

A Customer Guide to Self Directed Support and Personal Budgets



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Introduction to Self Directed Support

There's a shared commitment by the government, local councils and providers of services to make sure that people who need care and support have the choice, flexibility and control to live their lives as they wish.

In the past, the Council used to provide standard, contracted services to people who qualified for social care support. Now you'll be able to take control...

- ✓ You'll know right from the start how much the Council would reasonably expect to pay to meet your social care needs.
- ✓ You'll be able to decide how you would like to be supported and by whom.
- ✓ You'll be able to produce your own support plan.
- ✓ You'll be able to fund your support plan through a personal budget.

What is Self Directed Support?

Self directed support is how the Council is providing adult social care. If you qualify for support from the Council, it gives you more choice and control over how you want your support to be provided. If you qualify, the Council will provide you with a personal budget to do this.

Self directed support gives you more independence by allowing you to decide who supports you, when and how.

There are a number of options available to help you with self directed support without having to go to the Council, such as:

- ✓ templates
- ✓ websites
- ✓ organisations separate to the Council
- ✓ other customers with experience of self directed support.

The Council will encourage you to use as many of these options as possible before supporting you directly.

What is a Personal Budget?

If you qualify for support, a personal budget is the money you can get from the Council to help you meet your needs and live independently.

By using a personal budget, you will be able to create the kind of support you need to suit your own lifestyle, circumstances and hopes for the future.

1 Your Money

The first step to getting a personal budget is for the Council to do an assessment of your care needs. The assessment looks at:

- what's important to you
- what a good day looks like
- what you can do for yourself.

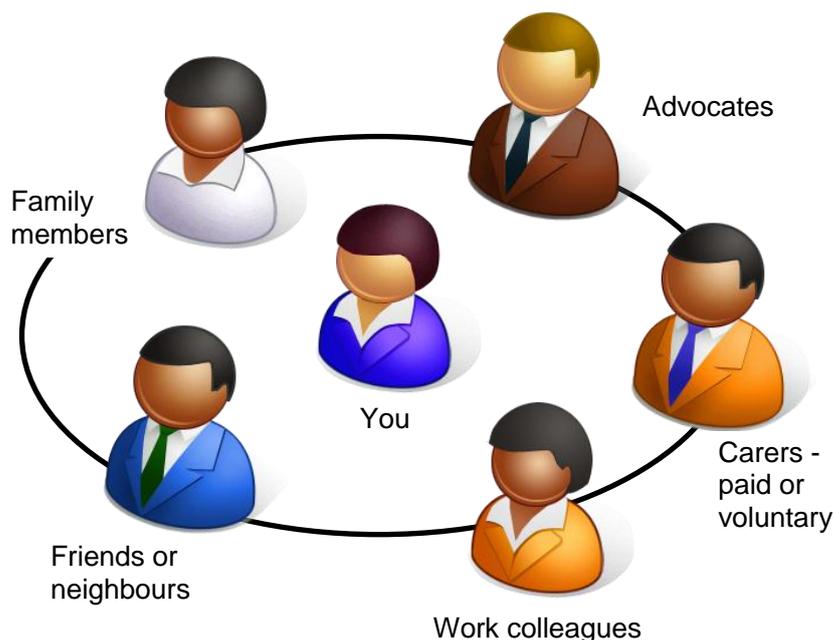
The assessment then asks what help and support you need in the following areas:

1. Personal care
2. Eating and drinking
3. Making decisions and organising your life
4. Running and maintaining your home
5. Being a part of your community
6. Having work and learning opportunities
7. Being safe in the community and in your home
8. Managing your behaviour
9. Being a parent or carer

You can go through the assessment questions on your own, with help from your 'circle of support' or with your care worker. If you have an unpaid carer who helps and supports you, there is a section for them to complete.

What is a 'circle of support'?

A circle of support is usually made up of people who have helped you in the past and who you trust. Your circle will help to make sure that you make the right decisions, if you need help, about planning the support you need.



Once the assessment has been completed your social care worker will work out how much money you are likely to get to help you meet your support needs.

We do this by calculating points depending on the answers you give to each question. These points are then converted into pounds to make up your 'indicative personal budget', which gives a guide to how much your support should cost.

We will ask you about the money and benefits – income and savings – you have – we call this a 'financial assessment'. We will also tell you if you need to pay towards your support and how much that may be.

2 Making Your Plan

Once you know how much your indicative personal budget will be, you will need to create your 'support plan' to show how you want to use your money and achieve the outcomes identified in your assessment. An outcome is something that you want to achieve in your life, a goal or something to aim for.

A support plan describes how you want to live your life, what you want to change, and what you need to do to make these changes.

Your support plan does not need to be in any particular format. It can be written, include photos and drawings, or a video. It's your plan and you can make it any way you want.

There is a support plan template available for you to use, with some guidance notes to help you with this.

You don't have to write your support plan on your own: there are lots of ways you can get help to do this...

