

Adult Social Care

Self Directed Support with Personal Budgets



About this booklet

This booklet is for people receiving or interested in receiving social care and support services from Cumbria County Council's Adult Social Care service.

In this booklet:

- when we say 'you', we mean someone receiving social care
- when we say 'we' or 'us' we mean Adult Social Care
- when we say 'social care services' or 'services' we mean things like personal carers, personal assistants, day services and equipment which help you to live at home in the way you choose.

This booklet is about self directed support with personal budgets. It will tell you:

- what self directed support is and what personal budgets are;
- why we are doing this;
- the three stages to how self directed support works; and
- where you can find out more.

Throughout this booklet, we will also include stories of Cumbrian people who have used self directed support.

Anne Bradshaw

Anne uses direct payments to employ her own care workers, one of which is her sister in law. Her care workers provide her with personal care, provide transport and help take care of her dog, Oliver.



What is self directed support with personal budgets?

Self directed support with personal budgets is a way in which you can be more involved in arranging the services you need. It puts you at the centre of everything making sure the services you receive help you achieve the things most important to you.

If you are already receiving services from us, self directed support will enable you to think about better ways of meeting your needs. Of course, if you are happy with the services you receive and they are meeting your needs, you do not need to change them. Self directed support works in the following way:

1. Assessing your needs

The first thing we have to do is assess your needs. One of our social workers or social care workers will usually do this. Your assessment makes sure you are eligible for services from us. It also helps us - working with you - to identify:

- a) what your needs are and
- b) an indication of how much money we could make available to pay for services to meet these needs.

2. Planning your support

The next stage is to put together a support plan. This will say how your needs will be met, using what services and how much these will cost. You can produce your own support plan or you can ask for help with this.

3. Arranging your support

Once we've agreed your support plan with you, we will make available the money needed to pay for the services in your plan. This money is your personal budget and this is then used to arrange your services. As soon as possible after your assessment of need, we will also carry out a financial assessment to work out how much, if any, you would be expected to contribute to your personal budget. To arrange your services, you can:

- a) ask for money from us – in the form of a direct payment – so you can arrange your own services;
- b) ask us to make the arrangements on your behalf; or
- c) a combination of these.

Self directed support with personal budgets is for people receiving services in the community. If you are in a residential home or nursing home, different arrangements apply.

Why is Cumbria offering self directed support with personal budgets?

We believe self directed support with personal budgets is the right way to arrange services for people who need them:

- You are often best placed to decide how to meet your needs.
- It gives you more choice and control over your services.
- Your services are more flexible and meet your needs in a better way.
- It leads to better outcomes – services help you achieve what you want and need.
- You will be more likely to use a wider range of services which will help you have better links with your local community.

The Government want to see all councils use self directed support with personal budgets. They will measure our performance by how well we offer this.

Stage 1 - Assessing your needs

To assess your needs, one of our staff (often a social worker or social care worker) will visit you at home and work through the assessment with you.

If you are not receiving services but would like to, you should contact your local Adult Social Care office and ask for an assessment. You can ask someone to do this on your behalf if you prefer. We will aim to start your assessment within 2 working days of your contact with us and it should be completed within 28 working days.

If you are already receiving services, we will contact you at least once a year to carry out a review. If we have not already discussed self directed support with you, we will do so at your next review. You don't need to do anything until then although we can provide you with information about self directed support if you want to find out more. You can ask for a review at any time if you think your needs have changed.

If you have a carer, someone like a relative or friend who helps you, they may wish to be involved in your assessment too or even have an assessment in their own right as a carer.

Sometimes, when people contact us they need urgent help. If this is the case, it might not be the best time for them to think about self directed support. We can arrange services for people on a temporary basis and then discuss self directed support with them at a later date when they are more able to consider this.

Your assessment

Your assessment will enable us to answer these questions:

Am I eligible for services from you?

We aren't able to help everyone so we will use Fair Access to Care Services eligibility criteria to help us decide if you are eligible for services from us.

What do I need help with?

This will be in the form of a 'statement of needs' which will describe what you need help with.

How much money could be made available to pay for services to meet my needs?

We will give you an indication of how much money could be made available to meet your needs as identified in your statement of needs. We call this your 'indicative amount'. This is just a guide to help you think about what services you might want to receive.

Stage 2 - Planning your support

The next stage is for you to produce a support plan. You can do this yourself, you can ask a relative, friend or someone else to help you or you can ask us to help you with this.

Your support plan will say how your needs will be met and how much this will cost. To help you, from your assessment you will have your 'statement of needs' which says what your needs are and you will know your 'indicative amount' which gives you an idea of how much money could be made available to pay for your services.

Your indicative amount is a guide, not an allocation of money to you. While many people will find they can meet their needs within their indicative amount, some may find they need more than this. If this is the case, you should discuss this with us, using your support plan to show why more money is needed.

