



Implementing self directed  
support in Cumbria



# in Control Total

September 2009

## Personal budgets are coming!

From 16 November, we will be implementing self directed support with personal budgets. This will be an exciting and significant step forward in our work to deliver greater personalization to our service users.

A lot of work is under way in preparation for this launch:

- Many staff are receiving training about the new Integrated Adults System (IAS) which is being implemented alongside personal budgets.
- New booklets, directories and a revised website are being prepared.
- A new DVD for service users is being developed (see page 3 for details)
- Procedures and 'How 2' staff guidance notes are being developed.
- Social work teams are receiving information and training sessions about the launch of self directed support with personal budgets.
- A series of staff briefings across the county is being planned for the week of 9-13 November. Details will be available soon so please try to attend one of these.

To find out more of the detail of what will be happening from 16 November, see page 2 of this newsletter. The terminology we use has evolved both locally and nationally. To help with this, see our 'jargon buster' on pages 4 and 5.

### Newsletter contents

- **What will be happening from 16 November?**
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### Provider Updates

Julie Baillie, project Manager for Contracts and Commissioning would like to have a regular slot in this newsletter for issues relating to service providers.

If you have suggestions on what she should cover in this, please contact Julie on 01228 603554 or email [Julie.baillie@cumbriacc.gov.uk](mailto:Julie.baillie@cumbriacc.gov.uk)

## Self directed support with personal budgets – what will be happening from 16 November

From 16 November, we will be implementing self directed support through the use of personal budgets. Our aim is to offer service users receiving community based services:

- an up front indication of the resources available to meet their assessed social care needs;
- a person focused approach with service users more involved in planning their own support;
- greater choice and control of the support service users receive; and
- a shift in responsibility from the council to the service user.

From 16 November, we will be:

- continuing to provide **person centred assessments**
- confirming with service users their assessed needs and an **indicative amount**
- enabling service users to be involved in developing **support plans**
- informing service users of their **personal budget**
- offering service users the options of **direct payments**, so they can arrange their own support, arranging services on their behalf or a combination of these.

This approach will be used for all new referrals for community based services to older adults, physical disabilities and learning disabilities teams.

It will also be used for existing service users receiving community based services when their cases are reviewed. Service users in residential care who want to live in the community can also use this approach. Existing service users interested in self directed support can request a review at any time, if they think their needs have changed. If their needs have not changed, they should wait for their scheduled review and we will give them information about self directed support so they can prepare for this.

Reviews of service users in long term residential care will be dealt with using a separate arrangement.

Existing arrangements, including the offer of direct payments, will continue to be used with carers and service users of community mental health teams, drug and alcohol teams, occupational therapists and rehabilitation officers for vision impairment. Service users can also use their personal budget for occupational therapy equipment.

## Self Directed Support DVD Project

Work is well under way on a range of products to support our launch of self directed support with personal budgets in November.

One of these is a new Cumbria DVD on self directed support, in which three Cumbrian service users tell of their experiences of self directed support, and what impact this has made on their lives. The DVD will be used to help encourage our service users to engage in self directed support and will make clear that support is available to do this.

A company called Media Dog, a production and broadcasting company based in Birmingham, are working with us to produce the DVD. Rob Shaw, co-director of Media Dog, impressed our interview board during the selection phase with the company's wealth of experience in this subject area. They have a wide range of customers including the BBC, The Gadget Show, Discovery and National Geographic. For further information on Media Dog see their website: <http://www.media-dog.com>.



Louise Bell, on part-time secondment from Knowledge Management, is project managing the work on the DVD alongside Tom Hendrie, facilitator of the Self Directed Support User Engagement Project. They are working with Media Dog to make sure the project is on track for the November deadline.

Pre-production and filming was completed in September. Editing and post-production stages are now progressing well. A further version of the DVD for use in staff training is being considered.

## Tell us what you think about Self Directed Support

A quick reminder. Don't forget to complete our online survey on self directed support. Just click on the appropriate link below and follow the instructions. The surveys run until 9 October 2009.

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).

## **Confused by the terminology? Try our jargon buster ...**

The terminology around self directed support has evolved through the two years of our Self Directed Support Programme. These changes reflect our learning in Cumbria and national changes. Here is a round up of terms we should be using.

