they may link together at different points in a person's journey through life.
- 8 People's input into the consultation was very important and will have an influence on future activity and actions.
- 9 The theme identified throughout was 'who owns the information gathered up about us – and how should we control who has access to this information, how long it is kept etc'. There was wholehearted enthusiasm for the individual to be the person who owns the information with safeguards for emergencies or lack of capacity

Programme for the Day

The event was attended by 144 participants from a range and variety of backgrounds. These included carers, older people, disabled people and professionals from public, private and community backgrounds.

They were able to listen to the speakers and then take part in two facilitated consultation workshops. They were also able to network and visit the stands available on the day.

The four speakers each introduced different aspects of planning, preparation, choice and control. This showed some of the alternatives available and suggested ways these might be enhanced and linked. The workshops then enabled participants to think about what choices they would make and their own individual needs for independence, well-being and dignity.

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Themes

The main themes were:

- Personalisation and Self Directed Support - what difference it will make and how it promotes individual choice and control.
- Common Assessment Framework for Adults (CAFA) - what it means for you and how you can take part in developing the framework.
- Compassionate Communities – exploring how care for individuals approaching the end of their life might be improved through adopting a community development and public health focus.
- Lasting Powers of Attorney and the role of the Public Guardian – revised Lasting Powers of Attorney and making plans to control your own future personal care.

Participant and speaker information is attached under Appendix A04.

The presentations are available under Appendices A06-A09

Consultation Questions asked on the Day

- In the proposed 'passport' - what are the three most important things you want to be considered?
- What safeguards do you want to see the 'Health & Social Care Passport' introduce to deal with these concerns?
- What are the top three benefits to you of having a personal plan?
- What are the three greatest barriers to achieving this?
- What guidance and support will be required by organisations if they are to help individuals?
- How can we ensure that the instructions expressed in an individuals plan are followed?

The results were analysed and recorded as group decisions (from each table) and individual decisions (individual submissions).

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The top results from each question indicated the things to be considered:

- 1 When developing a 'passport'
 - a emergency planning
 - b basic information including family members and next of kin
 - c general health
 - d how we want to be treated during our life and at end of life
 - e the passport information would be enhanced by 'real time access' (through the Hampshire Health Record) wherever you happen to need treatment to improve how we are treated

- 2 For safeguards
 - a assurance of data security was high on the list
 - b different levels of confidentiality
 - c ensuring information is stored in such a way that it is accessible for those who are computer literate and those who are not
 - d different levels for professionals to access the personal information (role based)

- 3 For top benefits
 - a peace of mind and an assured future
 - b sharing your wishes with others to make sure plans are available when needed
 - c choices known and respected
 - d easing the burden of responsibility on those who are left as they will know they are carrying out your wishes

- 4 Greatest barriers to achieving this
 - a lack of understanding or willingness by family or attorney
 - b lack of knowledge and creativity amongst staff in various agencies
 - c lack of time and knowledge and availability of the services you want and need in your plan
 - d change of financial circumstances and cost of support

- 5 For guidance and support for organisations to help individuals
 - a professionals to be trained to talk to individuals about planning – practical objective advice on what to do to support someone in making decisions in someone else's best interests
 - b help to plan helpline service including legal advice – free of charge service available to all agencies
 - c easily understood documentation and guidelines
 - d specific help with terminology, form filling, practical advice about options available

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- 6 For assurance that wishes in the plan will be carried out
 - a make sure there is at least one person with responsibility for communicating the plan, that everyone involved has access to the plan and all contacts have an up-to-date copy
 - b make sure there is a Lasting Power of Attorney Health and Welfare (LPA HW) and Property and Financial Affairs (LPA PFA) registered when appropriate
 - c ensure there are simple emergency arrangements in place including information about what people and organisations are involved

The top suggestions / preferences are included in Appendix A01

Conference Participant Feedback

Feedback from the event itself was equally important as it will determine:

- how we ensure people are informed about all the developments
- how they fit together
- how we make sure individuals are involved in all the stages of the culture change to give them a better quality of life

It also gives information about the planning and arrangements, venue and food that worked well and what could be improved another time.

Overall feedback from the event was positive with the majority of participants indicating that it had been a successful, interesting and useful day.

The aims had been met and the majority of people felt they had received beneficial, useful information and been given an opportunity to make a full contribution to the day.

The speakers were particularly commended and the printed handouts of their presentations which were included in the conference pack were appreciated.

The consultation sessions were generally well received. Most participants felt they were just right with one or two feeling they could have been longer or shorter. Overall the comments were positive.

The detailed feedback scores and comments are attached as Appendix A02 and A03.

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Future Plans and Activities

- 1 As a result of the feedback from the Planning Time for You Day – the proposed ‘passport’ will be developed and will be tested in a range of settings with multidisciplinary teams as well as with self selected individuals.

Any individual or group wishing to take part in the trial between October 2009 and February 2010 - to test the format and use it personally, giving feedback on how it works, how it makes a difference and showing how it changed personal outcomes, should send their name and contact details to: Personal Information Record Trial, Carers Together, 9 Love Lane, Romsey SO51 8DE or by email to admin@carerstogogether.org.uk.

- 2 The Common Assessment Framework for Adults (CAFA) will continue to develop the systems to support the formal implementation and use of person centred, person held records.

It will continue to develop a common assessment form for professionals from different organisations and disciplines to use jointly, to assess and record information from service users and carers.

The form and system will be tested by multi-disciplinary teams in selected areas of the county and the results published in 2010.

- 3 The project to help with planning and preparing person centred plans will be rolled out from October 2009 – and will include support and information about the new Lasting Powers of Attorney and how to complete and register them. This will have support from the Office of the Public Guardian and will seek to increase the number of people completing powers of attorney through local support and guidance.

It will also seek to increase the number of people preparing for any contingency including end of life and emergencies

Anyone wishing to register an interest in taking part in this project should send their details to:

Personal Planning Project, Carers Together, 9 Love Lane, Romsey SO51 8DE or Email: admin@carerstogogether.org.uk.

- 4 The development and promotion of activity to support compassionate communities and develop ways to improve end of life experiences and meet gaps in service will be included in a range of activities.

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This will include:

- personal planning,
- preparation for choice and control at end of life,
- planning for wider community involvement in health and well-being,
- developing and increasing a wider community understanding of loss,
- promoting and improving the range of support in the community for better end of life care,
- sharing the vision for wider understanding of the need for individual choice and supported independence in all its forms.

There will be a programme of activities and events to promote and improve people's understanding of the aim of compassionate cities and communities. This will include events to help find out what is available in the community, what gaps in community support are identified and to look at ways to fill the gaps. The first of these will be held in November with monthly events to follow.

Some of these results will be used to feed into national and regional initiatives and discussions.

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Copies of this report can be obtained from

Carers Together
9 Love Lane
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Tel: 01794 519495

Email admin@carerstgether.org.uk or from the

Website: www.carerstgether.org.uk

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Patricia Banks - former Hampshire County Councillor

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