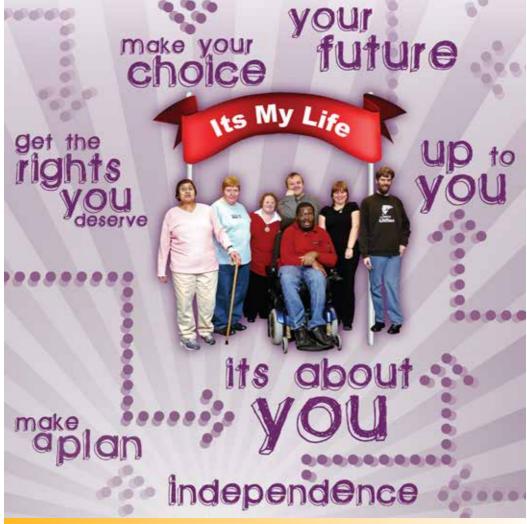


# Putting People First in Bedford Borough

Self Directed Support Explained



**Adults and Community Services** 

#### **Self-directed support**

#### Bedford Borough Council is committed to 'Putting People First'.

We want to place citizens at the heart of the social care system which enables them to have greater choice and control over their lives.

We believe that every individual should be able to:

- Live as independently as possible
- Make their own choices to achieve their personal goals and aspirations
- Take risks if they want to
- · Live their lives free from abuse and neglect

We will work with service users, carers and other agencies to ensure that high quality and personally tailored services are available.



#### What is Self-directed support?

Self-directed support is the term used to describe how people are able to design the support or care arrangements that best suit their specific needs. It puts people in the centre of the planning process, and recognises that they are best placed to understand their own needs and how to meet them.

Through self-directed support people are able to direct and control how the money available to meet their support needs is spent.



#### So what does this all mean to you?

In this booklet we talk about "your support worker" – this means someone who is a professional worker. For example, it could be a social worker, a community support worker, an occupational therapist, an occupational therapist assistant, a community mental health worker or a community nurse.

## There are seven key stages to Self-directed support:

## Stage Your support needs

The first step is to find out what social care needs you have. This is done through a community care assessment.

Self-directed support means that you play an active part in deciding who can help you to do the assessment, how the assessment takes place and when it gets done.

How much money you get is decided by looking closely at how you can best be helped to live as independently as possible.

Through the assessment you will find out:

- · What your eligble care needs are
- If you are entitled to money for support
- An idea of how much money you are likely to get to meet your needs



### Stage 2 Design your support plan

Once you know roughly how much money you will get to meet your assessed needs you have to make a plan of how you'll use the money.

Your support worker or someone else you trust can help you to do this. The support plan you design must meet your assessed needs and must say how you will benefit from the plan.

We call this 'meeting your desired outcomes'.



### Stage 3 Getting your plan agreed

We have to report to the Government on how the money we have to provide social care helps people to live a more independent life. So the next step is for your support worker to look at your support plan and check that it will meet your assessed needs.

If your support worker has already helped you complete your support plan, then they know it is OK.

If someone else has helped you, the next step is for you to show your support plan to your support worker who will check that it is OK.

Your support worker has a duty of care to make sure that your support plan will keep you safe and meet your assessed needs and outcomes.



#### **Organising your money** Stage

Once your support plan is agreed, your support worker will tell you the final amount of money you will get for your care and support, we call

this a Personal Budget.

You use the money to buy the support you need. The money can be paid to you direct, or to someone who can help look after it for you like a Trust or an independent organisation.

If you prefer, your support worker can use your personal budget to arrange services of your choice. These could include services run by Bedford Borough Council or care providers that the Council has contracts with.

### **Organising your support**

You can choose how you want to be supported and when you get that support.

You can do this yourself or you could get others to help you, like your care manager, family or friends.



### Stage 6 Living your life

A Personal Budget means you can spend the money how you wish to make the changes identified in your support plan.

You will need to tell us how you spend your money, but you will now have more control to live your life the way you want to.

For example, you may wish to use your Personal Budget to buy an adult learning class and a taxi to get you there and other days you may want to meet your friends at the gym for a fitness class.

Some people use the money to employ their own personal assistant. The person you choose could be someone you already know, or you can advertise for someone. Because you are in charge, you can choose your own personal assistant.

We have listed a few more examples below of what you could spend their money on.

- Buying services from an agency or an organisation
- · Buying equipment to help you be more independent

Instead of respite care you might want to pay for a supported holiday



### Stage Has your plan worked

You have to show that you use the money properly and legally and that it has met your outcomes. We call this a review.

The review is a chance to check how things are going and to see if

your needs have changed.

The review will also monitor how you are spending your budget and if it is meeting your needs. Usually reviews happen once a year, but if your needs change, you can ask your support worker to help you to review things earlier.



#### What should you do to find out more?

If you would like to find out more information about having a personal budget you can talk to your support worker.

