



Best Practice...



MANCHESTER
CITY COUNCIL

in Support Planning in Manchester

one

We will help you to create a support plan that is individual to you.

two

You choose who you want to help you, and we will give you information about the process of support planning and what needs to be in a plan.

three

We will agree to meet at a time and place that is best for you, and go at your pace.

four

We will see and treat you as an individual, and not make assumptions about you.

five

We will work together with the people who you want to involve in your support plan.

six

We will listen to you, your history, what is important to you, and what is working and not working for you.

seven

We will work with you to identify your aspirations and goals, explore different options and help you make decisions to create your support plan.

eight

We will give you full information about what is available, what any services cost, and what you cannot spend your budget on.

nine

We will work with you to identify any risks and how you want to manage them.

ten

We will ensure that you are at the centre of decisions about your life.

eleven

We will provide you with clear, up to date information on what is happening next, in a way that you choose (e.g. phone, email, text).

twelve

You will have an opportunity to think about what is working and not working for you, & change your goals (outcomes) if necessary at your request, or at your regular review.



Customers, staff and managers from Adult Social Care and Health developed this, facilitated by Helen Sanderson, July 2010.