

Personalisation E-learning Glossary

social care
institute for excellence



Term	Definition
Outcomes	Individuals need to be able to demonstrate support activities, activities will enable them improve their health and well-being and stay safe.
Safeguarding	Some people think there is a conflict between personalisation and safeguarding but this often comes about when people interpret personalisation as if it is simply about 'freedom' and treating safeguarding as if it simply about 'control' . All practitioners know that a balance between freedom and control is important. Personalisation is about making support more 'personal'. Support needs to fit the person and be suitable and appropriate for them. This can include personalising control and therefore identifying risks and ways of reducing them is key to the support plan and the review stage in self directed support. (Duffy and Gillespie 2007)
Support brokerage	<p>This is a way of getting what you want by using a third party to act on your behalf. It works in the same way as an insurance broker or a travel agent. In the context of personalisation, support brokerage is being used by individuals to help them support plan and or manage the money on their behalf. Local support brokerage services are emerging in most localities as the personalisation agenda grows.</p> <p>Additional information can be found in the <i>Putting People First – Personalisation Toolkit Good Practice in Support Planning and Brokerage</i> Department of Health(2008)</p>