

All the help you need

Although Personalisation is all about putting you in control and making you as independent as possible, it doesn't mean you have to do everything yourself. Making Space is here – not just today, but whenever you need us – to give you the most appropriate specialist help and advice for your own personal situation. If you like, that can also mean we'll develop your support plan in close consultation with your family, friends or carers.

A few things explained

Here are the answers to just a few of those typical questions we mentioned earlier...

What is a Personal budget? *It's a clear, up-front allocation of money that you can use to choose and pay for the social care support you need.*

What is an Individual budget? *It's similar to a personal budget but is made up of money from a number of different funding streams, as well as social care money. These funding streams may include Supporting People and the Independent Living Fund.*

What are Direct Payments? *Basically, instead of the council delivering your support, Direct Payments are allocated to your Personal Budget. These are cash payments, made directly to you, putting you in control of the services you need and want.*

So, what next?

Hopefully this leaflet has given you some important background to Personalisation. But it's really important to sit down and talk to Making Space in order to set the wheels turning.

All you have to do is contact us and we'll look after the rest.



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INVESTORS
IN PEOPLE



MINDFUL
EMPLOYER



Personalisation

Putting you in control of your life



THE FREEDOM TO ENJOY AN EVERYDAY LIFE

You're in charge

We all like to be in control of our lives, to take responsibility for the things that really matter. And it's no different for people who experience mental health conditions. In fact, that sense of independence can be hugely important in building and maintaining confidence.

Making Space is here to make the difference. We'll help you identify any immediate needs and also work with you to decide what you will need in the future...a step by step approach to managing your life in a way that allows you to enjoy it to the full.

So...what does 'Personalisation' actually mean?

It's pretty simple really. First it means giving you personal choice and control over your own care. And secondly, it means 'personalising' things to you. No two people are the same. So no two solutions will be the same either.

It's our job to make you aware of what support is available to you in getting well, and staying well. Support in terms of people, services, resources and money.

Then, once you have the information about the money or package of care you are entitled to,

one of our support workers will help you select the services or activities you require.

Getting started

As they say, "it's good to talk". So that's where we usually start...just a simple conversation where you can fill us in on all the things you feel will help you to get well.

These are the sort of questions we normally ask and topics we usually cover...

Do you need your own place?

Do you need to travel in order to take part in work or social activities?

Do you need access to a computer or training to use one?

Would a holiday or short break be good for you?

Are you looking to further your education?

Are you ready for 'volunteering' and a move toward paid work?

What has worked for you before?

Where are you happiest?

How does your support worker help?

What are you looking for eventually?

Of course, this is a two-way process and you're certain to have questions of your own.

If past experience is anything to go by, these are the kind of things that will be on your mind...

What is self-directed support?

How will my life change?

Can I get access to education?

If I get a job will I still get money?

What is a personal assistant?

When do I get to see my personal assistant?

What is a personal budget?

What is a direct payment?

What is an individual budget?

When do I pick up my money?

What can I spend my money on?

Can I use money for group activities?

Do I need a bank account?

What if I don't want to manage my money?

My family members want to help manage my money – is that OK?

