

Section 3

Support planning

Section 3: Support planning

Getting the money agreed

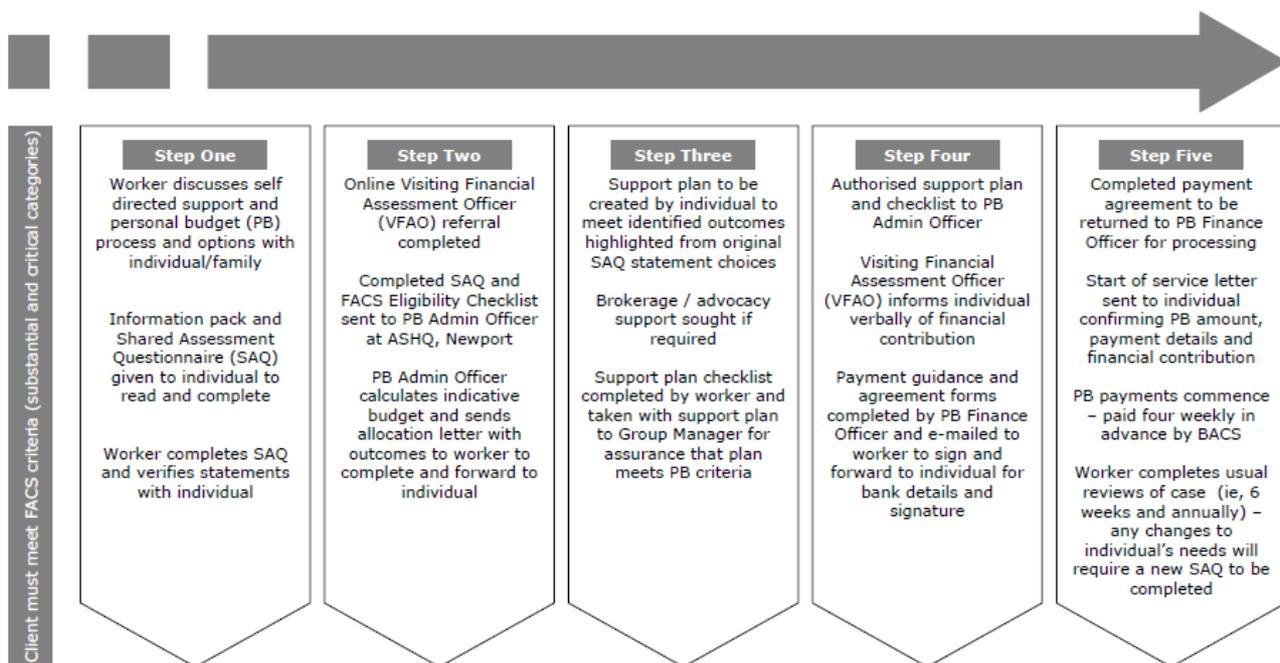
Once you have completed the shared assessment questionnaire the Council will have an idea of the amount of support you need. This is based on a points system. The more needs you have the higher the points scored.

The money you are given is based on your level of need. This way all people should be treated fairly as people with similar levels of need and support will be given the same amount of money to meet their needs.

We want you to know how much money you have available to you at the beginning of the process. This way you can plan to meet your needs, knowing how much money you have available to do so. This is a guide figure. If, through creative support planning, you are able to meet your needs within the budget the Council will arrange for any 'left over' money to be taken off the amount paid. This money can then be used to help someone else get in control of their life.

When the plan has been produced the detail of that plan will be agreed using the 'Care Manager's Checklist' (see page 40). This check is done by the care manager. The plan then goes to a Group Manager to make sure you are planning to use the money responsibly and that possible risks have been considered.

Sounds complicated? Below you can see the local process, which usually takes between six and ten weeks.



What should be included in your support plan?

The Support Plan is the name of the plan which details how you will spend your personal budget. In order for your care manager to release your money they have a responsibility to check that your plan considers all elements of your life. They also have a responsibility to make sure that risks have been considered and the money is being spent in the right way.

There is more about risks and risk assessments in *Section 5: Managing Risk: things to think about* on page 41 and under *Health and Safety* on page 73.

Support plans can be as individual as the person themselves. The Council wants to encourage people to be as creative as possible in developing their support plan. To help you develop your plan, you can use a range of people to support you, such as

- friends
- a Circle of Support
- family
- local community support (e.g, church, etc)
- independent broker
- support workers
- care managers
- other staff

You can choose how you present your plan: it could be a written document, a colourful chart, a DVD, audio tape or something else. By being creative you may think of ideas and ways of meeting your needs that have not been considered before.

