



What is Integrated Personal Commissioning (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 in some cases social care for adults who typically have high levels of need. It will also join up health, social care and education needs for children. This is a national programme and Tower Hamlets is one of eighteen areas in England testing this approach.

The goals of the programme are to:

- provide people with typically high levels of 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, the next step would involve completing a 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.advice@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.



Integrated Personal Commissioning (IPC)

Is this for you?





Who would benefit from Integrated Personal Commissioning in Tower Hamlets?

Anyone who has any of the following needs can be involved:

- Adults with long term conditions, such as diabetes, Chronic Obstructive Pulmonary Disease (COPD) and Chronic Kidney Disease (CKD);
- Adults with learning disabilities;
- Adults with mental health problems;
- Children and young people with disabilities, including those eligible for education, health and care (EHC) plans.



How will this work for me?

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

Providing **consent** would be the first step to take part in the programme. Providing consent allows health and social care professionals to share information about you and would enable a coordinated plan to be put together. Once consent has been received the person-centred care and support planning process can begin.

Person-centred care and support planning would involve the main health or social care professional involved in your life to have a conversation about what is important to you and the goals you would like to achieve. This will be a person-centred conversation which will look at all of your needs and be recorded in a care plan that will be owned by you. The next step would involve exploring ways to help achieve the goals that you have identified. By the end of this process you will have a plan that 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 will look at the goals that can't be met through existing services available within the local community. It may include the offer of a budget that you can spend in ways that make sense to you in order to meet the goals that you have agreed in your care plan. This will provide you with the option of having a Personal Health Budget (PHB) or a joint health and social care budget.



Evaluation is another key part of the programme, as information gathered about you and other people on the programme would help identify the health and social care needs of the local population living in Tower Hamlets. However taking part in the evaluation is voluntary. For more information about the evaluation process please contact a member of the team at Real whose details are below.

How can I get more information about Integrated Personal Commissioning?

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.advice@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".
- Email the Personalisation Team at Tower Hamlets Clinical Commissioning Group (CCG): thccg.towerhamletsipc@nhs.net

