

The components of the Walsall model can be summarised as follows:



Other council directorates, other public services and the third sector need to make their services relevant and accessible to people with social care needs. This will avoid or delay people needing more intensive support.



Our response centre is increasingly the point of first contact, providing callers with advice and signposting. Our website and other public information are being developed to offer information on sources of support and directories of available services.



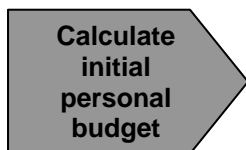
The response centre staff are already able to implement a range of simple services to meet immediate needs without assessment. These include some simple equipment, telecare and meals.



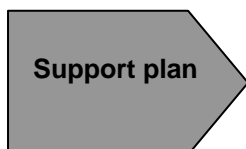
The self assessment questionnaire (SAQ) will enable people to find out what their social care needs are. Some people will complete the form themselves. Others will prefer to have help – this will be supported self assessment



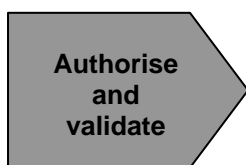
Our self assessment and supported self assessments will be designed to continually look for opportunities to enable, signpost or give advice to increase independence, reduce dependence and promote independent living.



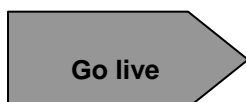
The resource allocation system (RAS), together with a reviewed charging policy, will translate people's self assessed needs into the sum of money for their personal budget.



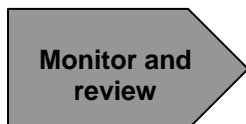
The support plan sets out what the personal budget will be spent on. Our support plan document is being piloted by the assertive review team. If service users want help with arranging their care, the brokerage team based at Streets Corner will do this for them.



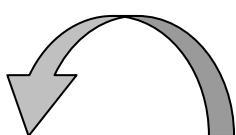
Although self directed support gives services users choice and control over their services, the council still has legal responsibilities. Support plans will be validated to ensure they are legal and safe. A risk enablement policy will be developed to underpin this.



The service user and/or carer will spend their personal budget – either administering it themselves or with help – to meet their needs.



The self assessment and support plan will be periodically reviewed either by the service user/ carer themselves or with help, and changes made when needed.



At every stage of the process, the focus is on improving functioning and reducing or eliminating dependence. Our new frail elderly pathway and improvements in intermediate care are two of the mechanisms that will support this approach.