Support planning should be a good experience, so think about who should be involved and where you would like to work on your plan. You might want to set a couple of hours aside or to break it up so that you answer one or two questions a day. You need to think about all areas of your life and how you will use your budget to make positive changes. On page 29 is a tool to help you to make notes to develop your support plan. There are 7 questions to help you think things through.

There are many tools developed by Helen Sanderson Associates which can be used to help you to develop support plans. Some of these are shown on the following pages.

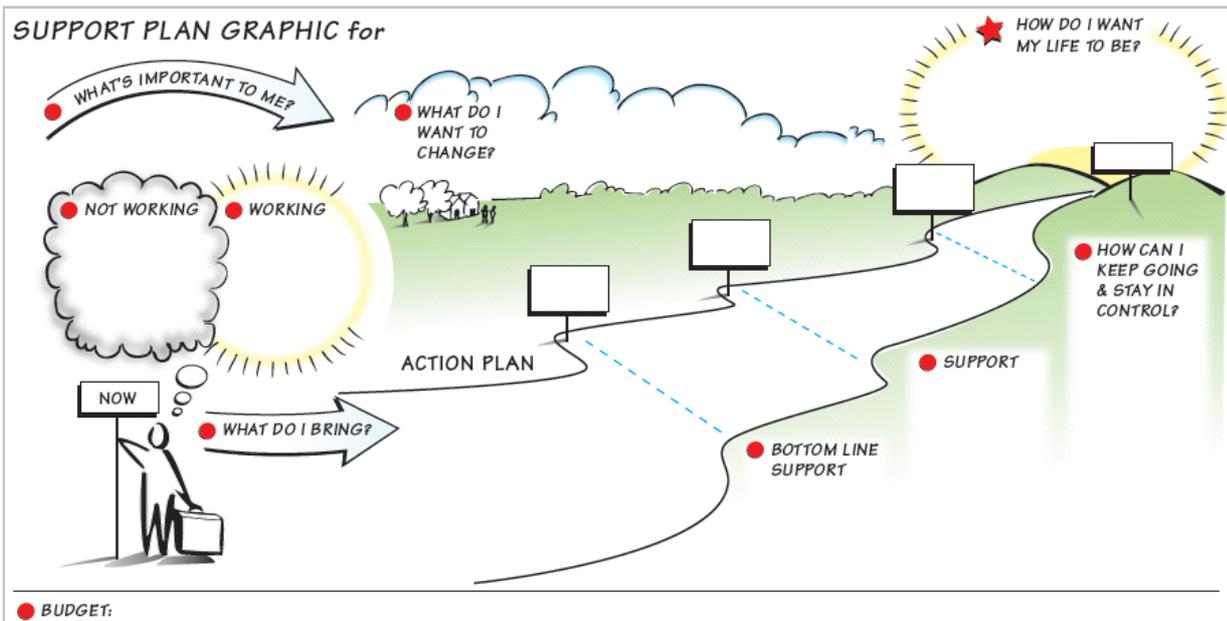
You can get more information from their website:

www.helensandersonassociates.co.uk

Remember you can produce the plan however you like as long as the questions have been answered.

Care managers will use the 'care manager's checklist' which relates directly to these questions to sign off your plan. If you want to see the care manager's checklist it is available on page 40.