If you do not have a support worker but feel that you might be entitled to support from Adults and Community Services on **01234 267422** and ask for your call to be transferred Adult Services who will direct you to the right department to arrange for an assessment of your needs to be carried out.

#### **Safeguarding Adults**

Abuse is mistreatment by any other person that violates your human and civil rights. Bedford Borough Council is committed to safeguarding vulnerable adults from abuse (SOVA). If you are being abused or suspect that someone you know may be the victim of abuse contact Adults and Community Services on 01234 267422. Your concerns will be taken seriously and will receive prompt attention.

### Frequently asked questions

#### What is a Direct Payment?

A Direct Payment is money that is paid to you so you can arrange your own support. Direct Payments have been around since 1996. In Self-Directed Support you can still take the money as a Direct Payment and you have more flexibility about how you spend it.

Direct Payments are not the only way you can have control over your money. Someone else can hold the money for you - a family member or other representative, a trust, an organisation, or a support worker.

# What is the difference between a "Personal Budget" and an "Individual Budget"?

In Bedford Borough, we are calling the money that you get from Bedford Borough Council – Adult Services a Personal Budget. An Individual Budget is money that can be made up from other income funding streams including

- Bedford Borough Council Adult Services (Personal Budget).
- Independent Living Fund
- Access to work
- Disabled Facilities Grant
- Other funding sources

#### What is a Care Support Plan?

A Care Support Plan says how you will spend your budget to get the support to live the life you want. Bedford Borough Council – Adult Services must agree your plan before you get your support money.

#### Who can be a Personal Assistant?

A Personal Assistant is a person that you choose to work for you and support you in a way that is right for you. You have the choice who to employ to be your Personal Assistant. However we will not normally agree for this to be someone you already live with.

#### What is a Trust?

A Trust is a group of people who the law says can look after your money for you. The group has to set itself up as a legal Trust. This isn't hard to do. (These are sometimes called "Independent Living Trusts" to distinguish them from other kinds).

#### Why would I need an Attorney and Deputy?

The Mental Capacity Act says some people must have an Attorney or Deputy to make decisions about money, health and support. This is for people who can't decide things themselves – who 'lack capacity'.

#### What is a Broker?

A Broker is someone who helps you sort out your support. Sometimes they also help with the Support Plan. A professional broker is someone you pay to do this.

#### How is the money monitored?

A personal budget is monitored by a review with your support worker. For more information please see Stage 7 "Has your plan worked" in this booklet.

#### **Useful Contacts**

Organisations	Tel No	Web address
Age UK Bedfordshire	01234 360510	www.ageuk.org.uk/
Alzheimers Society	01234 327380	http://www.alzheimers.org.uk/
Bedford Community and Voluntary Service	01234 354366	http://www.voluntaryworks.org.uk/cvsmidandnorthbeds/
Bedford & District CAB	01234 346543	www.bedfordcab.org.uk
Bedford Race Equality Council	01234 350459	http://www.voluntaryworks.org.uk/brec/Index.asp
Bedfordshire Advocacy Service for Older People	01234 218880	http://basop.info/

Health Watch Bedford Borough	01234 718018	http://www. healthwatchbedfordborough. co.uk
Carers in Bedfordshire	01234 214914	www.carersinbeds.co.uk
Disabled Living Foundation	0845 130 9177	www.dlf.org.uk
Disability Resource Centre	01582 470900	http://www.drcbeds.co.uk/
In Control	0121 708 3031	www.in-control.org.uk
JobCentre Plus	01234 361500	http://www.jobcentreplus.gov.uk
Livability	020 7452 2000	http://www.livability.org.uk/
Mencap	0808 808 1111	http://www.mencap.org.uk/
Mind	0845 766 0163	http://www.mind.org.uk
POhWER - Independent Advocate service	0300 456 2364	
Rethink	01582 470986	http://www.rethink.org/
SDS for me		www.sds4me.org.uk
Sight Concern Bedfordshire	01234 311555	http://www.sightconcern.org.uk/
Supporting People		www.spkweb.org.uk
The National Brokerage Network	01279 504 735	www.nationalbrokeragenetwork. org.uk
The National Centre for Independent Living	0207 587 1663	www.ncil.org.uk

#### Having your say

We would like you to tell us how you think Bedford Borough Council's Adults and Community Services have worked for you and what you think of our services. Our staff will ask for your views throughout your contact with us.

To give us feedback on the service you have received, please speak to the manager or staff in the Deaf and Hearing Impairment Team or write to us at the address on the back page.

Bedford Borough Council's Adults and Community Services are independently regulated by the Care Quality Commission (CQC). If you want to discuss our service(s) with them they can be contacted at:





Care Quality Commission Citygate, Gallowgate Newcastle upon Tyne, NE1 4PA.

#### Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

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Per Informazione Za Informacije

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### **General Enquiries**



Adults and Community Services, Bedford Borough Council Borough Hall Cauldwell Street, Bedford MK42 9AP