As soon as possible after your assessment of need, we will also carry out a financial assessment to work out how much, if any, you would be expected to contribute to your personal budget.

Your support plan

Your support plan can be in any format or style but needs to answer seven questions:

1 What is important to you?

The important people, places and routines in your life.

2 What do you want to change or achieve?

What you want to change and what should stay the same? Your plan should include the outcomes you'd like to see which must be realistic and achievable.

3 How do you want your support to be arranged?

Do you want to arrange your own services, do you want us to arrange your services on your behalf or a combination of these? If you choose to arrange your own services, we can give you money to pay for these in the form of a direct payment.

4 Who would provide your support and how much would this cost?

Who will provide your support, what are their contact details and approximately how much do you expect this to cost? How will any risks be managed?

5 How will you manage your support?

Will you be managing your support or will you be asking someone to do this for you? How will your support be managed on a day to day basis? Is there someone who can do this if you are no longer able to?

6 How will you stay in control?

What decisions will you take and what decisions will others take on your behalf? Do you have back up plans in case of emergencies?

7 What are you going to do to make this support plan happen?

What needs to happen to make sure your support plan works? How will your support plan meet your needs?

8 How will you ensure your cultural needs are met?

Your plan must take account of your cultural needs.

Everyone's support plan will be different. By being involved in making your support plan, you can think about the kinds of services you would like to have to meet your needs.

There is no list of the kinds of services you can use as this will be different for everyone. However, as a guide, you might want to think about:

- employing your own staff such as 'personal assistants';
- using community resources such as leisure centres, libraries, cafes, arts centres and cinemas;
- arranging transport to get to places;
- buying ordinary things that will make a difference such as a computer, training or air conditioning; and
- using 'traditional' social care and support services such as meals services, personal care and day services.

Stage 3 – Arranging your support

When your support plan is complete, we will need to agree this with you. We will want to make sure the services in your support plan:

- meet your needs as in your 'statement of needs';
- are safe and legal; and
- are reasonable and offer value for money.

Vince Hanlon

Vince, with the help of his brother, used self directed support to plan his move into his own flat and arrange the support he needs. He says self directed support has changed his life for the better and he is much happier.



Vince

Your support plan will say how much your services will cost. While your 'indicative amount' gives you a guide to how much money could be made available, the cost of your support plan could be more or less and this amount.

Once we've agreed your support plan with you, we will make available the money needed to pay for the services in your plan. This money is your 'personal budget' and this is then used to arrange your services.

You can ask:

- to receive your personal budget as a direct payment, where we pay you money which you then use to arrange your own services;
- for us to arrange your services on your behalf; or
- for a combination of these.

Once your support plan and personal budget are agreed, we will be able to confirm with you how much you will be required, if any, to contribute to your personal budget. If you choose to have direct payments, your payments will be reduced by the amount you have been assessed to contribute. If you ask us to arrange your services, you will receive a bill for your contribution.

If you choose to have direct payments, there is support available to you to set these up, including help to employ personal assistants if you include these in your support plan. For more information on direct payments, see our booklet '**Direct Payments – Your care, your choice**'.

Once your support is set up, we will arrange with you to review your support and support plan within 6 weeks and then at least once a year after that. This will make sure that your support is meeting your needs. You can ask for a review at any time if you think your needs have changed.

In April each year, we will also reassess your finances to work out your contribution, if any, to your personal budget.

Safeguarding adults

While most people receive the care and support they need, some people are subjected to some kind of abuse or neglect.

Cumbria County Council has a policy of zero tolerance towards this and has safeguarding adults procedures to protect people who may be at risk of being hurt or harmed by others. These apply to adults aged 18 and over who need help from health and social care services.

There are many types of abuse and neglect which may be deliberate or done through ignorance. The people responsible tend to be known to the victim: family, friends, carers or paid or voluntary members of staff.

If you think you or someone you know is being abused or neglected, please tell someone. You can contact Adult Social Care through your local office (see telephone numbers earlier in this booklet) or Cumbria Police on **0845 33 00 247**. While it is helpful if you tell us who you are, you can report concerns anonymously if you prefer.

Betty Fallon

Betty, who has dementia, and her son use direct payments to buy care from a local care worker who Betty knows well. Betty's son says direct payments have enabled them to buy in the care she needs and gives the family peace of mind knowing she is safe.



Betty

Where can I find out more?

