



London Borough
of Hounslow

PUTTING PEOPLE FIRST

Helping people to have increased choice and control in managing their support needs

Staff edition



A Guide to Self Directed Support

This guide is for all staff working in the field of adult social care, whether in-house or in the independent sector.

This guide will tell you about:

- self directed support;
- personal budgets;
- support planning; and
- who to contact for more information.

Table of Contents

Introduction	4
Why introduce Self Directed Support?	5
Step 1 - Resident- Led Assessment	7
Step 2 - Support Planning	9
Step 3 - Agreeing the Support Plan.....	10
Step 4 - Budget Management.....	11
Step 5 - Organising the support.	13
Step 6 - Living their life.....	13
Step 7 - Is the plan working?	14
Any Questions?.....	15

Introduction

The **Putting People First Concordat** published in December 2007 is the most explicit in outlining the Local Authority's responsibility to deliver this programme of transformation of social care.

Putting People First provides a new vision for social care, which is shared between a number of Government departments. The vision includes more access to services that promote independence and wellbeing and prevent people needing social care in the first place.

Whatever their level of need, everyone should be able to get the right information, advice and advocacy to make decisions about the support they need.

The council wants to work with its partners to give access to universal services such as transport, leisure and learning, housing, health and opportunities for employment.

Putting People First means thinking about care and support in a very different way.

It means starting with the person and understanding:

- what they can do or are good at;
- what sort of things they like doing most;
- how they like things to be done with them or for them; and
- what they want to achieve in life.

This puts people at the centre of identifying their needs and the outcomes they want to achieve, making choices about what, how, when and by whom they are supported to live their lives.

This leaflet explains how this works for people who are eligible for social services-funded support.

Why introduce self directed support?

People in receipt of adult social care across the country have long campaigned to be able to direct their own support and have greater control over how they live their lives.

Self directed support is a means of giving them that control, although not everyone wants or is able to have the responsibility of employing staff or managing the money.

Hounslow Community Services is committed to giving people increased choice and control over the support or care they need to live life as they want.

Government policy is equally clear about the need to transform social care and deliver personalised services with greater choice and control.

What is Self Directed Support?

Self Directed Support is a way of delivering social care that helps people take more control of their support.

This means that we must aspire to:

- put the resident at the centre of identifying needs, desired outcomes and planning support to meet them;
- provide better access to information, advice and guidance to support people in finding their own solutions;
- provide better access to services that promote independence, good health and wellbeing and prevent deterioration;



- provide services which help people to live independently;
- support people to self-assess their needs and describe their desired outcomes;
- provide everyone who is eligible for social care with a personal budget;
- advise everyone of their indicative budget so they know what money they have to plan their support;
- ensure people have control over the way the money is spent, so they can plan their own lives; and
- provide people with as much or as little help as is required in directing their own support and managing the money.

Self Directed Support in Hounslow

When someone contact the department, the first stage is to consider universal services (such as advice, support, guidance, enablement services or equipment and technology - telecare and telehealth) that the resident may need.

After that, there are seven steps to achieving Self Directed Support for our residents of Hounslow.

Step 1.

Resident-led Assessment

After reference to Hounslow's Fair Access to Care Services threshold, eligible residents requesting adult social care will be asked to complete a resident-led assessment.

The amount of information gathered for the assessment will be proportionate to circumstance and need and assessments will be proportionate to need and help will be provided as needed.

The care manager will support this process, providing professional input to identify the need for emergency response, safe discharge, identification of risks or safeguarding issues or where services could be offered to support greater independence.

The resident-led assessment is then fed into a 'Resource Allocation System' which, using price points for each care group translates needs into points and then into a budget. This is called the **Personal Budget**.

All residents will have a personal budget with which to then purchase services, whether they choose to manage the budget themselves or not.

A Personal Budget comes from Social Care funding to purchase services, other funds can also be included, such as Independent Living funds, Access to work, supporting people grant or Disabled Facilities Grant.

A combination of these is called an **Individual Budget**.

Personal Budgets are not optional.

Allocation of a personal budget is how funding will be allocated to all adults requiring and qualifying for adult social care.



Each of these funding opportunities will be subject to their own criteria and rules and conditions.

Adult social care services remain as chargeable services and residents will continue to be financially assessed for their contribution.

Usually, the personal budget will be paid net of the resident's contribution.

Who can get a Personal Budget?

Adults over 18 who are assessed as meeting the Fair Access to Care Criteria for social care services will be allocated a personal budget.

If the resident's financial assessment means that they are not entitled to receive a budget from Community Services, they are still entitled to advice and support in planning their care.

