

Personalisation and Self Directed Support Frequently Asked Questions

General

What is personalisation?

Personalisation of social care services means that every person who receives support whether provided by statutory services or funded by themselves, will have choice and control over the shape of that support in all care settings”

(DH, Department of Health. 2008)

This means:

People will be supported as required to achieve maximum choice, control and power over the support services they receive

Over time, people who use social care services and their families will increasingly shape and commission their own services and shape what type of services the council need to consider supporting or providing.

This will also mean a greater emphasis on prevention and early intervention.

What does personalisation include?

There are four areas on which councils and their partners should focus on to help make sure services become more personalised and to get the right results for people

The areas are:

Choice and control – Placing the person at the centre allowing them to have a say in and lead on any assessments, possibly receive a personal budget (real or virtual) that will enable them to decide how to meet their assessed needs and what type of services they want to use. The individual or their advocate will play a key role in designing their own support plan either independently or with support.

Prevention and early intervention – offer low level services to help people stay independent and active, like falls prevention programme, use of telecare and telehealth care equipment. For example, personal alarms and call systems.

Universal services – Better access to information, advice and advocacy, transport, leisure services, etc.

Social capital - Use of friends, neighbours and family members, self help support groups, charities, voluntary orgs to support people.



What is the Putting People First Programme?

Putting People First sets out the Government's vision for delivery of a personalised approach to the delivery of adult social care. In Walsall, this will include both changes within Social Care and Inclusion, and wider changes across the council and across other public services and in our local community.

What is the People First programme?

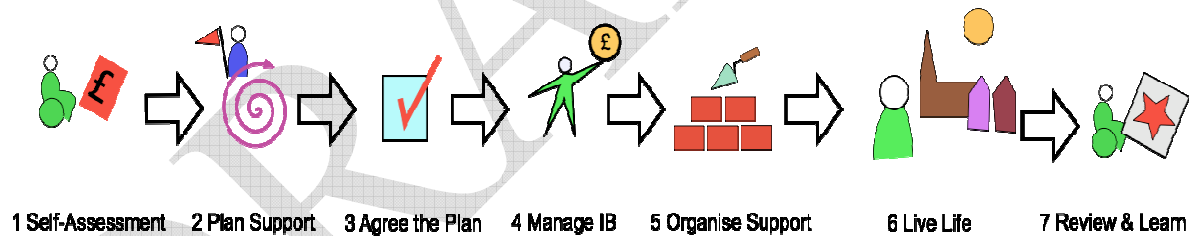
This is the local team that is making sure the national Putting People First programme / personalisation is put in place in Walsall.

What is self directed support?

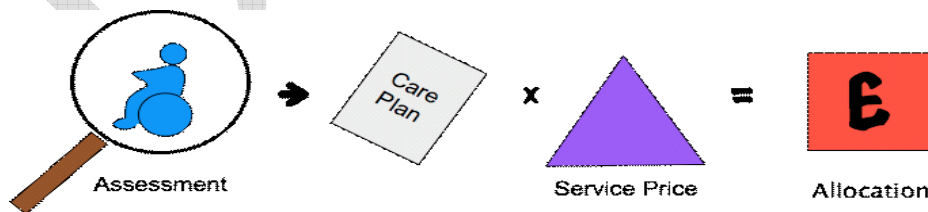
Self directed support (SDS) is a more personalised approach to meeting people's needs when accessing social care funding. This will replace the way social care currently works. There are 7 steps:

- Self Assessment
- Plan Support
- Agree plan
- Manage Support
- Organise Support
- Live Life
- Review and Learn

The new way of working



The traditional way of working



What if people don't want to be in control?

Individuals don't have to control the money and support if they don't want to.

People can take as much direct control over funding and support as you want. It's not a choice between having total control or none at all. Some people take a small first step – directly control some part of the funding and support – then see the advantages and want to take more control. Some people may still want someone else to manage the support on their behalf.

Will care packages change when self directed support is introduced?

Yes they possibly could, dependant on a person's needs and outcomes.

What will self directed support mean for carers?

The changes will affect carers in various ways. When the person they care for gets their personal budget, they could decide to employ their informal carer.

Carers will also be offered personal budgets to help meet their needs as carers.

Is self directed support just about saving money?

