

Personalisation of Services

Adult Social Care & Health Factsheet P1

Personalisation of Services is a new initiative, which will change the way social care and support services are organised and provided. This fact sheet is the first in a series, which gives you more information this.

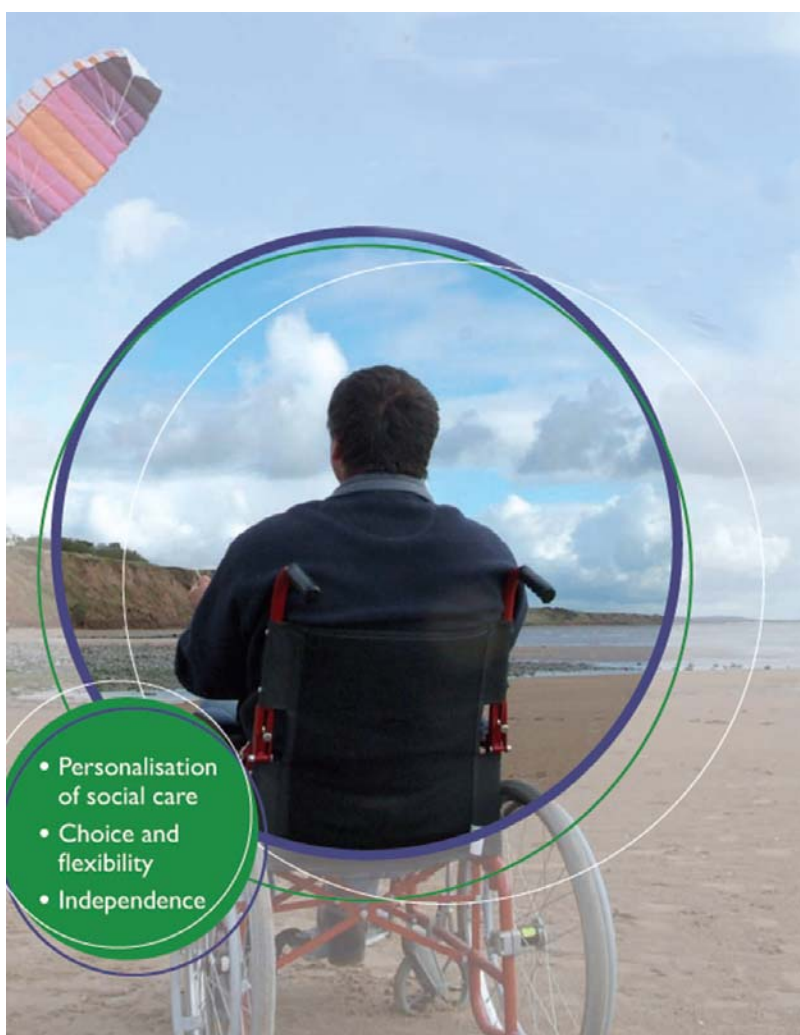
What is Personalisation of Services?

Personalisation is about people being in control over the support and services they need.

How does it work?

This new system consists of 3 steps:

- Assessment of needs
- Allocation of a Personal Budget based on the above assessment
- A Support Plan outlining how you wish to spend your Personal Budget



Assessment of needs

A Care Manager will help to establish whether you have eligible needs by completing a Joint Assessment form with you. This will help to determine what level of support you need and

how much social care funding will be available to you. A carer's assessment can also be included.

Allocation of a Personal Budget

If you are eligible for social care funding you will be offered a Personal Budget and the option to buy the services you need instead of having them arranged for you.

This means you will have control and more flexibility over your support arrangements.

If you don't qualify for funding you will be offered information, support and guidance whatever your level of need.

Making and agreeing a Support Plan

Once it is established that you do qualify for social care funding you will need to complete a Support Plan showing how you would like to spend your Personal Budget.

The different types of support you choose and how the services will be delivered should be discussed with your Care Manager. If you prefer this can

be done with the help of your family.

What happens if I need help urgently?

Support planning can take a little time and so we will still arrange social care and support for you for short periods of time in urgent situations. However, we would then be working with you to develop your longer term support plan once your situation has settled.

What can the money be spent on?

The budget can be used to meet your assessed needs in lots of different ways, this is where it differs from past systems, for example:

- to pay for personal care and support to help you live in your own home.
- to employ a personal assistant, or buy services from a care agency to help you with personal or domestic care tasks.
- to pay for short breaks at home or somewhere else so that you or your carer can take a break from your normal routine.

- to fund activities such as college courses, driving lessons or other things you enjoy doing, which enhance your wellbeing and quality of life.

Your Care Manager will then agree the Support Plan using key criteria such as levels of risk and cost before the money can be released.

Looking after the money and support

Once you have your budget there are different ways in which you will be able to stay in control.

- the money goes straight to you to look after.
- the money goes to a nominated agent or agency e.g. a relative or
- a friend who has agreed to act on your behalf.
- you pay an independent broker to manage the money for you.
- A Trust is set up to act on your behalf.

Alternatively your Care Manager can organise and manage your support to the value of your Personal Budget for you.

Review and Learn

Regular review meetings with your Care Manager will be arranged to see how things are working for you.

What should I do if things go wrong?

If you are unhappy with services being provided by an agency or carer, in the first instance you should raise your complaint with the agency or take it up with the individual.

Depending on the nature of the complaint, the Employment Agency Standards Inspectorate maybe able to help you and their contact details are:
Tel. No. 08459 555 105
E-Mail: cas@dti.gsi.gov.uk
(for enquiries about agencies only)