



Transforming social care

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Personalisation on the Island

Welcome to the first newsletter about transforming social care on the Island.

Nationally all social care services are transforming. The agreement, Putting People First (2007), established a collaborative framework between central and local government, the sector's leadership, care providers and the social care regulator. It set out the shared aims and values to transform people's experience of local support and services for adults who need care and support. This approach is inclusive of the whole public sector. It aims to ensure older people, people with chronic conditions, disabled people and people with mental health problems have the best quality of life and that equality of independent living is fundamental to a socially just society.

Fundamental to delivering changes to the way we fund and deliver services on the Island is listening to our customers. As a consequence, the Council will be going out to tender for a user led organisation or consortium of organisations to work alongside us for the next two years to ensure users are part of this process. The tender is being developed.

It is envisaged that people will be engaged in a variety of ways, appropriate to their lifestyle and needs.

Strategies, including the commissioning strategy referred to in Transforming Social Care will be written in co-production with users.

We are at the start of the transformation process. We don't know all the answers and will work with

local partner organisations to set up solutions that work for local people.

What is personalisation? Personalisation looks at the individual as a person who may have their own funding sources or be eligible for state funding. It acknowledges that they are best placed to know what they need and how those needs can be met, that they can be responsible for themselves and make their own decisions about what they require. This means that with the right information and support they can choose the services that fit with their lifestyle rather than having to fit with the services that exist.

Claire Foreman, Head of Sustainable Communities

Self Directed Support: Personal Budgets Pilot

In order to progress the Government's Personalisation Agenda (Putting People First, Nov 07), the Island's Personal Budget Pilot started on 1 November 2008. Initially for six months or until mainstream options are decided.

To ensure things will run smoothly for the future roll-out of Personal Budgets, the learning from this six-month pilot will be collated and used to improve the process.

Understanding the Self Directed Support Process

So what is the process of obtaining a personal budget?

Eligibility

In order to receive a Personal Budget, individuals will first need to meet the Council's eligibility criteria (under Fair Access to Care Services [FACS] guidance). At present, this initial eligibility assessment is carried out by a care manager. Once an individual

has been assessed as meeting eligibility, they can then follow a shared assessment process.

Shared Assessment

After establishing the individual's eligibility for services and making the decision that they wish to pursue a personalised approach, they complete the Shared Assessment.

"The client has the choice and control over how their money is spent"

Understanding the Self Directed Support Process – *continued*

The Shared Assessment takes the form of a questionnaire which identifies an individual's needs and outcomes. There are a series of questions that look at all aspects of the individual's life. For each question, there is a list of possible answers in statement form.

The form is completed by the individual (with support if necessary), their unpaid carer (if they have one) and their care manager. A consensus is then reached as to which answer is appropriate for that individual.

Each of the answers on the questionnaire is weighted with each score being worth a set amount of money. Once the form has been completed, the points are added together to give a total score – this is called the Indicative Allocation.

Support Plan

Once the Indicative Allocation has been agreed by Community Services, the individual then needs to prepare a support plan. The support plan can be produced in a way that suits the individual's needs (eg, table, pictorial, DVD, etc), and the plan needs to be costed. The support plan is then signed off by the care manager.

Payment of money

The first step is for the individual to be financially assessed to ascertain what financial contribution, if any, they are required to make. Once this has happened, the individual and the Council sign a financial agreement form. The money is then paid to the individual, usually every month, into a specified bank account.

For the purposes of the pilot, individuals are required to send in a copy of their monthly bank statement so that the Council can evaluate how the pilot is progressing.

Choice

As part of their support plan, the client can decide how best to utilise the funding they have allocated to achieve their identified outcomes and life goals. This could be with the help of a family member, social worker or independent broker. The client will have the choice and control over how their money is spent.

Glossary

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Broker

A broker is independent. They have the role of helping someone to plan and organise any support needed **and** to *not* have the role of rationing resources **and** do *not* have the role of providing services.

Brokerage

Is the assistance that people need to work out what their choices will be and the support required to make it happen.

Personal Budget (PB)

A notional amount of social funding from the Local Authority. This budget is the amount of money someone has for a range of services or support in relation to their *social care needs*.

Individual Budget (IB)

This is the overall budget someone has for a range of services or support, not just from social care. IBs combine resources from the different funding streams to which an assessed individual is entitled to. Currently:

- Local authority adult social care
- Integrated community equipment services
- Disabled Facilities Grant
- Supporting People for housing-related support
- Access to Work
- Independent Living Fund

Shared Assessment

Previously referred to as the Self Assessment. This is an assessment that is led by the service user or the most appropriate person acting on their behalf, support by a Care Manager.

For further information: www.networks.csip.org.uk/personalisation/