No. Self directed support is about providing greater choice and control for service users, greater links with their local communities and better outcomes leading to higher levels of satisfaction. The move to personal budgets means that money will be spent more efficiently because it will be based on meeting people's agreed needs in a way that they choose.

Will there be a pack and support for self-funders?

We will ensure information and advice is provided to meet the needs of self-funders. Printed information will be available as well as a website.

Money issues

What is a personal budget?

An indicative personal budget (PB) is an upfront notional amount of money that will be allocated to an individual once they have done a self assessment. The personal budget has to be checked by the council to ensure you have enough money to meet your identified needs and agreed outcomes. This amount of money can then be used to help pay for what support to meet the needs in the self assessment.

What is a direct payment?

A direct payment (DP) is a sum of money in lieu of social care services. The money must be used to secure services that have been identified in a support plan. Although the Local Authority has a duty to offer direct payments an individual cannot be forced to receive them.

What is an individual budget?

An individual budget (IB) is an upfront allocation of money from Social Care, Supporting People, Disabilities Grant, Independent Living Fund (ILF), Access to Work and Community Equipment Services.

What is the difference between a personal budget, a direct payment and an individual budget?

The person's personal budget is worked out following an assessment at the very early stages of contact. Once a person has their personal budget and has decided how they want to spend it they can fund their support in four ways – one of these ways is a direct payment.

An individual budget also includes money from other funding sources, such as health care budgets.

When will personal budgets be available?

If an individual already receives social care services, this will not change immediately. The council aims to move everyone currently receiving a social care package to self directed support by 2011. So, when the social worker visits a person to review their care plan, they will be asked to say what their needs are and a personal budget will be calculated for them. They will then have the opportunity to organise their support and manage it themselves or with help from their social worker.

How is the amount of money decided?

Using an assessment tool, called a resource allocation system (RAS), the social worker or care manager establishes the amount of money available for a person's care, based on the specific needs and circumstances of that person. This 'needs assessment' enables us to understand the level of difficulty the person encounters in everyday life.

What is a resource allocation system?

A resource allocation system (RAS) is a tool that will be able to identify the amount of money given as a personal budget.

Does everyone have to have a personal budget?

Yes, everyone going through the self directed support process will be allocated a personal budget. The individual will then be able to choose how to use and manage the personal budget. This may be through one of the following ways:

- Managing it yourself using a direct payment
- Representatives managing it for you through an indirect payment
- Family and friends managing it for you through a trust fund
- A organisation which is independent managing it for you as a brokerage service
- A service provider managing it through an Individual Service Fund
- A professional - e.g. a social worker or 'Budget-holding Lead Professional' managing it on your behalf.

Will people be allowed to spend their money flexibly?

It is very important that people are allowed to spend their money flexibly.

One role of the local authority is to work out who is the best person to control the personal budget. Often this will be the person or someone close to them that they trust. Sometimes it may be a professional.

Can people spend the money on anything they want?

No, the money needs to be spent on meeting the needs that are in their assessment.

If someone does not want to manage (or finds they cannot) manage the personal budget themselves, the local authority must find another person to act as their representative. The principles of self directed support still apply.

Where does the money come from?

There is no new money to go into personal budgets. The amount of money available is the same as is available now and it comes from that money which social care are already spending.

Support plans

What is a support plan?

A support plan will replace a care plan in the new way of working. A support will explain how a service user will use their personal budget to meet their needs. Support plans are “owned” by the individual and agreed by the council and its partners via a signed contract.

Support Plans should show how individuals will remain healthy and safe and should also specify what is important to them, what needs to be changed or achieved to meet the needs and outcomes that have been agreed, and what support that they will need to achieve these goals. It also needs to show how the personal budget will be used.

Who will agree the support plan?

Once the support plan has been completed it will need to be validated by the Local Authority. The support plan will need to be **Effective** - ensuring that the way the money is spent addresses the needs and outcomes in the self assessment, **Legal** - ensuring that the money is been used legally e.g. people that are employed are paying national contributions and Tax, **Affordable** - the cost of the support identified in the support plan equates to the personal budget.

Is a support plan just another name for a care plan?

Care plans mainly focus on how services will meet eligible people’s care and support needs. They tend to be task focused (for example, ‘Need support getting out of bed at 8am’).

Support plans are more person-centred. They include how a person’s needs will be met, but they also tell you more about the person, what is important to them and what they want to change in their lives. They also include information about how informal networks and community support can be built on to meet outcomes.