

Adult Social Care

Personalisation and Self Directed Support Policy



Policy Cover Information

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Implementation lead	All adult social care managers			Implementation date	Autumn 2014
Policy approved by	Adult Leadership Team			Date approved	Autumn 2014
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Policy Control Sheet

Policy title	Personalisation and Self Directed Support
Purpose of policy	To explain how Wiltshire Council is implementing the principles of personalisation in line with national legislation and the intentions of locally elected councillors.
Policy author(s)	David Bowater
Lead Director	James Cawley, Strategy & Commissioning
Target audience	Frontline staff and members of the public
This policy supersedes	Direct Payments to Manage Your Own Care Financial Rules Self Directed Support
This policy should be read alongside	Eligibility Policy Charging Policy Safeguarding Policy Carers Strategy
Related Procedures	Help with managing your personal budget audit procedure Guidance and Procedure on Direct Payments
Monitoring and review lead	Executive Office
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Internet link	

This policy can be made available in a range of accessible formats if required.

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The Personalisation Policy

The purpose of the Personalisation policy is to ensure that everyone has the ability to decide how they will be supported, so that they can choose what will be right for them.

Personalisation means that every person receiving support, whether through Wiltshire Council or funded by themselves, has choice and control over the shape of that support. This involves:

1. Ensuring that everyone has access to the right information, advocacy and advice so they can make informed decisions about their care and support.
2. Investing in preventive services to reduce or delay people's need for care and to promote independence and self-reliance among individuals and communities.
3. Developing local partnerships to produce a range of services for people to choose from and enhancing opportunities for social inclusion and community development
4. Working together with people to design, deliver and evaluate services.

Who Does It Cover?

This personalisation policy applies to all adults (aged over 18). People who are frail or elderly, have a learning disability, physical disability, mental health need or other social care need will all have the same rights to a personalised approach for their care and support.

Support for carers is included within the principles of the personalisation policy. Carers should be supported in their role and enabled to maintain a life beyond their caring responsibilities.

Wiltshire's [Carers Strategy](#) sets out how this is achieved in more detail.

Key Terms

Personalisation is sometimes known as self directed support. Self directed support is the way that social care assessment, support planning and service delivery is made available so that more choice and control is given to individuals. It puts the person at the centre of the planning process, recognising that they are best placed to understand their own needs.

Support plans will be developed for those meeting the council's eligibility criteria. These will set out the support needed to help address people's assessed need and the cost of this. They focus on delivering a set of agreed outcomes.

Personalisation introduces **personal budgets** for people in Wiltshire. The aim of this is to ensure individuals' support, and the funding for it, is clear, fair and under their control. A personal budget is based on the cost of meeting an adult's needs and is made up of council funding and the person's assessed contribution. Individuals may choose to use their personal budget on:

- a commissioned service, where the council holds and manages the personal budget on the person's behalf;
- as a **direct payment** (an amount of money you can use to meet your needs);

- or as a combination of both.

A personal budget is used to deliver the outcomes in the support plan. The size of a personal budget depends on a '**reasonable price**'. The reasonable price is an amount of money that a professional in the council's adult social care team considers will meet the assessed needs, based on what it would cost council commissioned services to address those needs.

An **allocated worker** is a trained professional who will be qualified to deal with your specific needs..

A **carer** is someone who provides unpaid, informal support to a family member, partner, friend or neighbour. This could be because they are ill, frail, disabled or have mental health or substance misuse problems.

Personalisation Policy Approach

1. The Council will ensure that everyone has access to the right information, advocacy and advice so they can make informed decisions about their care and support.

This means:

- Everyone is entitled to an initial assessment of their needs
- We will help people find the right information about care and related services such as leisure and transport.

2. The Council invests in preventive services to reduce or delay people's need for care and to promote independence and self-reliance among individuals and communities.

This means:

- We will try to support people in their own home, where this is the best use of resources
- We will consider the best type of housing for people
- We will offer initial support before an in-depth assessment takes place (except where some other form of support is already in place)

3. Ensure there are a range of services for people to choose from that enhance opportunities for social inclusion and community development.

This means:

- We will support user led or customer led organisations, community networks and volunteers to enable people to access support in the community.
- We will offer informal carers an assessment of the support they might require to enable them to fulfil their role.
- We will offer support to anyone that is eligible, regardless of their background.