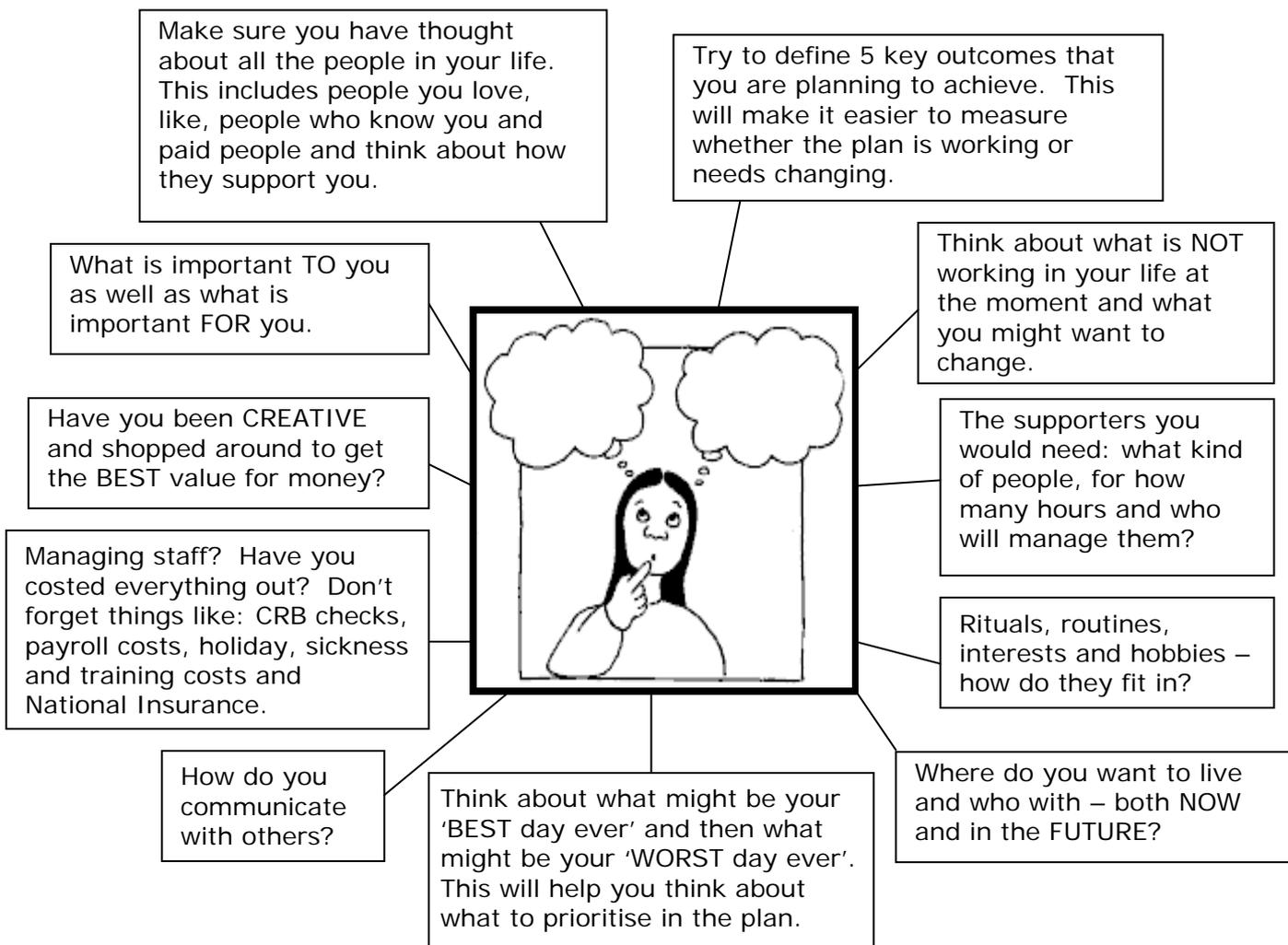
Things to think about	1. What is important to you?	2. What do you want to change?	3. How will you be supported?	4. How will you spend your Personal Budget?	5. How will your support plan be managed?	6. How will you stay in control of your life?	7. What are you and other people going to do to make this happen?
 <p>Work or unpaid work</p>							
 <p>Learning</p>							
 <p>Leisure and fun</p>							
 <p>Choices, control and rights</p>							
 <p>Feeling well and good about myself</p>							
 <p>Friends, family and intimate relationships</p>							
 <p>Where and how I live</p>							
 <p>Anything else?</p>							



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Support Plans

To get the most out of the support planning process here are some ideas of things that you might want to think about and cost into your support plan.



Other things to think about in your support plan

- Who will plan and organise your support and arrange to pay your supporters and/or the services that you buy with your personal budget? Who will keep records about this?
- What are you able to do? Are you going to need support from others to stay in control? Do some decisions in your life rely on other people helping you?
- You will need to include a contingency plan. This is another plan in case things don't work out as you'd first planned.
- Remember – it is illegal to spend community care money meeting health needs. Please think about this carefully when preparing your support plan.
- How would you be involved in the day to day decisions in your life? How would you change things in your life/plan if they were not working well? Below is a tool to help you identify these. This **Decision Making Agreement** helps you to look at your involvement in making decisions

Important decisions in my life	How I must be involved	Who makes the final decision

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Now you have thought about these areas you can put together your plan. Make sure:

- You have been involved as much as possible
- You have been as creative as possible
- You have costed all of your plan
- You have taken a copy before you send it off in the post
- You call your care manager to let them know to expect your plan

Top tips

Maintenance Costs

- Think about housing related costs, for example, the cost of repairs and utilities.
- Make sure you add in the cost of expenses, travel and telephone bills.

