

## Appendix 3

### Making it Real



Making it Real is a framework that describes what good people focussed, personalised care and support should look like to you. The framework was co-produced with people and carers with experience of adult social care and support. Nottinghamshire are committed to working towards the standards in this framework.

Making it Real is built around six themes. Each theme contains 'I' statements that describe what good should look like from your perspective and 'we' statements that say what we should be doing to make sure your experience of care and support lives up to the 'I' statements. Here's an outline of the six themes:

#### Wellbeing and independence

Living the life I want, keeping safe and well

This theme focuses on you living a fulfilling life, connected to your family, friends and community, with support that promotes your wellbeing and independence, and the conversations our staff should be having with you to support you to live the life you want.

#### Information and Advice

Having the information I need when I need it

This theme is about the information you need to get on with your life, and how we should provide you with relevant, timely and accessible information.

#### Active and Supportive Communities

Keeping family, friends and connections

This theme is about you leading a full and meaningful life connected to your family, friends and community, and how we should be creating opportunities to make sure you are connected to your community, and you can do the things that matter to you.

#### Flexible and Integrated Care and Support

My support, my own way

This theme focuses on you having choice and control over your care and support, how we should be fully involving you in planning your support, and how we should make sure your support works for you.

## When Things Need to Change

### Staying in control

This theme is about you getting the support you need to plan for important changes and to stay in control, and the way in which we should be supporting you before, during and after significant changes in your life.

## Workforce

### The people who support me

This theme is about you being supported by people who see you as an individual, with unique strengths, abilities, aspirations, and requirements, and about how we should focus on what matters to you and think and act creatively to make things happen.