- ✓ Your family and friends – your 'circle of support' – can help.
- ✓ You can contact other people who have written plans and learn from them.
- ✓ There is a lot of information available on the Internet.
- ✓ Providers of services might be able to help you. A list of these is available from your social care worker.
- ✓ Social care workers can also help.

You can include things in your support plan that don't cost any money, and things that you intend to pay for yourself.

What can a Personal Budget be spent on?

You can be as creative as you like in spending your personal budget **as long as** you can show us that what you want to spend your money on is:

- ✓ effective in meeting your care needs
- ✓ legal
- ✓ affordable – within the budget given to you by the Council
- ✓ safe.

For example, you may – if they're needed – spend your money on:

- ✓ a personal assistant or support worker
- ✓ buying services from an agency or organisation. Unless you receive personal care from them, you don't have to use an accredited company, but you can find a list of organisations that are registered with the Care Quality Commission at: www.cqc.org.uk, call 03000 616161.
- ✓ taking a break instead of going to respite care
- ✓ attending adult learning courses with support
- ✓ accessing activities in your community
- ✓ equipment like personal call systems, smoke detectors and fall detectors to help keep you safe.

There are some things that you may **not** spend your money on:

- ✗ things you cannot show will improve your life
- ✗ illegal activities
- ✗ gambling including bingo
- ✗ things that other income normally pays for such as food bills, rent or mortgage payments, gas, electricity, water and phone bills, cigarettes or alcohol
- ✗ health care needs that should be met by the health service
- ✗ to pay for personal debts
- ✗ long term residential care
- ✗ employing immediate family members living in the same house
- ✗ a care agency that is not registered with the Care Quality Commission if you receive personal care from them.

Keeping safe and well

Risks are part of everyone's life.

Everyone should have the right to take risks to achieve the things in life they want as long as they are not harming other people.

When you write your support plan, you need to think about anything that may put you at risk. This does not mean the Council won't agree your plan, but you will need to show that you understand what the risks are and what the consequences might be.

You will need to be specific about anything that could cause you harm. A good place to start is by thinking about problems that have happened before.

For example:

- ✓ Are there any people you do not feel safe with?
- ✓ Are you at risk of falling over or having accidents?
- ✓ Are you able to cook and bathe safely when at home?
- ✓ How would you contact someone in an emergency?

When you think about these things, tell us how you can reduce or remove the risk. There are a number of things that may help you, for example:

- ✓ equipment such as fall detectors or personal alarms
- ✓ training to help you
- ✓ changing your home to make it safer for you
- ✓ knowing who to contact in an emergency and how.

The Council will support you by providing information and advice to help you take control and manage any risks you may face to ensure you safely achieve the things in life you want.

Review

You will need to show in your support plan when and how you are going to review your plan to make sure that what you are doing is working for you.

3 Getting your plan approved

Derby City Council has to approve your support plan before you receive your personal budget. Once approved, the support plan will form a contract between you and the Council.

4 Organising Your Money

There's a number of ways you can choose to manage all or part of your personal budget.

Direct Payments

A Direct Payment can be made to one or more of these:

1. Straight to you

You can have your personal budget paid into a separate bank account and you look after it. You pay for any support you receive and you keep a record of what you spend your money on.

2. To a representative

Your personal budget is paid to someone who agrees to act on your behalf. Your representative then spends the money on your support to meet your needs. A representative can be a family member, a friend, or anyone else you choose.

3. To a third party or provider

Your personal budget is paid directly to an organisation or support provider to either help you manage your money or your support. The organisation or support provider may charge you for this service.

4. To a suitable person

If a decision has been made under the Mental Capacity Act 2005 that you cannot consent to a direct payment and if it is in your 'best interest', your personal budget can be paid to a suitable person as defined by the Council and the law.

Your personal budget will be paid every four weeks. You can apply to have one-off payments for things like equipment or a deposit as long as it's in your support plan.

Derby City Council holds the money

Derby City Council can provide and arrange care and support for you and manage your personal budget on your behalf. If Derby City Council holds the money, it will only be able to use companies that are registered with the Care Quality Commission and are on the Council's approved provider list, to provide your care and support.

A combination of any of these

You can also have a combination of a Direct Payment, payment to a provider of services and a managed service by Derby City Council.

Managing your Personal Budget

When you've decided the way you are going to receive your personal budget, you will need to provide information to the Council about how you are spending your money. Your care worker will tell you exactly what information you will need to provide when your support plan is agreed. As an example, you will need:

- ✓ a separate bank account for your personal budget, if you are going to manage your money yourself
- ✓ information on what you have spent your personal budget on
- ✓ bank statements for your personal budget account
- ✓ wage slips, if you decide to employ your own staff such as a personal assistant.

Derby City Council will monitor your personal budget. The frequency of this will depend on the amount of your personal budget and the complexity of your support plan.

If the Council manages your personal budget on your behalf, it will provide regular statements to show you what your money has been spent on.