Circles of Support: getting informal networks involved

- Think about the things in your life you need support with and ask people if they can support you.
- Be clear when you are asking for support: some people may not realise that you are asking them for help or they may not see themselves as “qualified” to help.
- It can be a scary thing to ask people for things, so you could get someone else to ask for you . Most people will be flattered that they have been asked.
- Invite your informal network round for a cup of tea or go out for a meal. Have fun together.

Examples of support plans – personal profile

An example of a support plan is shown on the next page. This page is about “me” – it is a one-page profile. Examples of support plans for “me” are shown on pages 33 and 34.



How you can best support me:

- I need you near me when we are out and about, as my road sense is not very good. Take my elbow when we cross roads.
- I like to have my own money. I can recognise coins but don't know the value of them, so please help me when I'm buying things.
- I do not always understand what other people are saying to me, and it takes me a long time to reply. It makes me really angry when people don't take time to wait for my response. Be patient, and ask others to be patient too.
- I like to choose my own clothes, but sometimes I don't think about the weather. Gently remind me that it is going to be hot/cold/wet. I also need help to shampoo my hair before I get into the shower, and I need reminding to wash my hands after using the toilet.

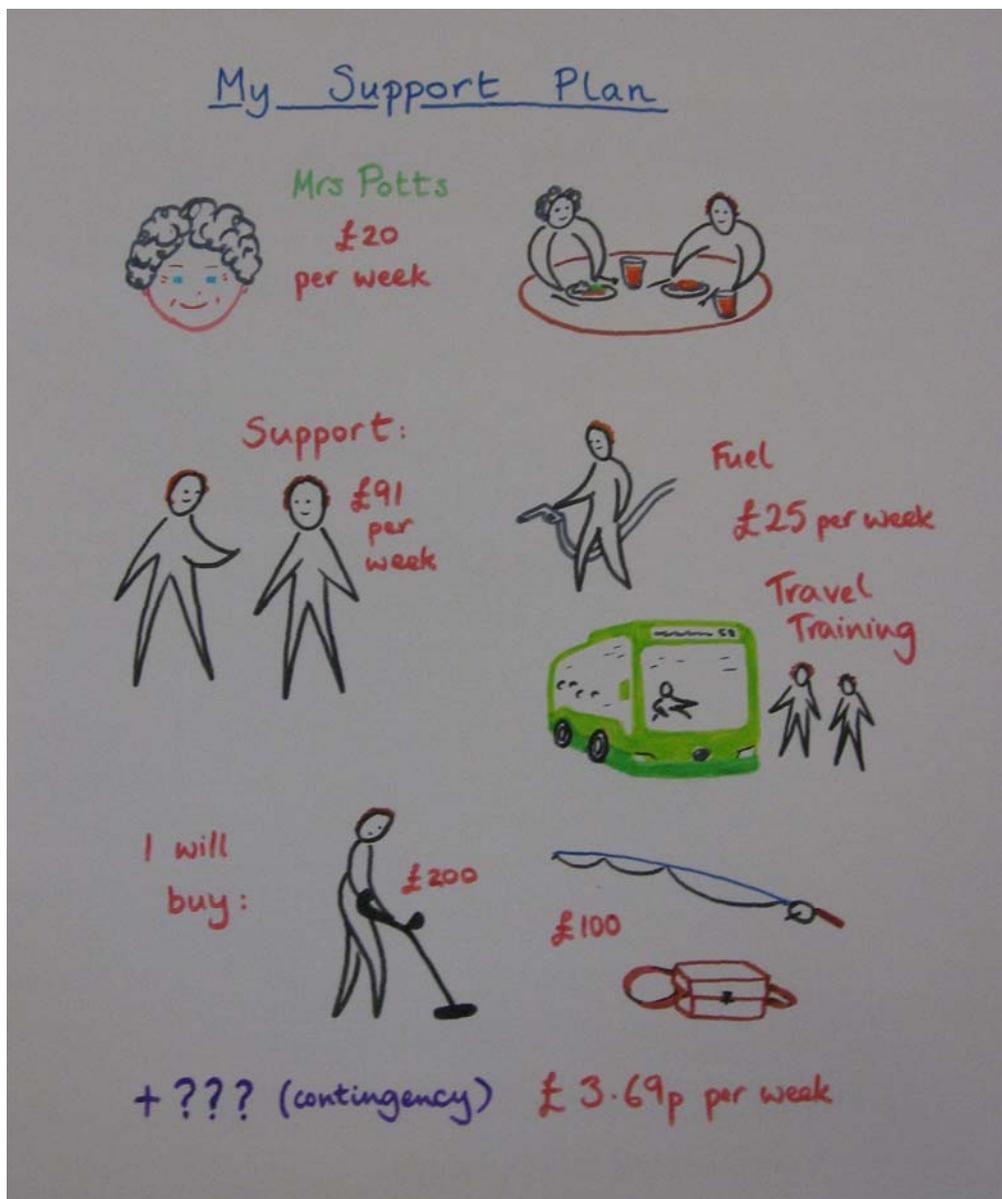
I have a personal budget of £7,968.89 My support plan must meet my outcomes