### **Indicative amount**

An indication of the level of funding that could be made available by Adult Social Care to meet a service user's assessed needs. The service user will be informed of their indicative amount before they start work on their support plan.

The indicative amount is a guide, not a right to an allocation of money. A service user can ask for levels of funding greater than the indicative amount if their support plan shows that their needs cannot be met within this amount. Likewise, if a service user agrees that their needs can be met for less than the indicative amount, the personal budget will be set at this lower amount.

### **Personal budget**

The actual amount of money Adult Social Care will make available to meet a service user's social care needs as identified in an assessment. Adult Social Care will undertake an assessment of the service user's financial circumstances to work out if they should contribute towards their personal budget.

The personal budget is confirmed once a support plan has been approved by Adult Social Care. The personal budget can be used to arrange services through a direct payment, through services arranged by Adult Social Care staff or a combination of the two. The personal budget will be used for community based services and not for care in residential and nursing homes.

### **Service user contribution to their personal budget**

A financial assessment will be carried out at the earliest opportunity following the assessment of need. The assessment will be completed in accordance with the Government Guidance on Fairer Charging Policies and will work out the contribution, if any, that the service user will be required to make towards their personal budget.

Service users who choose to use their personal budget as a direct payment will have their payments reduced by the amount of their assessed contribution. Service users who ask Adult Social Care to arrange services will receive a bill for their contribution.

## Jargon buster continued ...

### **Self directed support**

Enables service users to have greater choice and control over the social care and support services they receive to meet their assessed needs. Cumbria County Council has made self directed support available to service users for many years through use of direct payments. From 16 November, this will be extended by offering service users personal budgets for their social care and support. Self directed support through the use of personal budgets is being implemented in Cumbria by a Self Directed Support Programme Board.

### **Direct payment**

Money provided by Adult Social Care to enable a service user to arrange and be in control of the services they choose to meet their assessed needs. Direct payments will continue to be available as a self directed support option for carers, occupational therapy equipment and service users of community mental health teams.

### **Support plan**

A plan developed by service users (with help if needed) to show how they can use funding from Adult Social Care and other resources to meet their assessed needs. The service user will be made aware of their indicative amount and have a copy of the statement of their needs before they start work on their support plan.

### **Assessment of need**

Completed by an assessor (such as a social worker) in partnership with the service user to identify a service user's social care and support needs and their eligibility for support from Adult Social Care through use of Fair Access to Care Services eligibility criteria. The assessment will produce a statement of assessed needs and an indicative amount.

### **Individual Budget**

We will avoid using this term with service users. Individual budgets are defined as including council funding (e.g. a personal budget) alongside other sources of funding. We do not have arrangements to deal with multiple funding streams. Also the Government, in their National Indicator (NI 30) are judging councils by their use of personal budgets not individual budgets. For these reasons, we will focus on personal budgets and avoid use of the term individual budget.

## Carers and Personalisation

A small team of staff attended the 'Carers and Personalisation' event arranged by the Department of Health in association with the Association of Directors of Adult Social Services and Putting People First. Key points from the event were:

- We must ensure there is a partnership between the Carers' National Strategy and the Putting People First concordat, sharing best practice and linking the policies.
- The Care Quality Commission expects Area Managers to be linking with Primary Care Trusts and Adult Social Care managers and will want to see the evidence that carers are supported.
- Other councils shared their experiences with some interesting recommendations: to offer a carers' assessment to every carer, to assess the amount of unpaid support provided by the carer and to consider offering the carer a personal budget of their own.



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For more information on the event see: [dhcarenetworks.org.uk/PersonalisationEventDetail](http://dhcarenetworks.org.uk/PersonalisationEventDetail)  
Andy Wood, Development Manager, Carers' Lead Telephone: 01946 50255 or email: [andy.woods@cumbriacc.gov.uk](mailto:andy.woods@cumbriacc.gov.uk)

### Tim Bradshaw

Tim Bradshaw, Programme Administrator for Self Directed Support, has now stepped down from his post.

Tim has returned to live in Liverpool with his partner Annette. Both are now beginning their respective careers in Civil Engineering and Law.

Tim has been a charismatic member of the Self Directed Support Programme team at Portland Square. He has made a great contribution to the programme and will hopefully look back with pride on all that he has achieved. We all wish him well in his new life and career.

