



Personalisation

Traditionally, people who use health and social care services have been expected to fit into existing facilities and have had little input into the design or delivery of the prescribed package they receive. The Personalisation agenda focuses on person-centred planning, where people can choose the right support and services to meet their individual needs.

'Our Health, Our Care, Our Say' (Department of Health, 2006) and 'Better Health, Better Care' places people who use services at the heart of all service provision. It focuses on an outcome-orientated approach to the provision of all health and social care services. A central premise is that service users are central to all aspects of service design, delivery and evaluation.

By providing services designed for the individual's specific needs, Carewatch reflects the personalised approach and offers solutions that promotes choice, control, independence and wellbeing.

Carewatch believes that the individual is the best person to know what their needs are and how those needs can be met. This way the support is customised to the individual rather than the person fitting in with available services.

We can provide person-centred care and support that focuses on agreed outcomes, meets personal goals, enables greater independence and choice, and makes a positive contribution to the local community.

We can track individual progress using our bespoke software and ensure staff are matched to people's preferences and locality.

We can provide support at every stage of the process from putting together a person-centred plan, implementation, recruitment of staff, to the reviewing of the plan against desired outcomes.

Carewatch support is based on dignity and respect and involves people having their say about the services they receive.

Carewatch is pleased to work with people who have personal budgets as a direct payment or managed by social services.

How can we help?

We can provide care and support in the community that prevents and delays the need for more intense and costly care.