4. The Council will work with people to design, deliver and review support.

This means:

- We will start from the view that the person knows best how to support themselves
- People can use their Personal Budget to arrange their care and support as they want it, to meet their agreed outcomes

- We will offer individuals support plans with personal budgets and a choice of how these are delivered.
- We will offer person-centred, responsive services, based on what is important to the individual.
- We will enable and encourage independence, where possible. Some people want to remain or are able to become more independent. We will help you to be independent.
- We will offer 'just enough' support – not making long term decisions at a point of crisis but ensuring support is time limited and adapting support to meet people's needs without creating dependency.
- We will be transparent. People will know what the Council will contribute to the cost of their care and support based on a good understanding of a person's needs and the best way of meeting them to get the desired outcome.
- We will be fair. Regardless of background, people will all be treated as individuals to establish their support and personal Budgets.

National Context

The following statements of legislation and guidance provide much of the context for Wiltshire's Personalisation Policy – together with the emerging legislation in the Care Bill.

- *NHS and Community Care Act (1990)*
- *Health and Social Care Act (2001)*
- *Independence, Wellbeing and Choice (2005)*
- *Our Health, Our Care, Our Say (2006)*
- *Local Government and Public Involvement in Health Act (2007)*
- *Putting People First concordat (2007)*
- *Supporting people with long term conditions (2007)*
- *Transforming Adult Social Care (2008)*
- *The Independent Living Strategy (2008)*
- *The Community Care, Services for carers and Children's Services (Direct Payments) (England) Regulations (2009)*
- *Prioritising need : Putting People First Guidance (2010)*
- *Department of Health Guidance on Direct Payments (for community care, services for carers and children's services (2010)*
- *A vision for adult social care (Nov 2010)*
- *Think Local Act Personal (Nov 2010)*
- *Adult Social Care: Choice Framework (May 2013)*

[The Putting People First \(PPF\)](#) concordat, in particular, provides a vision for truly personalised services where we promote health and wellbeing, and ensure proactive, planned, coordinated and integrated services.

[Think Local Act Personal](#) is a partnership of organisations which aims to deliver personalisation.

The Care Act 2014 provisions come into force in April 2015 and will replace and simplify much of the legislation noted above. The principles behind the legislation have informed the development of this policy.

The Personalisation Process in Practice

People who find everyday tasks difficult, or help someone who does, may be eligible for support from Wiltshire Council. If they are eligible, personalisation means that they will have more choice on how this support is delivered. This includes being fully included in discussions about needs, the level of support, how the support is provided and in reviews of support. The 5 stages of the personalisation process in Wiltshire are set out below.



1. Contact

- Information about social care can be found on Wiltshire Council's website. You can make contact via the website, email (customeradvisors@wiltshire.gov.uk) or by telephoning Wiltshire Council on 0300 456 0111. Urgent help outside working hours, is available on the Emergency Duty Service on 0845 60 70 888
- Many people may only require information and advice from us, preferring to make arrangements for their own care. The Council can discuss what options are available for you so that they can help decide on the best course of action in your particular situation. This may be to provide information and advice or signposting to existing community services provided by all kinds of organisations.
- Self-assessments can be completed, but an allocated worker will need to contact you to discuss your needs further if you require support from the Council.
- You can be referred to us by your GP, a family member, another NHS professional or other person acting on your behalf - or you can self refer. Anyone who feels they need an assessment to help them can ask for one. If you are a Carer you also have a right to an assessment of your needs.
- Where it is immediately clear that you will not meet the eligibility criteria, and Wiltshire Council will not be able to offer support, the teams will offer you advice and information about other services that may be available locally from independent organisations and community groups.

2. Assessment

- If a more in-depth assessment of current and future need is required, your details will be passed on to a relevant allocated worker.
- The allocated worker will contact you to discuss your needs and, if required, make arrangements to visit you at home to carry out the assessment.
- Initial support will normally be offered ahead of any in-depth assessment taking place. These services provide planned, short term, intensive help and are designed to help a person restore their independence, to help them to do as much as they can for themselves, rather than someone doing things for them.

