



Implementing self directed support in Cumbria



# in Control Total

July / August 2009

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# Change

Starts here...

## 16 November 2009

## Self Directed Support and Individual Budgets

This month's newsletter contains updates on how we are working towards Go-Live 16 November 2009.

This includes; the “As-Live” test phase being carried out by teams across the county, Belinda Schwehr's thought provoking presentation on Self Directed Support and The Law, and a reminder to staff on how to book mandatory IAS training.

### Change

Directorate Management Team fully supports the In Control Programme to deliver Self Directed Support from 16 November 2009.

### Self Directed Support Confirmed 16 November 2009

Richard Parry and DMT colleagues have confidence that with everybody involved, we will be able to begin offering a greater degree of choice and control to individuals using our services from autumn this year

Richard Parry  
Acting Corporate Director

## Going Live – “As Live” Test Phase

The “As Live” testing phase of Self Directed Support is now in place as from 17 August 2009, and will continue until 11 September 2009.

The test phase aims to gather evidence to provide reassurance on:

- The new scoring system RAS.
- How appropriate and the generic fit of the Supported Assessment Questionnaire.
- Data gathering for exceptions.
- Best Practice, Policies and Guidance for launch on 16 November 2009.



During the testing phase it has been agreed that decisions will be based on a resource up to the value of the RAS generated score, plus a flexible contingency to be agreed by budget managers.

People with needs that cannot be met within the Supported Assessment will have funding allocated following the completion of a Complex Assessment and Resource Management approval.

During the Test Phase, close supervision will be given to assessors and managers to minimise risk and rectify any possible errors associated with the new approach as early as possible.

On completion and closure of a Supported Assessment, the information will be sent to Business Intelligence. The calculations to identify the indicative resource will be made by the Business Intelligence team one day following the completion of the SAQ. This information will then be returned to the team conducting the ‘As Live’ testing.

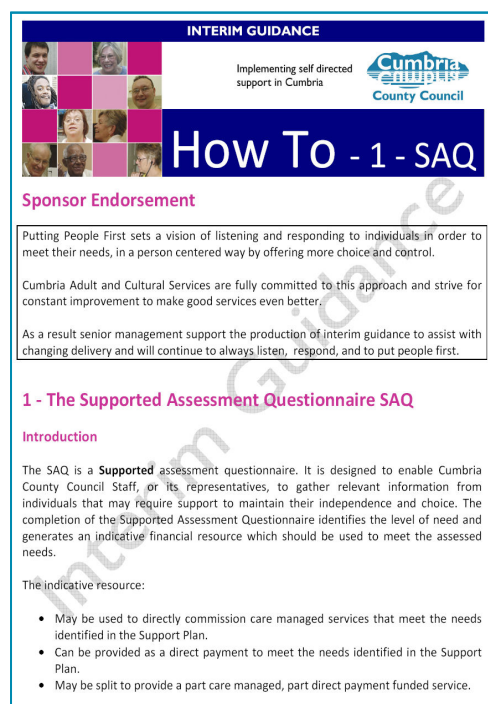
### “As Live” TEAMS

Some important work has been completed by Nick McCarthy, with support from Bethan Hill-Gorst, and five teams from across the county. These teams are being supported by:-

1. **Learning Disability South** – lead by Gary Wilson.
2. **Furness Older Adults** – lead by Anne Leikertas.
3. **Egremont Older Adults** – lead by Melinda J. Hughes.
4. **Physical Disability West** – lead by Gordon Barwick.
5. **Westmoreland General Hospital** – lead by Alison Webb.

## How To Guides – Interim Guidance

The “As Live” test phase is being implemented using a series of five ‘How To’ interim guidance documents developed by Nick McCarthy.



1. The Supported Assessment Questionnaire SAQ.
2. The Complex Assessment Questionnaire CAT.
3. The Support Plan.
4. Review.
5. Individual Budgets.

### The Supported Assessment Questionnaire

The SAQ is designed for the gathering of relevant information from individuals that may require support to maintain their independence and choice. Completion of the SAQ will identify the level of need, and generate an indicative financial resource which should be used to meet the assessed needs.

### The Complex Assessment Questionnaire

The CAT is designed to identify and measure the level of need presented by people requesting support from Adult Social Care. The CAT should only be completed as a second step in the assessment process, following the completion of the SAQ.

### The Support Plan

Statement of Need & Person-Centered Support Plan. This is a summary of the needs identified from the Supported Assessment Questionnaire, and the intended outcomes. It also outlines the actions required to address those needs and outcomes.

### Review

This is a work in progress by Nick McCarthy, soon to be completed.

