Appendix A – 'I statements' from the Joint Health and Wellbeing Strategy

What should good, person centred, care feel like

We asked the people of Kent and this is what they told us

Thave the information and support I need in order to remain as independent as possible and manage my own conditions,"

"I tell my story once. I have one first point of contact. They understand both me & my condition(s). I can go to them with a question at any time"

"I can decide the kind of support I need and when, where and how to receive it."

"I feel safe, I can live the life I want and I am supported to manage any risks. I know what is in my care & support plan and I know what to do if things change or go wrong."

"I have as much control of planning my care & support as I want."

"I am in control of planning my care and support. I can decide the kind of support I need & how to receive it."

"All my needs as a person are assessed & taken into account: I am listened to about what works for me, in my life."

"I am not left alone to make sense of information. I have help to make informed choices if I need and want it."

"Information is given to me at the right times. It is appropriate to my condition & circumstances And is provided in a way that I understand."

"I have good information and advice on the range of options for choosing my support staff."

"I feel that my community is a safe place to live and local people look out for me and each other"

SERVICES

"I have considerate support delivered by competent people. They help me to make links in my local community."

"I have a clear line of communication, action and follow up. When something is planned, it happens,"

I am supported to understand my choices & to set & achieve my goals."

"I have access to easy-tounderstand information about care and support. which is consistent accurate and accessible, up to date. Lam supported to use it to make decisions & choices about my care & support".

support needs, and I can budget' from the council or NHS),"

"I know the amount of money available to me for care and determine how this is used (whether it's my own money, direct payment, or a 'personal

COMMUNITIES RELATIONSHIP DIGNITY

"I have care and support that is directed by me, I am as involved with discussions & decisions about my care support & treatment, and it is responsive to my needs."

"I have regular reviews of my care & treatment including comprehensive reviews of my medicines, & of my care & support plan."

"I can speak to people who know something about care and support and can make things happen. I am told about the other services that are available to someone in my circumstances, including support organisations."

"I can get access to the money quickly without having to go procedures."

through over-complicated

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

"My support is coordinated. co-operative and works well together. The professionals involved with my care talk to each other. We all work as a team."

family or carer is also involved in these decisions as much as I want them to be.

I have help to make informed

choices if I need & want it; my

"I can plan ahead and have systems in place to keep control in an emergency or crisis."

"I know where to get information about what is going on in my community."

"I have access to a pool of people, advice on how to employ them and the opportunity to get advice from my peers."

"I always know who is coordinating my care."

"I work with my team to agree a care & support plan; my care plan is clearly entered on my record?

"My carer/family have their needs recognised & are given support to care for me."

"I feel valued for the contribution that I can make to my community."

When I use a new service, my care plan is known in advance & respected.

"I have access to a range of support that helps me to live the life I want and remain a contributing member of my community."

"I have a network of people who support me - carers, family, friends, community and if needed paid support staff."

"The professionals involved with my care talk to each other. We all work as a team: I am kept informed about what the next steps will be."

"I have opportunities to train, study, work or engage in activities that match my interests, skills, abilities."

I can see my health & care records at any time. I can decide who to share them with. I can correct any mistakes in the information."