What is IPC?

People using both health and social care services have told us that their needs are not always met in a way they would want. Each service works separately and people have little control over the services they use.

Integrated Personal Commissioning (IPC) enables people, carers and families to have greater choice, flexibility and control over the resources and funding available to them so they can organise their own care. This is a new voluntary approach to joining up health and social care for adults with complex needs. It will also join up health, social care and education needs for children. This is a national programme and Tower Hamlets is one of nine areas in England testing this approach.

The goals of the programme are to:
- provide people with complex needs and their carers a better quality of life;
- prevent crises in people’s lives that lead to unplanned hospital and institutional care;
- improve how health and social care professionals work together and offer better quality of care.

What happens if I have a question, concern or complaint?

If you have any questions or wish to complain about your involvement in the IPC programme, please contact Tower Hamlets Clinical Commissioning Group (CCG) who is coordinating the IPC programme on behalf of Tower Hamlets.

Please email: thccg.towerhamletsipc@nhs.net with your contact details and a member of the team will be in touch.

What to do next?

If you feel you have enough information and would like to participate in the IPC programme, please complete the enclosed consent form. Alternatively you can get more information on the programme and the consent process by contacting a member of the team at Real. Contact details for Real can be found below.

Real
Phone: 020 7001 2188 (Mon - Fri, 10.30am - 3.30pm)

Please note: Bengali speaking advisors available on Mondays and Thursdays and Somali speaking advisors available on Wednesdays.

Email: ils.adviceline@real.org.uk
Jack Dash House,
2 Lawn House Close,
London, E14 9YQ

This leaflet is available in easy-read and other languages. Please contact Real for further information.
How will this work for me?

IPC has three elements; person-centred support and care planning, financial planning and evaluation.

**Person-centred care and support planning** is the important first step and will help us to understand what is important to you. Care and support planning involves you working with your care team and someone who will support you to develop your care plan which will be owned by you.

**This plan will:**

- agree the goals that you are working towards;
- include things you can do for yourself;
- say what professional support is needed;
- agree the services that best meet your needs;
- include what you want to happen.

**Financial planning** follows and will give you the option of getting a Personal Health Budget (PHB) or a joint health and social care budget. This enables you to spend the money in ways that makes sense to you to meet the goals you have agreed in your care plan. Not everyone who has a care plan will want a personal budget, however they will still have a say in how their care is organised around them.

**Evaluation** is a key part of the IPC process. Information gathered will help identify the health needs of the local population in Tower Hamlets so that informed decisions can be made about planning for future services. Taking part in the evaluation is voluntary. Similarly, if you do agree to participate initially, you are free to withdraw at any time during the study if you change your mind.

Who will benefit from this in Tower Hamlets?

**Anyone who has one of the following needs and is receiving social care can be involved.**

- Adults with multiple long-term conditions;
- Adults with learning disabilities with high support needs;
- Adults with significant mental health needs, including those eligible for the Care Programme Approach (CPA);
- Children and young people with complex health needs, including those with special educational needs and disabilities.

Why is my personal data needed?

**There are two reasons we need to gather some personal data:**

- Firstly, we will need to gather information from your GP, hospital and social services to build up a picture of the services you are already using and to work out the cost of these services. This will help us to develop your PHB or joint health and social care budget;
- Secondly, we need to look at how your care is being managed currently and then compare with what will happen over the next few years. This will help us understand if the care planning and budget is helping people to stay well. This will then influence the future plans for the NHS and social care.

Please note that we will only ever share the minimum amount of personal data needed to support your care. Wherever possible your information will be anonymised to support healthcare and financial planning purposes.

Can I withdraw my consent at any stage?

At any time you have the right to refuse/withdraw consent to the sharing of information for this specific purpose. If you do wish to withdraw your consent, please contact Real (details overleaf).

Please note that if you do not give your consent or withdraw consent at a later date, this will result in you being withdrawn from the IPC programme as we would be unable to deliver the programme without being able to share information about you and your care.

If you do not consent to give your information and do not want to participate in the programme, this will not affect any care or treatment you currently receive or may receive in the future.

How can I get more information?

Tower Hamlets are working with Real, a local community organisation who specialise in providing advice and support to people who have a personal budget for their social care. Real can provide additional information for people who are interested in participating in IPC and can be contacted on 020 7001 2188 (Mon - Fri, 10.30am - 3.30pm) or via email: ils.adviceline@real.org.uk

Please note: Bengali speaking advisors are available on Mondays and Thursdays and Somali speaking advisors available on Wednesdays.

**You can also:**

- Talk to the person in health or social care that you know best;
- Look at the website for Think Local Act Personal (www.thinklocalactpersonal.org.uk) and read the document “Being in charge of your own services”.