

Isle of Wight Council

'Making it Real' Action Plan

November 2012



Priority 1: “I have access to easy to understand information about care and support which is consistent, accurate, accessible and up to date” and “I have the information and support I need in order to remain as independent as possible”

Description of the priority: Improve the accessibility and quality of information and advice about care and support

What steps you will take to make this happen?	Lead contact	Expected result	User/carer involvement	Deadline
Develop a directory/database of information/services in the local area and engage with Users and Carers to measure the quality and accessibility of the information.	DS	Increased satisfaction amongst Users and Carers via improved information and advice which is accessible to everyone	People Matter IW Steering Group	December 2013

Priority 2 : “ I have considerate support delivered by competent people”

Description of the priority: Improve the quality of support staff on the Isle of Wight

What steps you will take to make this happen?	Lead contact	Expected result	User/carer involvement	Deadline
Find out from Users and Carers what they believe the issues are with support staff	DS	Identifies the problems occurring with support staff e.g. training issue, understanding of personalisation, availability, etc	People Matter IW Steering Group	March 2013
Review findings and develop an improvement plan. Start implementation of the improvement plan.	DS	Ensures that we meet the needs of Users and Carers		May 2013

Priority 3: “ I am able to get skilled advice to plan my care and support, and also be given help to understand the costs and make best use of the money involved where I want and need this”

Description of the priority: Improve the quality of skilled advice around planning care and support and money issues

What steps you will take to make this happen?	Lead contact	Expected result	User/carer involvement	Deadline
Find out from Users and Carers what problems they are facing in getting skilled advice.	DS	Identifies the areas that are causing the problems	People Matter IW Steering Group	March 2013
Review findings and develop an improvement plan. Start implementation of the improvement plan.	DS	Ensures that we meet the needs of Users and Carers		May 2013

Background information:

Who was involved in agreeing the three priorities and action plan? (state how people who use services, carers and citizens were involved)

A workshop was held on 8th November 2012 to work through the Making it Real 'I' statements and identify the top 3 priorities. People involved in the workshop represented multiple client groups as Service Users, Carers and those who fund their own care and support.

An action plan was developed by the Isle of Wight Council based on the 3 priorities and then shared with the People Matter IW Steering Group (a user-led organisation representing multiple client groups and carers) for feedback and amendments prior to approval.

Start date for action plan: January 2013

Review date for action plan: June 2013

Lead contact for this action plan: David Smith, Project Officer