

## Who are we?

Friendship Care and Housing help people live fuller lives.

Our homes and support meet individual needs and create better neighbourhoods to live in.

For a different language or format, please contact us.

如果您需要其他语言或格式的帮助，请联系我们

В случае необходимости получить и формацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter

بۆ ھەر زمانىكى تر يان ھەر شىۋازىكى تر ، تىكايە پەيوەندىيمان يىۋە بىكە

बिसे ली तैर बाम्ना नं तुप लछी विरथा वरवे साडे नाल मंपरव वरै।

Haddii loo baahdo luqad kale ama qaab kale loo sameeyo, fadlan nala soo xiriir

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لأى لغة أو صيغة أخرى برجاء الاتصال بنا

كسى دىگر زبان يا شكل كے ليے برائے مهربانى ہم سے رابطہ كيجيے



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About... Putting people first  
supporting people in warkwickshire

**“I don’t want people to control my life for me, I want to control it myself”**

## **What is Personalisation?**

Personalisation aims to improve adult social care and services and applies to a whole range of needs. It is committed to giving people more choice and control over their lives.

**Exercise your choice as to how, when and where you receive your support**

## **Why are things changing?**

In the past, services have often meant that people have not received the right support or been able to shape the kind of help they really want or need.

## **How does it work?**

- Making sure support is right for you
- Personalisation starts with the person rather than the service
- People have different levels of need
- Finding new ways of working and developing a range of services for you to choose from
- You will be able to make choices that suit you

## **How do I find out about personalisation?**

- Come and talk to us at a Friendship Service
- Tell us about your needs
- Find out about the next step

## **What Friendship can do for you?**

- We will provide you with facts and information about the changes
- Explain Friendship’s services available under Personalisation
- We will do our best to work with you and fit the service around you and your needs
- We will liaise with your Care Co-ordinator regarding your application for funding

## **Who does it apply to?**

- Learning disabilities
- Physical disabilities
- Mental health issues
- Elderly care
- Dementia care
- Young Person’s services
- Women’s services
- Carers - recognising their role, while enabling them to maintain a life beyond their caring responsibilities

**For more information on personalisation:**

**[www.dh.gov.uk](http://www.dh.gov.uk)** The Department of Health

**[www.scie.org.uk](http://www.scie.org.uk)** The Social Care Institute for Excellence

**[www.scie-socialcareonline.org.uk](http://www.scie-socialcareonline.org.uk)**

Social Care Online

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