If you get into difficulty managing your personal budget, the Council can offer support to help you. This support could be from another organisation.

5 Organising Your Support

A few examples of how you can get the support you need are...

You can employ your own personal assistant

A personal assistant could be someone who you already know and trust – such as a family member or friend – or you can employ a personal assistant from a Council register. The assistant will help you live how you want and can provide the support you require to meet your care needs.

Employing someone can sound difficult, but there are agencies that can help you and give you information on how to do this, including:

- ✓ job descriptions
- ✓ contracts
- ✓ insurance
- ✓ recruitment
- ✓ health and safety
- ✓ police checks
- ✓ timesheets.

They will help you with recruitment, payroll, and training for your personal assistant and will give you advice to make sure you meet the requirements for becoming an employer. There will be a cost for this service, which can be paid for with your personal budget.

You can choose an existing provider of services

The Care Quality Commission has a list of registered care and support providers for you to choose from on its website at www.cqc.org.uk or call 03000 616161.

You can also find details of providers and voluntary organisations on the Council's website at www.derby.gov.uk/adultsocialcare or call 01332 640777, minicom 01332 640777.

You can pay a broker to organise your support

A 'broker' is a person or organisation that can help you plan and arrange your support using your personal budget.

Independent brokers have been trained on how to help you find and arrange your care and support. If you would like to use an independent broker to help you organise your support, ask your care worker for a list of trained brokers. Independent brokers may charge for their service.

You can ask Derby City Council to organise your support

Your social care worker can help you to find the right care and support to meet your needs.

There are other ways you can get help to organise your support

- ✓ Your family or circle of support may be able to help you find what you want.

- ✓ Voluntary and community organisations may be able to help you find and arrange the support you need.
- ✓ A provider of services may be able to help you organise your support.
- ✓ Other people who have personal budgets could use their experience to help you.

6 Living Life

By the time you reach Step Six, you will have created your support plan, have your personal budget, and be in control of your life.

If, at any time, you need to change something in your support plan or if you need help managing your personal budget, the Council or other organisations can help. Just speak to your social care worker.

If you think your support needs are increasing or have increased, you will need to speak to your social care worker who will reassess your needs through a review process. If they agree, then your personal budget may also change.

7 Checking Your Support Plan is Working

Derby City Council will need to know if you are achieving what you set out in your support plan.

After a few weeks, your social care worker will speak to you and do a quick review of how things are going. This review will focus on:

- ✓ whether the plan is achieving the goals we agreed
- ✓ whether you feel in control of your support plan
- ✓ whether you are happy with the way you are being supported
- ✓ whether you feel safe and secure with the support you receive.

After 12 months, you will need a more thorough review to see if your circumstances have changed, to look at any problems that need to be addressed and how you can deal with them.

However, you don't have to wait for the 12 month review. If you feel that your circumstances have changed, you can let us know at any time and your social care worker will let you know whether you will need to complete a new assessment.

If you receive your personal budget in the form of a direct payment from the council you will need to tell us how you have spent your money.

You can complete your review:

- ✓ on your own
- ✓ with help from your family or friends or
- ✓ with your social care worker.

You can record your review in any way you like, just as you did when creating your support plan. You might like to use the template 'My self assessment' that you originally completed if you feel your circumstances have changed.

Your review will need to cover similar questions to those you answered when creating your support plan:

- ✓ What is important to you?
- ✓ What do you want to change?
- ✓ How will you be supported?
- ✓ How will you spend your personal budget and manage your support?
- ✓ How will you stay in control of your life?
- ✓ What support is working well?
- ✓ What parts are not working well?

If you have family or friends who help you, they will have a chance to give their view too. You will also be asked how your personal budget has made a difference to your life and what the most important things are that you want to work towards until the next review. To help you think about all of this we would advise you to have a look at your support plan before the review to see what you want to stay the same and what you want to change.

What happens next?

If things have got better and you need less care and support...

...your personal budget will change to reflect this, and you may need to update your original support plan or create a new support plan.

If things haven't really changed much...

...it's likely you'll carry on receiving your personal budget and getting the support you set out in your support plan.

If things have changed...

...you may need to do a new assessment with your social care worker.

If things have got worse...

...you may be offered more short-term support to get you back on your feet, or your personal budget could be increased to help you get more long-term support.

Your social care worker will talk to you about your review and discuss with you what happens next.

Tell us your story

We would like to hear from you about how you have created your support plan and managed your personal budget so that we can share your experience with other people who are new to self directed support.

If you would like to:

- ✓ tell us your story
- ✓ help other people with creating their support plans and managing their personal budgets

then speak to your social care worker or email:

yourlifeyourchoice@derby.gov.uk

We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 64 0777
Minicom: 01332 640666

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: 01332 640777 Tel. tekstowy: 01332 640666

Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 640777 ਮਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم 01332 640777 پر ہم سے رابطہ کریں۔



Derby City Council

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