You can find out more about self directed support with personal budgets from:

People and organisations	
Your social worker	Your social worker, or the member of staff you are dealing with will give you information and support
The Penderels Trust	Cumbria North Office Carlisle 01228 406352 carlisle@penderelstrust.org.uk Cumbria South Office Barrow 01229 840255 barrow@penderelstrust.org.uk Penderels Trust Main Office 08450 500862 enquiries@penderelstrust.org.uk
Age Concern and Disability Associations	For advice on what kinds of services are available

Publications from Adult Social Care	
Welcome to Adult Social Care	This booklet introduces Adult Social Care to new service users explaining what to expect from us
Self Directed Support with Personal Budgets - A quick guide	This leaflet introduces self directed support with personal budgets
Self Directed Support with Personal Budgets DVD	This DVD features three Cumbrian people telling of their experiences of self directed support, and what impact this has made on their lives
Direct Payments – Your care, your choice	This booklet describes in detail how direct payments work
How much will I pay?	This booklet describes how we work out your contribution to your personal budget
Directory of services	These directories list organisations and services providing services to people needing social care and support
Carers - People who look after others	The booklet describes carers assessments and the support available for carers

Internet	
Adult Social Care	cumbria.gov.uk/adultsocialcare/sds
The Penderels Trust	www.penderelstrust.org.uk
In Control - National organisation promoting self directed support	in-control.org.uk

Glossary of terms

Assessment of need

Completed by a social worker in partnership with you to identify your social care and support needs and your 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.

Carer

Someone who helps look after you. They might be a relative, a friend or a neighbour. Apart from state benefits, they will not be paid for the help they provide to you.

Contribution

Amount of money you are asked to contribute towards your personal budget.

Direct payment

Money provided by Adult Social Care to enable you to arrange and be in control of the services you choose to meet your assessed needs.

Eligibility criteria

National guidelines which say how Adult Social Care should decide who is eligible for services. There are four levels of need: critical, substantial, moderate and low. In Cumbria, Adult Social Care provides services to meet the critical and substantial levels of need.

Fair Access to Care Services

National guidance on how councils should work out who is eligible for services.

Financial assessment

An assessment of your finances used to work out what, if any, your contribution should be.

Indicative amount

An indication of the level of funding that could be made available by Adult Social Care to pay for services to meet your assessed needs. This is a guide, not a right to an allocation of money.

Personal assistant

Someone who is paid to provide social care and support to you. You can employ them or they can be arranged through an agency.

Personal budget

The actual amount of money Adult Social Care will make available to meet your social care needs as identified in your assessment.

Review

Regularly carried out to ensure that the services arranged through your support plan continue to meet your assessed needs.

Safeguarding adults

Procedures used by Adult Social Care and other agencies to protect people who may be at risk of being hurt or harmed by others. These apply to adults aged 18 and over who need help from health and social care services.

Self directed support

A way of arranging social care and support services which enables you to have greater choice and control over the services you receive to meet your assessed needs. Adult Social Care is implementing self directed support with personal budgets from November 2009.

Social worker, social care worker

People who work for Adult Social Care. They carry out assessments of need and work with you to ensure your social care and support needs are met.

Statement of need

A statement agreed with you which describes what you need help with.

Support plan

A plan you produce (with help if needed) to show how you can use funding from Adult Social Care and other resources to meet your assessed needs.

How do I contact Adult Social Care?

You can contact Adult Social Care, through Customer Services at the following local offices:

<p>Carlisle Civic Centre, Rickergate, Carlisle, CA3 8QG Carlisle North - 01228 227033 Carlisle East - 01228 227040 Carlisle West - 01228 221590 carlislessd@cumbria.gov.uk</p>	<p>Eden Friargate, Penrith CA11 7NX Eden West (including Keswick) - 01768 812243/33 Eden South - 01768 812089/ 812231 Eden North - 01768 812241/ 53 penrithssd@cumbria.gov.uk</p>
<p>Allerdale New Oxford Street, Workington CA14 2LW Workington - 01900 706326, Cockermouth - 01900 706301, Maryport/ Wigton - 01228 223450, Keswick - 01768 812243 workingtonssd@cumbria.gov.uk</p>	<p>Copeland Blencathra House, Tangier Street Whitehaven CA28 7UW North Copeland - 01946 506352 South Copeland - 01946 506269 whitehavenssd@cumbria.gov.uk</p>
<p>South Lakeland County Offices, Kendal LA9 4RQ Kendal - 01539 713378 South Lakes East - 01539 713111 South Lakes West - 01539 713334 kendalssd@cumbria.gov.uk</p>	<p>Barrow-in-Furness Priory Grove, Off Friars Lane, Barrow-in-Furness LA13 9NP Furness East - 01229 407874 Furness West - 01229 407446 Furness North - 01229 407444 barrowssd@cumbria.gov.uk</p>
<p>For emergencies outside office hours, at the weekend or during bank holidays, the Out of Hours Service can be contacted on 01228 526690</p>	

If you require this information in another format (e.g. audio cassette or large type) or in another language, please telephone: **01228 606060**

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如果您希望通过母语了解此信息，
请致电 **01228 606060**

Jeigu norétumète gauti šią informaciją savo kalba,
skambinkite telefonu **01228 606060**

W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer **01228 606060**

Se quiser aceder a esta informação na sua língua,
telefone para o **01228 606060**

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
01228 606060 numaralı telefonu arayınız

