



## Personalisation for Professionals

The transformation of adult social care is a Government initiative that was outlined in the white paper '**Our Health, Our Care, Our Say (2006)** and then confirmed in **Putting People First: A Shared Vision (2007)**.

The transformation of adult social care introduces some of the most radical changes to the access and provision of care for a generation. For the first time the person will be at the centre of their care and support and not the service. This 'personalisation' of adult social care will allow individuals choice and control over what support they receive, when they receive it, where and from whom. More importantly the individual will be able to change a service if it doesn't suit them or offer them value for money.

The key to **choice and control** will be through access to information and personal budgets. Local authorities must provide information about services that are available to an individual. The new self directed assessments will provide an indication of how much an individual has to spend on their care, and self directed support will allow that individual to then plan the care and support they need.

A greater emphasis will be placed on **prevention and intervention**, enabling individuals to remain independent for longer. This will mean providing less support earlier, before a person reaches crisis.

Traditional services provided by local authorities and independent providers will no longer be the only option open to individuals. There will be more flexibility to allow individuals needing support to access **universal services** like everybody else – this will include services such as leisure centres, education, transport and libraries.

Individuals are sometimes moved away from their communities in order to access the support they need, however the personalisation of adult social care will develop **social capital**. This will allow an individual to remain within their community and receive much higher levels of support from community groups, family, friends and neighbours.

### Personal budgets for greater choice and control

A personal budget is an amount of money given to a person to use on their care or support package. Through the introduction of personal budgets people will be given greater choice and control over what services they have and how these are arranged. In some cases, individuals may even now commission their own services. In Bradford people can access a personal budget in the form of a direct payment or the budget can be managed by the Council or a mixture of both.

### Understanding Self-directed Support in Bradford

Self directed support is the new system of providing social care that is being implemented across all local authorities in England. This is a detailed look at how we are doing it in Bradford.

The new process of self directed assessment and support facilitates the implementation of the transformation agenda by giving greater choice and control to



the people eligible for support. It recognises that people are the experts on their own needs and it shifts the focus from services to outcomes.

Everyone is entitled to an assessment, if they meet the eligibility criteria they are then entitled to receive care and support (**Fair Access to Care and Support – FACS**) In Bradford this is currently needs which are critical, substantial or moderate, but not those that are low.

However, previously people with social care needs were assessed by care management staff who then organised the services on behalf of the individual. With self directed assessment and support the individual (and their carers and/or family) is more involved in the assessment process, they are then advised of their personal budget so they can decide on their own care.

Instead of care management determining what services an individual can access they work with the individual to write their own support plan. They can choose how to spend the money as long as their needs are met. Some people may want similar services to what they currently receive but they may not – it will be their choice.

In Bradford these are the detailed steps to self directed support:

## The indicative budget

An individual completes a Self Directed Questionnaire (SDQ) with a social worker. In most cases the SDQ is sent out in advance of the visit from the social worker so that they have time to think and prepare their response and discuss it with their family and/or carers. The SDQ contains a range of questions relating to their needs. The SDQ is based on a points system which is scored via a Resource Allocation System (RAS) and this will inform the level of their indicative budget.

## Planning the support

The individual completes a support plan, either individually or with support – family, friends, or advocates. This is a person centred plan and includes information about the individual, about how the personal budget will be spent, details of how the support will be managed and an action plan of how this will happen. The individual can choose to spend the money how they wish as long as their needs are met. For example they could choose to pay for a personal assistant to deliver their support or they could visit a local leisure centre instead of a traditional day centre.

## Agreeing the Plan

The plan has to be agreed by both the person and the social worker. The main criteria for agreeing the support plan are usually that the person is safe, that the plan meets their needs, that the person is not using their budget for anything illegal and that the plan is in budget. Any concerns in the plan can be discussed at a review panel. When the plan is agreed the budget is confirmed or 'allocated'.

## Managing the budget

Once allocated, individuals can decide on the level of control by taking a virtual budget, a cash budget or a mixture of both. With a cash budget the cash is paid directly to an individual via a direct payment, with a virtual budget services are commissioned by the local authority and with a mixed budget, the person can have a combination of commissioned services and direct payment.



If the person needs help managing money but chooses a direct payment or mixture that includes a direct payment they can appoint a responsible person to manage the budget on their behalf.

## Organising the support

There are different ways of organising the support. The individual can organise it themselves or they can get someone else to organise it for them, such as friends and family. Alternatively an individual could choose to pay a broker, a service provider, a trust, a voluntary or community group or a user led organisation to help them organise their support, but any cost for this service would not be included in their budget. With a virtual budget the council will commission the services, on behalf of the individual.

## Living life

Self directed support is about using a personal budget to have a good life, which includes a good place to live, friends, and interesting things to do in the day. Support can be flexible and individuals can choose to use services or they can decide to spend their money on employing personal assistants or to buy things that will help them in their life, such as a microwave or assistive technology like a voice activator.

## Reviewing and evaluating

The use and amount of a personal budget is monitored and reviewed. Initially, this will be after 12 weeks to ensure needs are being met and all is working well. After this time the periods between reviews can be flexible and will depend on the view of the care management team. It may be appropriate for a review to be held sooner, or more often, depending on the way in which the person receives their budget and the risks associated with it. Support plans are bound to change over time and the review may also change the amount of budget allocated.

## FREQUENTLY ASKED QUESTIONS

### How many people in Bradford are in receipt of a personal budget?

All new referrals to Adult and Community Services since 2009 have been offered Self Directed Support and currently 3500 are in receipt of a personal budget. Local Authorities have been targeted by Government to ensure 30% of all those in receipt of care have a personal budget by April 2011. In Bradford this means 5000 people.

### What about those people already in receipt of social care?

If a persons circumstances change and they need to be re-assessed they will be assessed under the new system. We are now also looking at introducing personal budgets to people when their care is reviewed annually.

### What can personal budgets be used for?

Personal Budgets can be used for anything that will help meet a persons social care needs as long as it is legal and will not bring the council into disrepute. The budgets are designed to increase flexibility when not accessing traditional services such as day care or domicillary care. They cannot be used on essentials such as food.



## How do we contact Adult and Community Services?

The department has merged 13 access and duty points into one centralised, streamlined service – offering improved customer service and making it much easier to get information and advice sooner and avoid being passed from one team to another. The new service called Adult Services Access Point (ASAP) can be contacted on **01274 435400**

## Why are we personalising social care?

With an ever expanding ageing population, the life expectancy of those with disabilities constantly increasing and rising expectations amongst citizens we need to look at managing social care better for the longer term. This means keeping people healthier and more independent for longer and not just intervening at the point of crisis.

Please feel free to copy this document for all appropriate staff.

It can also be downloaded as a pdf from the Council Adult & Community Service Website [www.bradford.gov.uk/adultcare](http://www.bradford.gov.uk/adultcare)