

# Supporting providers to change

**This two day event enables providers to have a conversation in a small group to explore how they can respond to the challenges and opportunities of personalisation.**

**Self Direct** has been supporting Providers to gain a better understanding of self directed support **since it was founded in 2008.**

**Self Direct** believes that changes in the social 'market place' needs to be driven by people who have personal experience of how self directed services affect lives.

**Day One** is designed to gain an Understanding of the practical Implication of self directed Supports and for CEO's and front Line staff

**Day Two** is to deepen understanding of self directed support and for those who want to undertake more in depth work

## Why we need to do this

Providers have told us they needed to know:

- what people with individual budgets may want to buy
- what people expect from them
- and how and what to change about the way they offer support to people who pay for themselves

## Self direct solutions

Changing supports and services

Finding new ways to assist the people who are being supported by providers of services from the 'old system' of block contracts to a new way of self directed supports

## Pre event reading:

- Helping Providers to Change
- The pre event self- assessment.

**Go to... [www.selfdirect.org](http://www.selfdirect.org)**

# The Event

## Day One

**Explore** the implications of personalisation for providers, their hopes and concerns.

**Work** with others to examine the policies generated by Putting People First and how they apply to you and your organisation.

**Gain** a better understanding of Individual Budgets.

**Identify** the practical application of the 7 ethical Principles of Self Directed Support.

**Explore** where you fit, in the changes in relation to other providers.

**Join** other providers to debate the issue; your concerns and hopes.

### Outcomes of the day

- ➔ Identified your organisation's hopes and concerns for the future.
- ➔ Have a better understanding of the issues and challenges.
- ➔ Appreciate the practical application of the 7 ethical Principles of Self Directed Support.
- ➔ Have a better understanding of the what the needs of your organisations customers may be, and what they may expect.

➔ Have a better understanding of how you position your organisation in the 'market place'.

➔ Have had conversations with someone who has personal experience of using support money flexibly and asked them about the issues they have faced and what their expectations are in the future.

➔ Have a self assessment framework to take 'back to the office' before attending day two.

## Day Two

You will have further explored the self assessment framework before attending day two with different issues for your organisation to think about, including what might need to change, who should be involved in identifying the changes needed, and in making the changes happen.

**Discussing** the detail and working together to find solutions to issues.

**Explore** the issues raised after completing the Assessment Framework.

**Develop** ideas about new possibilities for the future of the service you provide.

**Analyse** examples of Self Directed Support practices from Australia and the U.K.

**Identify** how your organisation can meet people's expectations in the future, and what changes are needed to meet and extend them.

**Learn** about innovative ways to market your services and products.

**Design** and create individualised person specifications and individual service designs.

## Outcomes of day two

- ➔ Have explored your issues in detail.
- ➔ Have found solutions to issues.
- ➔ Have worked with peers to find solutions to wider issues.
- ➔ Identify how your organisation can start to develop personalised services.
- ➔ Understand what needs to change and where to start.
- ➔ Understand how to market the new services you will be offering.

**Cost for the two days:  
\$950.00 per person**

**Places limited to 15 participants per event**

**For information on the next event visit [www.selfdirect.org.au](http://www.selfdirect.org.au)**

**Or contact Julie Simpson  
0417 079 788**

## Delegates who attended the 2 day event in the UK said:

**“Allows real depth discussions to enable you to get a good understanding of what your organisation needs to be doing”**  
Phil Carpenter, Director, NORSACA, Nottingham Regional Society for Autistic Children and Adults

**“Thanks for a great 2 days, really valuable and lots to think about”**  
Neil Ternent, Deputy Director Operations, Mental Health Matters

**“Great mix of formal and informal methods”**  
Ruth Cartwright, Head of quality and improvement, Metropolitan Support Trust

**“Good knowledge, knowledgeable trainers”**  
Lydia Jones, Service Director, HAIL

**“Gives a good insight into Individual Budgets and how it works”**  
Frank Steaples, Team Manager, Key Ring Living Support Networks

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For more delegate quotes go to:  
[www.selfdirect.org/about/whatpeople-say-about-self-direct/](http://www.selfdirect.org/about/whatpeople-say-about-self-direct/)

# About



**self direct** was founded on the principle that people who have real life experience of how services affect lives are equal experts in working with professionals to find solutions to how the social and health care market-place needs to change so that people who need support control their support, have real choice and live their lives in a way that makes sense to them.

The **self direct** team have worked with hundreds of provider organisations, social and health care professionals and national and local government officers, senior managers, team leaders and front line staff across the UK. The **self direct** team comprises a small core team and many associates; including leading thinkers and writers in the field of personalisation, experts in Human Resources, Commissioning services, Support Planning, PATH planning, Advocacy and self advocacy, developing Social Enterprises, employing Personal Assistants, managing Individual Budgets, change management, strategic planning, brokerage functions, Co-production, Resource Allocation and many other aspects of personalisation, Self-Directed Support and Individual Budgets.

The 3 members of the UK **self direct** team that will be working over the 2 days with providers and members of **self direct Australia**.

## Don Derrett, Chief Executive

(Day 1 only)

Don is one of the four co founders of **self direct**. He was in Control's Business Manager, Mencap's National Self-Directed Support Officer, and a member of the Government's National Individual Budget Pilot's steering group. A founding member of in Control Cymru (Wales) he helped to establish the Wales Alliance for Citizen Directed Support. Don is the author of the book 'Helping providers to change and is a Fellow of the Centre for Welfare Reform. Don has supported organisations across the UK with project planning and strategic planning in order to implement the changes needed to put personalisation into action.

## Sarah Wood, Family Carer Involvement Lead (Day 1 and 2)

Sarah has many years experience in the health care sector as a trained nurse. Her son, Adam, has autism and has had an Individual Budget for 4 years. Sarah has supported Adam to recruit his Personal Assistants and to use his Individual Budget creatively to help him achieve true Citizenship and to be an active contributor to his community. Sarah is a Citizen Leader and has worked with the Department of Health to co-produce the National Resource Allocation System Framework. Sarah has trained social and health care professionals across the UK, helping them to change their practice in order to put outcome focused assessment and support planning into action. Sarah is also an author and her work features in a number of publications.

## Keith Wyatt, Managing Director

(Day 2 only)

Keith is one of the four co founders of **self direct**. He has over 30 years experience in the social and health care sector. He has a background in advocacy across the sector and of creative service development, he believes passionately in disabled people being enabled to speak up for themselves and for many years he supported Di Lofthouse, a **self direct** associate and one of a small number of people with a learning disability to be awarded an MBE. Most recently Keith is a Director of a large Service Provider and has developed a number of innovative Social Enterprises.

**self direct australia** is hosted by NCID