Personal budgets are not determined by the number of hours the care manager says a resident needs, rather by the needs identified in the resident-led assessment, subject to validation.

Step 2.

Support Planning

Following the allocation of the personal budget, support planning can take place.

The support plan replaces the traditional care plan and will describe what the resident wants to achieve or maintain in their lifestyle and how they will use their personal budget to make this happen.

The support plan can be completed with the help of family or friends, from an independent advocate or independent organisation, or a care manager.

The plan must say what the person wishes to achieve, must be outcome-focused and indicate the support needed to achieve those outcomes.

The support plan will highlight any risks identified and how these will be managed.

The care manager retains the responsibility of ensuring the support plan protects the safety of the resident, is outcome-focused and reflects the wishes and decisions of the resident so far as is feasible in light of the person's mental capacity.

The support plan is a summary of what the resident wishes to achieve and shows how they are going to spend the money.

The development of the support plan and the commissioning of the services required is called support brokerage.

Step 3.

Agreeing the Support Plan

The resident's completed support plan must be agreed by Community Services prior to allocation of funding.

Guidance on approving a support plan is available

Personal Budgets can be used to:

- one-off purchases that enable residents to achieve the outcomes in their support plan;
- employ support workers or personal assistants;
- employ family members or friends;
- buy services from an agency or organisation;
- pay expenses for unpaid helpers;
- holidays; or
- interests/activities.

The budget may not be spent on things that do not meet the outcomes identified in the plan, things that are the responsibility of other agencies, health needs, or illegal activities.

Community Services are responsible for ensuring the personal budget is being spent in a responsible way.

Approval mechanisms and a risk enablement panel will be in place to consider exceptions, and manage appeals.

Step 4.

Budget Management

Hounslow provide three options for managing the personal budget:

A Self-Directed Support Direct Payment

Money can be paid directly to the resident or someone on their behalf.

Direct payments are normally paid monthly in advance.

The self directed support team or support broker will help advise residents on all aspects of managing the direct payment.

We can also make direct payments after October 2009 to people who lack mental capacity if they have someone willing to act as their Representative (for example, an attorney or a deputy).

Individual Service Fund

The personal budget can go direct to a service provider to purchase the care and support.

The resident will tell the provider directly which services they want them to provide. The provider must show the resident and the council how the budget has been used.

If this is taken as a direct payment, the provider is acting on their behalf, so will need an agreement with that person about what they can and cannot do for them.

If they do not want the responsibility of a direct payment we can contract with a provider and expect that provider to give them the maximum reasonable amount of control over what is spent and on what.

The provider acts on our behalf, in that system.



Virtual Budget

The Council can manage the personal budget on behalf of the individual, although the resident decides how it will be spent.

The council is committed to providing you with the maximum reasonable amount of control over what the money is spent on but will be limited by the laws that control the Council's duties and responsibilities.

Step 5. Organising the support

The person can organise this themselves or with help from:

- a care manager;
- the Self Directed Support Team;
- family or friends; or
- independent support broker.

When organising their support, residents can choose the support, choose who supports them and when they want it.

Care managers do not determine number of hours or what support is to be provided.

Not all the personal budget has to be spent on support workers, it can be used to pay for other things that will support the resident's identified outcomes, such as transport and equipment.

Step 6. Living their life

Once the support is organised the resident can live their life as they choose.



Step 7.

Is the plan working?

We will check regularly to ensure that the support plan is working well for the person.

How often this happens will depend on the person's circumstances, however the minimum will be annually.

For those in receipt of a cash payment as part of their personal budget, the support broker or care manager will make contact every three months to ensure budget management is on track.

A personal budget is to pay for assistance and support that meets social care needs and achieves outcomes. It is not money considered as income so the person must be able to show how they have spent it.

Residents already in receipt of a care package

For those in receipt of an existing care plan, the change over to self

directed support will occur at the annual review.

Community Services have agreed that discrepancies between current care costs and costs under self directed support will be brought in line over a two year period.

The council is aiming that everyone currently receiving a care package will move to self directed support by 2011.

If you suspect abuse

And remember, if you are worried that someone providing support is not treating the person well or is abusing them please report this:

Email:
adultsocialcare@hounslow.gov.uk

Telephone: 020 8583 3100 or

Email:
adultprotection@hounslow.gov.uk

Telephone: 020 8583 4515

Any Questions?

If you would like more information about this guide or Self Directed Support contact the **Putting People First Team**:

- complete the e-form on the intranet and we will get back to you; or
- telephone **020 8583 3453** or **020 8583 2891**.

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Community Services

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