

Appendix 1

Think Local Act Personal (TLAP) – Making It Real

Making it Real is a framework for how to provide personalised care and support. It's for people working in health, adult social care, housing, and for people who access services.

It is an easy to use, jargon-free set of personalised principles that focus on what matters to people.

Making it Real is built around six themes. Each theme describes what good looks like from an individual's perspective and what organisations should be doing to live up to those expectations.

The six themes are

Wellbeing and Independence - Living the life I want, keeping safe and well

Information and Advice - Having the information I need, when I need it

Active and Supportive Communities - Keeping family, friends and connections

Flexible And Integrated Care and Support - My support, my own way

When Things Need To Change - Staying in control

Workforce - The people who support me

Each theme has 'I' statements that describe what good looks like from an individual perspective and 'We' statements that express what organisations should be doing to make sure people's actual experience of care and support lives up to the 'I' statements.

If you would like to see further detail around the I and We statements within the 6 themes please follow this link;

[Six themes of Making it Real - About - Making it Real - Think Local Act Personal](#)