### Individual Budgets

The *Indicative Amount* relates solely to Social Care Funding. An *Individual Budget* can include funding from Supporting People, NHS Cumbria, ILF, or other third parties. Where these sources of data are accessed should be referenced in the summary of the Support Plan. An individual Budget will remain in place until a service user leaves care or is reviewed to a different level of need.

## IAS Go-Live and Training

### Go-Live

The launch date for IAS (Integrated Adults System) has now been confirmed as *16 November 2009*. This will see a significant change for social work and occupational therapy teams, with a new records system for recording service-user information.

### Training: Who will need training on IAS?

IAS will be used to record all referrals, messages, case notes, assessments and support plans, which means more staff within Adult Services will need to be trained on the system. Training modules have been developed to ensure that people only learn the areas of IAS that apply to their role.

There will be two sets of *mandatory* training which will run in relation to the launch of IAS:-

#### Change Management Training

All practitioners and support staff should attend *Change Management Training*, which will start at the end of August and will overlap the *Technical Training*.

Please ensure that you have booked on a relevant change management course prior to doing your technical training.

Separate courses will be run for Practitioners, Support Staff and Business Support. There will also be two briefing sessions for staff that do not use the system on a regular basis.

#### Technical Training

*Technical Training* will begin 21 September 2009. Some training will take place post Go-Live.

Priority for training has been given to Practitioners and Support Staff in Area Teams.

IAS training has been divided into four separate modules, two Practitioner training days, and one day for Business Support.

**Expert Users** will be trained either by Agilisys or the ESCR Project Team, depending on their role.

For details and bookings contact the Admin & Facilities manager in your area:

Carlisle	Brenda Spires	01228 227031
Furness	Gillian McNamee	01229 407867
Kendal	Jane O'Neil	01539 713014
Penrith	Karen Dawson	01768 242245
Whitehaven	Sam McCree	01946 852850
Workington	Bev Kavanagh	01900 706310

If you experience difficulties booking a place, please contact Helen Turner, Workforce Development Team, on 01228 227164.

## Meet Julie Baillie, Project Manager of Contracts and Commissioning



Julie started work for the County Council in March 2002, as part of the newly formed *Supporting People* team. In August 2006 she then moved to the Learning Disabilities Commissioning Team as Contract and Performance Manager.

Julie comments; “At the time Learning Disabilities were beginning to run a pilot with Individual Budgets, and I thought ‘What a great idea, I want to be involved with this’. Since then I have dabbled around the edges but now I am able to get my teeth into it and contribute to the changes that I really believe will make a huge difference to people's lives.”

Julie is married with two *dogs*, and loves foreign travel. She also likes to dine out, but to her non-enjoyment; spend lots of time at the gym working off the calories.

To contact Julie, please call 01228 603554 or email [Julie.baillie@cumbriacc.gov.uk](mailto:Julie.baillie@cumbriacc.gov.uk)

## Tell us what you think about Self Directed Support – Online Surveys

Last year we ran a survey to find out what staff knew about Self Directed Support and the in Control Total Programme. A year later, we are continuing the survey to see what progress has been achieved, and to help develop our plans for the next stages of implementing Self Directed Support.

This year we are also running an external online survey to seek the views of people outside of Local Authority; such as Service Users, Providers and Partner Agencies.

Both surveys are now live and ready to complete. They will run until 30 September 2009. Simply click on the appropriate link below (or enter into your internet browser) and follow the instructions.

Intranet online survey for Cumbria County Council staff:

<https://www.secure1.cumbria.gov.uk/surveys/cumbria/selfdirect2009.htm>

Internet online survey for people outside Cumbria County Council:

<https://www.secure1.cumbria.gov.uk/surveys/cumbria/selfdirectext2009.htm>

For more information, please call Helen Turner on 01228 227164 or visit:

[www.cumbriacc.gov.uk/adultsocialcare/ict](http://www.cumbriacc.gov.uk/adultsocialcare/ict)

Results will be published in this newsletter later in the year.

In Control is launching a new membership programme for providers and community organisations of all sizes.

The programme begins with a regional two-day readiness session. This initial session will establish individual baselines for action and plot out the milestones that individual participants need to reach during the programme. The initial days will produce a plan setting out how to achieve the goals.

**The programme will:-**

- ⇒ Assist providers and community organisations to make the business changes needed to work within Self Directed Support.
- ⇒ Help develop a workforce that is ready to deliver real outcomes for people.
- ⇒ Create consumer choice.
- ⇒ Have up-to-date information needed to keep ahead of developments.
- ⇒ Enable you to be part of a flourishing network of providers and market leaders in Self-Directed Support.
- ⇒ Help in achieving sustainable outcomes for the area.
- ⇒ Give support from a range of people with field expertise.

