



Self directed support



with personal budgets

Evaluation of Cumbria's implementation of personal budgets is now under way

January 2010

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Transforming Adult Social Care (TASC) website

This national website aims to promote knowledge sharing and the development of tools and resources to take forward the Putting People First/TASC agenda. The website will host the national programme, along with information about regional plans and other activities. It has information about self directed support, personal budgets, partnerships, commissioning and prevention. You can see the website at:

<http://www.tasc.org.uk/>

The evaluation of Cumbria's implementation of self directed support with personal budgets is now well underway.

So far, we have attended 3 team meetings, and over 50 staff questionnaires have been completed. Questionnaires have also been distributed to 300 service users who have had an assessment since 16 November 2009.

This information is being supplemented by an analysis of our internal management information by the Adult Social Care Performance Team.

We hope to publish a summary of the main findings in a later issue of this newsletter. However, one thing which has already come to our attention is that some staff are either unsure of how to access or have not had time to fully read the guidance on personal budgets.

All key documents relating to personal budgets can be found via the Professionals Zone on the SDS web site:

<http://www.cumbria.gov.uk/adultsocialcare/sds/profzone>

or using the Self Directed Support toolkit on the Adult Social Care e-Library (only accessible to Adult Social Care staff).

If you would like to contribute to the evaluation or if you would like any further information, please contact Catherine Beverley by email catherine.beverley@cumbriacc.gov.uk or telephone: 01228 221584.

A copy of the full project brief for the evaluation is now available online at:

[Self Directed Support Post Launch Evaluation Project Brief Document.](#)

Self Directed Support website

The new Self Directed Support website is being continually updated with new information. The website has a 'professionals zone' including information of particular interest to professionals and service users and carers who wish to know more about how we work. The website is available at:

<http://www.cumbria.gov.uk/adultsocialcare/sds>
<http://www.cumbria.gov.uk/adultsocialcare/sds/profzone>

Here are details of information recently added to the website:

Interim Staff Guidance - 'How to' documents

The interim guidance contained in the series of 'How to' documents support the phased implementation of self directed support with personal budgets in Cumbria from 16 November 2009. These documents are identified as interim and are subject to review following the evaluation of the first three month's implementation being carried out in January to March 2010.

[How to 1 - Supported Assessment Questionnaire](#)
[How to 2 - Complex Assessment Tool](#)
[How to 3 - Statement of Need and Person-Centred Support Plan](#)
[How to 4 - Review Process for Self Directed Support](#)
[How to 5 - Personal Budgets](#)
[How to 6 - How to Record Waiting Times for Self Directed Support Cases](#)

For webpage see: <http://www.cumbria.gov.uk/adultsocialcare/sds/profzone/guidance.asp>

Sample Forms

The forms used by Adult Social Care staff are produced by the Integrated Adults System (IAS) rather than used in paper format. IAS is the IT system used to support the implementation of self directed support with personal budgets. Samples of these interim forms (not in the same format as those produced by IAS) are available:

[Supported Assessment Questionnaire \(SAQ\)](#)
[Complex Assessment Tool \(CAT\)](#)
[Support Plan](#)

For webpage see: <http://www.cumbria.gov.uk/adultsocialcare/sds/profzone/guidance.asp>



Resource Allocation System

Cumbria's Resource Allocation System was developed from extensive modelling of financial information collected from assessments carried out last year. These assessments used Cumbria's Supported Assessment Questionnaire (SAQ).

The SAQ asks a series of questions about an individual's needs. The answers to these questions produce a score and this score then converts to an indicative amount which is confirmed with the service user.

The way in which the SAQ questions produce a score which in turn produces an indicative amount is described in an interim report. This is available to download at:

[Interim report on Resource Allocation System](#)

For webpage see: <http://www.cumbria.gov.uk/adultsocialcare/sds/profzone/ras.asp>

Self directed support for mental health service users

Work to implement self directed support for service users of Community Mental Health Teams has started. These are joint teams involving workers from Adult Social Care and Cumbria Partnership NHS Foundation Trust. While service users can access social care and health care services from these teams, the initial aim is to implement self directed support with personal budgets for social care services.

Following an initial meeting involving staff from Cumbria County Council and Cumbria Partnership NHS Foundation Trust, a first draft of a project initiation document has been produced. The aim of this is to define the scope of the project and how it should be approached and funded. The next steps will be to:

- raise awareness of self directed support amongst mental health staff in both the council and the NHS;
- engage further with service users and carers and third sector organisations; and
- define a project management structure.

Provider update

January not only brought the arrival of the snow but a number of 'Cost Pressure' workshops for providers. Although the weather affected travelling, we still had a good turnout. Presentations included (a) financial pressures facing local authorities and the need to make efficiencies, (b) the future market for social care and the opportunities this presents for providers and (c) future commissioning intentions.

At each workshop, there was an opportunity for questions and group discussion. A copy of the presentations and questions will be sent out shortly.

Many thanks to all those that attended.

Skills for Care are running an event which will cover self directed support on the 15 March at Rheged, Penrith. The Care Quality Commission will also be attending to discuss their new standards. More information will be sent out shortly by Skills for Care.

Better for People – making Adult Social Care better

Better for People is a major project being carried out in Adult Social Care. The aim is to make Adult Social Care in Cumbria better for our customers and our staff.

We are seeking to change the way we work to provide the best services and outcomes for customers. We will do this by questioning and challenging the way we currently do things. We'll start at the first point of contact and work through the way we work together and with customers.



We have started offering self directed support and using the Integrated Adults System. Better for People is about making sure these are embedded in what we do. Our aim is to make the customer our focus from start to finish, through all our processes.

To support the programme, we are looking for a team of staff who can help us achieve our aims. If you are a member of Adult Social Care staff, this is your chance to change the way you and your colleagues work by developing and introducing systems of work that work for people. Please note the deadline for staff to express an interest is Friday 29 January. For more information see our [Better for People flyer](#).

Survey results – what you told us

During October 2009, we ran online surveys for both Adult Social Care staff and external parties. The staff survey was a repeat of the survey ran in May 2008 and included some of the same questions in order to show how people's views had changed during the Self Directed Support (SDS) Programme work.

The aims of the surveys were to:

1. see what progress had been made in terms of understanding;
2. help raise awareness of self directed support; and
3. provide information to support the implementation by the projects of the Self Directed Support programme.

The headline points came from a comparison of the 2008 and 2009 staff survey results. Staff said they were more aware of key areas of self directed support: the percentages saying they knew 'some' or 'a lot' about key areas had increased by 5 to 10%. Staff also said they felt more positively about self directed support.

Staff's suggestions and concerns about self directed support have been recorded and discussed by the Self Directed Support Programme Board. They are also being considered as part of the current post launch evaluation.

Reports of the results of the surveys are available for download:

[Results of Online Staff Survey October 2009](#)

[Results of Online External Survey October 2009](#)

[Results of Online Staff Survey May 2008](#)

For webpage see: <http://www.cumbria.gov.uk/adultsocialcare/sds/profzone/survey.asp>