



# *Adult Social Care is changing...* **Personalisation... It's All About Me**



***This leaflet tells you how we will support you in the future to give you more choice and control over your life.***

## What is Personalisation?

Personalisation means making the support you receive personal to you.

At Bedford Borough Council Adult Services all people who receive social services support have their needs assessed. This is to ensure they are eligible for services in line with the Department for Health fair access to care eligibility policy.

This leaflet gives information on how eligible needs for care will be provided in a more personalised way.

With personalised services you will:

- be offered a Personal Budget, following an assessment of need, to buy your own care and support;
- be able to buy services that fit your specific needs, agreed outcomes, preferences and circumstances within the budget;
- have greater control, choice and flexibility in your life;
- be more involved in helping us develop and shape local services.

## What is Self-Directed Support?

Self-Directed Support means giving you more control over your support. It is a new way of personalising your social care.

Self-Directed Support allows you to:

- control the money you get for support;
- choose how to spend the money for your support;
- choose things about your life – for example, who you want to get support from;
- get the help to do these things if you need it.

## What is a Personal Budget?

A Personal Budget is an amount of money which is available to spend on your agreed support needs, to help you live an independent and fulfilling life.

With a Personal Budget:

- You have control over how you spend your money on your support;
- You have the choice to decide and buy support that best meets your needs;
- You can have as much or as little help as you need to set up your Personal Budget or arrange support.

## Why is it changing?

Social care services in Bedford Borough are changing and you are at the centre of these changes.

In 2007, the Government launched “Putting People First”, a national programme for change which outlines a shared vision to provide a personalised adult social care system.

## What does this mean for me?

The changes will give you more choice and control over your support, so you can live your life the way you want.

## Who is involved?

Delivering this change means working together with local community groups and the residents of Bedford Borough, our partners in the council, the NHS, the independent sector, care providers, voluntary organisations and you.

## **When will it happen?**

By 2011, we want everyone living in Bedford Borough to be given the opportunity to meet their needs in a way that is personalised and effective for them.

## **How will it happen?**

We will make this change happen through Personalisation, Self-Directed Support and by giving people who are eligible for receiving social care a Personal Budget.

## **How are things progressing in Bedford Borough?**

We are doing many things to make these changes happen.

These include:

- Working with users and carers who use social care to improve what we are doing;
- Making changes to the way we work;
- Running Personalisation trial groups;
- Running workshops for staff and people who provide services.

## **Safeguarding adults**

Abuse is mistreatment by any 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 our Safeguarding Team on 01234 276222. Your concerns will be taken seriously and will receive prompt attention.

## Having your say

To give us feedback on the service you have received, please speak to the manager or staff in your social work team or write to us at the address on the back page.

Bedford Borough Council's Adult Social Care 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:

 **03000 616161**       **enquiries@cqc.org.uk**

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



## Notes

## Finding out more

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

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Per Informazione

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## Contact your team

Older Peoples Team	☎ 01234 276094 / 276168
Physical Disabilities Team	☎ 01234 228328
Learning Disability Team	☎ 01234 276762
Hearing Impairment Team	☎ 01234 276124
	Minicom: 01234 228219
Visual Impairment Team	☎ 01234 718318
Occupational Therapy Team	☎ 01234 276665
Bedford Hospital Social Work Team	☎ 01234 792305
Community Mental Health Team	☎ 01234 315785 / 310555

## General Enquiries

☎ 01234 267422



**Adult Care Services**

Bedford Borough Council  
Borough Hall, Cauldwell Street  
Bedford MK42 9AP



care@bedford.gov.uk



**Ask for leaflet  
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