**Benefits include:-**

- ⇒ Access to two regional forums per year.
- ⇒ Discounts at In Control seminars and events.
- ⇒ Up-to-date advice and support from the In Control team.
- ⇒ Access to a private member section of the In Control website.
- ⇒ Model of policies, procedures, and terms & conditions that can be adapted to specific requirements.
- ⇒ Presentations to aid awareness and development within the work force.
- ⇒ Examples of real life experiences of change for people and for business.
- ⇒ Tools for planning and service design.

For more information on the In Control Provider Membership Programme and how to apply, please visit the website <http://www.in-control.org.uk>, alternatively for general enquires call 01564 821650.

## Self Directed Support and the Law

On 21 July 2009, a morning seminar and afternoon lecture were held in Carlisle, titled 'Doing it As Lawfully As Possible.'

The two sessions were chaired by Graham Hodgkinson, Head of Service for Older People and presented by Belinda Schwehr.

Belinda Schwehr is a leading consultant in social care law and training. She practised as a barrister and went on to teach Public Law in University Law Schools, re-qualifying as a solicitor to develop a specialist practice in Adult Social Services, Health Care Law and Human Rights. She is now providing consultancy for the Association of Directors of Adult Social Services (ADASS) in developing the Personalisation Agenda.



The aim of the 'Law' day was to work carefully through the implications of Health and Social Care legislation for Self Directed Support.

The morning seminar was attended by Heads of Service, County Managers, Finance and Legal Services, with a great turn out. The aims of the session were to:

- ⇒ Establish a clear understanding of the legislation around Personalisation.
- ⇒ Have a clear understanding of what is necessary to have in place for 16 November 2009.

The afternoon session was attended by 68 people, including Team Managers, Social Workers and other Practitioners, as well as Richard Parry, the Acting Corporate Director. The lecture introduced the law relating to Personalisation and answered pre-prepared questions from the audience.

Belinda's presentations have been a great help as we continue our development work in preparation for the 'Go-Live' on 16 November. Here are some of the areas where our thinking has been shaped by what we heard at the legal sessions.

## Resource Allocation System

The Resource Allocation System (RAS) is used to assess an individual's needs and identify what level of funding is needed to meet these needs. In the past, we have considered whether the RAS can be used as a financial management tool that sets a ceiling on how much funding can be made available for a given level of need.

We are now clear that the amount of funding identified by the RAS should be considered a guide, what we are calling an indicative financial allocation. Service users can, and should be encouraged to challenge this amount if they can demonstrate that their needs cannot be met within that indicative amount. The way they would challenge the indicative amount would be by producing a support plan which gives costs for the support they propose to meet their needs.

We have been working hard to produce a RAS based on financial information from real cases. The thinking behind this is that for most cases, the RAS will produce an indicative amount within which needs can be met. It is felt that a realistic RAS will produce indicative funding amounts appropriate for the level of needs of 80-90% of cases.

This acknowledges that there will be a minority of cases where the indicative amount may need to be challenged.

### **One RAS for all client groups**

The key role of the RAS is to support us to meet the assessed eligible needs of the individual. While it is appropriate for us to use a single RAS for all client groups, it will need to take account that different client group's needs may cost different amounts. This means that while the assessment of need part of the RAS may be the same for everyone; the means of calculating indicative amounts may need to be different for different client groups.

### **What people can spend their individual budgets on**

When considering an individual's support plan, our aim is to ensure that the proposed services and support meet the individual's assessed needs. We also need to ensure that proposed services fall into a category we have legal powers to spend money on. To publish a list of what people can and cannot spend individual budgets on may not be desirable as this could restrict more creative solutions to meeting needs. Belinda's presentations consider some typical items and services and whether council's have a power to spend money on these.

### **Direct payments or not**

While there has been much debate over the different ways individual budgets can be spent, there are just two legal ways:

1. Someone can receive a direct payment where they are responsible for commissioning services to meet their needs. In this case, they have choice and control over the services they use although these will be monitored by the council.
2. Someone can ask the council to keep the money and the responsibility for commissioning services to meet their needs. In this case they would aim to exert influence over what the council arranges for them.

### **Self assessment**

While the 'Putting People First' document suggests councils should implement assessments 'with a greater emphasis on self-assessment', there is no legal basis for this. Service users can contribute to their assessment but the council cannot delegate their statutory assessment role. Cumbria's phased implementation of self directed support does not include self assessment in its first two phases.

Copies of Belinda's presentations are on our website at:  
<http://www.cumbria.gov.uk/adultsocialcare/iCT/sdslaw.asp>

You can find out more about Belinda's work on her website:  
<http://www.careandhealthlaw.com>