Some of my outcomes are:

- To continue to live independently in my own home with help to manage my personal care and nutrition;
- To have the support I need to keep me safe and active doing things I want to do in the community;
- To be able to travel when and where I choose;
- For my brother to be supported as my carer.

Examples of support plans

Here are two different examples of the same support plan. They show you two ways to produce your plan. A plan must show how much things cost



Support Plan Costings

Personal Budgets Pilot: Phase II

Client Name:	<input type="text" value="Me"/>	Weekly Allocation:	<input type="text" value="145.46"/>
SWIFT Number:	<input type="text"/>	Weekly Client Contribution:	<input type="text" value="20.00"/>
Key Worker:	<input type="text"/>	Weekly Net Allocation:	<input type="text" value="125.46"/>

My personal outcomes to be achieved (to be taken from your SAQ)	How will my personal outcomes be met?	ONE OFF spends from my Personal Budget	WEEKLY spend from my Personal Budget	WEEKLY spend from other sources
1a) To be clean, dressed and maintain my personal hygiene in the way I choose	Mrs Potts (neighbour whom I've known since I was a child) comes in in the morning to help me shower and make sandwiches. I will treat us both to a pub lunch on Sundays.		£20	
1e) To be able to do things in my local community	I will buy a metal detector and a rod, reel and tackle box for fishing.	£300		
1f) To be able to get around my local community	I will pay fuel costs to my support workers and buy travel training to be able to go to my brother's on the bus.		£25	
2a) To continue to live independently and stay safe in my own home.	I will have 2 hours' agency support per week for house cleaning and shopping		£28	
2c) To undertake my choice of day time activity	Two friends will support me to go fishing and metal detecting.		£35	
2d) To continue with my personal development and gain employment	I will have 2 hours' agency support per week to find and maintain work experience		£28	
Contingency	<i>This should not exceed 5% of the Personal Budget unless approved by IWC</i> I will need to buy extra agency support if Mrs Potts is ill or away.		£3.69	
Total		£300	£139.69	

How people have spent their budget

The Council will be working with local providers to develop a list of services with contact details and an idea of costs. This will be called a 'Menu of Services'. Until there is a list, here are some of the things people have spent their budgets on.

We all need to budget for things we need and want in our life. This helps us prioritise. People had to demonstrate in their plans how spending their budgets on the items below will meet the person's eligible needs and outcomes and be good value for money. This will then be linked to achieving positive outcomes for individuals.

Remember – you don't have to spend all of your budget, it is only a guide amount.

Here are some of the practical and creative ways people have spent their allocated money to meet their outcomes:

- Staff support to help people to meet a variety of needs (support with personal care, cooking and cleaning, managing money, managing behaviours and risk, attending college and work/voluntary work opportunities, taking breaks, keeping safe and healthy, etc).
- Equipment. Some examples include specialist cutlerly for someone with a visual impairment, a walk-in shower, specialist computer programmes, a reclining chair, work clothes and footwear and gardening tools personal protective equipment.
- Supported holidays (instead of more expensive respite options).

- Membership of the National Trust.
- Travel Cards.
- Staffing cost (CRB, payroll, National Insurance, holiday leave, training, travel expenses, entrance fees, telephone cost, etc).
- Paying for Supported Living Services (provider manages the staff, building, etc – person chooses staff, decides on the support they need).
- CD player to help someone keep calm in the back of the car (in place of additional staffing).
- Extra bedding and washing machine to help people manage continence needs.
- Paying for 'treats' (ok to pay for dinner if you have had lots of support from friends all day).
- Buying day services.
- Buying a Supported Account Service or Payroll Service to organise the money and making sure money is managed and staff are paid appropriately.
- Buying college courses.
- Membership of a health club.