



Putting People First

How to get support to help you live independently

If you need help with day to day living this guide will tell you about:

- how to assess your needs;
- money you may get to help pay for what you need;
- planning and managing your support; and
- where to get more information.



Putting People First

The council wants everyone to have access to universal services such as transport, leisure and learning, housing, health and opportunities for employment.

Everyone should be able to get the right information, advice and advocacy to make decisions about the support they need.

Putting People First means starting with you and understanding:

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

You are at the centre of identifying your own needs and deciding how you are supported, who provides the support, and when.

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Step 1 - Tell us what your needs are

Assessment

There is a form to fill in to say what your needs are - you can do this on your own, or with help.

You can contact our Adult Access Team to get a copy of the form, or for help with filling it in:

Email: adultsocialcare@hounslow.gov.uk

Telephone: 020 8583 3100



When we know what help you need, we can tell you how much money you can have.

We call this your **Personal Budget**.

We will let you know how much money you can have to pay for your support. You may have to spend some of your own money too.





Step 2 - Your Support Plan

When you know how much money you have to spend on your support, you can make a plan of how this will look – your Support Plan.



Your plan will need to say what you want. You decide how to spend the money to get the support you need. You can get help to do this from your family or friends or an independent person.



You can also get help from your care manager. Your care manager will help you to make a good support plan that is safe and helps you to make your own decisions.

Why do I need to do a support plan?

Your plan will set out how the money will be used to help you get the support you need.





Step 3 - Agreeing your plan

Your care manager has to say that your plan is ok before you get your personal budget.



What can I spend my personal budget on?

Some of the things you can spend your personal budget on are:



- employing support workers or personal assistants;
- employing family members or friends;
- buying services from an agency or organisation;
- paying expenses for unpaid helpers;
- holiday time
- hobbies/activities





The things you cannot spend your money on are:

- things that are not on your plan;
- health needs; and
- things that are against the law, for example buying illegal drugs.



Your care manager can help you with this.

The council will make sure you spend the money in a way that helps you get the care you need.



Step 4 - Managing your budget

You can use one or more of the following ways to pay for your care and support.



A Direct Payment

Money can be paid to you or to someone who will look after it for you.



Individual Service Fund

Your Personal Budget can go to the agency that will give you your care and support. You tell them about services you want. The agency must show you and the council how your money is used.



Virtual Budget

The council manages your personal budget for you.

Step 5 - Organising your support



To make your plan happen you can:

- get help from the Self Directed Support Team
- ask your family or friends to arrange your support
- get help from an independent broker
- ask Social Services to arrange your support



You can choose your support, choose who supports you and when you have that support.

You can employ your own staff or choose an agency.

You do not have to spend all of your budget on people to support you, you can use some of it to pay for other things such as transport, equipment, holidays, interests.





Step 6 - Living your life

Once you have your support sorted out you can live your life as you have planned and chosen.



Step 7 - Is your plan working?

We will check with you to see how your support is working. How often this happens will depend on you, but we will visit you at least once a year.



We will contact you every few months, to ask you to show us how you have spent the money and to check that you are spending the money on the things in your support plan.



Your Personal Budget is to pay for help and support that meets your social care needs. You must be able to show you have used it only for this.

What happens if I already have a care package?



If you already have a care package this will not change straight away, but when your care manager visits you, you will be asked to say what your needs are and you will be told what your Personal Budget is.



The council will move to this system by 2011.

Help if you are being abused

If you are worried that someone who gives you support is not treating you well or is abusing you 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 about anything to do with Putting People First please contact the Adult Access Team:

Email: adultsocialcare@hounslow.gov.uk

Telephone: 020 8583 3100





Glossary

Assessment

An assessment details all aspects of your life and highlights your needs. We use a resident-led assessment questionnaire, where you say what your needs are.



Eligible

Whether you are eligible depends on the level of need you have and whether this is a risk to your independence.



Care Manager

This is usually your Social Worker



Personal Budgets

A new way of giving you the support and care you need. It gives you more choice and control over how money is used for your social care support.





Brokerage/Support Broker

A service or person whose job it is to:

- Give you support and information
- Help you think about different ways to meet your needs
- Help you find the services and support you need
- Help you work out the cost of support

Support Plan



The law says we must have a written agreement that confirms how you will get the support you need. In a support plan you write down, with help if you need it, the things you need support with. You also write down how you want this support to be provided.

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Community Services
London Borough of Hounslow
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Hounslow TW3 4DN

Email: adultsocialcare@hounslow.gov.uk

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