- Initial support can be offered free for up to 6 weeks, with progress monitored on a weekly basis..
- The Council will offer initial support for people
 - who are being supported by Adult Social Care for the first time
 - who may have a new need that could benefit from reablement support.
- At all other times, initial support or reablement activity will be subject to means testing under the council's Charging Policy.
- If you are a carer you may also be offered support to enable you to take a break from your caring role.
- Assessments will be carried out with your full involvement and, with your consent, those of any carer or other people you want to be involved, to provide an understanding of your situation and care needs. Assessments will involve:
 - Informing you of the timescale for assessment
 - Listening to your views and your situation as a whole
 - Carrying out a full assessment and recording these details, including the desired set of outcomes you would like to achieve
 - Sending you (and other relevant people, with your consent) a copy of that assessment
 - Comparing your needs with our [eligibility criteria](#).
 - Deciding if you are eligible for our assistance.
- If during the assessment it appears to the council that you may have a need for the provision of health or housing needs, the council shall notify the CCG, health authority or housing authority and invite them to assist in the assessment.
- The Mental Health, Learning Disability and Long Term Conditions procedures describe the approach we will take when an individual does not have the mental capacity to participate fully in the assessment. If other people are involved in an individual's assessment or ongoing management of their care, we will carry out a risk assessment in line with our Safeguarding Policy.
- The Council will explore all reasonable opportunities to enable you to remain at home (or continue in your caring role should you wish to) before looking at other options.
- You will be provided with information about organisations providing financial and benefits advice when this is appropriate. If eligible for support from the council this will be provided by our Finance and Benefits Team.
- By the end of the assessment the Council will agree with you what your needs are and those which qualify for help from the council.

3. Support Planning

- Where long term Council funded support is required (based on a person meeting the eligibility criteria, a Support Plan can be developed by you, or by someone chosen by you, such as a nominated carer, allocated person, a provider, or by the the Independent Support Planning provider the Council arranges.
- The Support Plan sets out 'just enough' support to help you (no matter where the money comes from) to achieve the desired set of outcomes identified in the needs assessment. You may wish to include other outcomes that do not meet the Council's eligibility criteria in your support plan, but, these will not be included when calculating the value of the Personal Budget.

- Support plans will be time-limited to ensure that you are supported, but not made dependent, and that reviews take place at appropriate points to make sure support is effective.
- The outcomes should be underpinned by the principles of independence and reducing long-term need for support where possible. Support Plans should make the most of any existing social support networks.
- Where unpaid support is identified it must be clear what assessed needs are being met through this support, and what the impact on carers will be of continuing to provide this support. If not already undertaken, a Carer's assessment will be offered in this circumstance.
- You will be provided with the cost of the commissioned services, required to meet your eligible needs, (that is, how much Wiltshire Council would reasonably expect the support to cost us) to help build up the support plan. This will form the basis of how your Personal Budget will be calculated.
- The cost of support can differ widely depending on needs, place and demand. The rates that calculations are based on will be those that the Council commissions support for and will be made available to you. The rates used to establish the reasonable value of elements of support plans are set out in Appendix A.
- A Personal Budget is made up of social care funding and the person's assessed contribution (as per the charging policy, if you are a Carer or are receiving aftercare for mental health needs you will not be asked to pay towards the cost of any services you receive). You may choose to use your personal budget on a commissioned service, where Wiltshire Council holds and manages the Personal Budget on your behalf, or receive some or all of the Council's contribution as a Direct Payment.
- The Council has a duty to ensure it supports a person's assessed eligible needs. But, the reasonable price of doing so is based on a balance of how effective a support plan will be; how cost-effective the support plan will be based on all the options; the level and complexity of need a person has; and the overall cost of a support plan.
- Once the Personal Budget is agreed, a final support plan will be developed and agreed. The Council must sign off support plans which include Council funding to ensure that eligible needs will be met and any risks managed.
- A Personal Budget can only be used to meet eligible social care needs as stated by the Eligibility (How we priorities needs) Policy and can only be used to buy support or services that have been identified in the Support Plan.
- The support plan will set out who will do what, with whom and when and will be written down and shared with all involved. It will focus on the outcomes that should be achieved and the positive risks people are prepared to take and how these will be managed.
- In circumstances where your needs fluctuate, in determining the level of support, we will take into account your circumstances over as long a period as is necessary to establish an accurate indication of the ongoing level of need. The support plan may include contingency plans and advance statements setting out what you want to happen when you are not well enough to manage the support.

4. Delivery

- An allocated worker will be identified to ensure the support plan is implemented.
- Where Direct Payments are chosen to deliver your support plan you can choose to buy care from an agency or employ your own personal assistant. A support service providing information and advice to those receiving Direct Payments is commissioned by Wiltshire Council. This support service can put you in touch with other people receiving, or considering, a Direct Payment as well. The [Care Choices website](#) also provides a useful source of information.
- Personalisation will mean that as long as support plans are clear about how they will support a person with their eligible needs, the ways people can be supported can be very flexible.).
- Direct Payments cannot be used for NHS or other health services; permanent residential or nursing home care; or services which are directly managed or provided by Wiltshire Council (including Help to Live at Home initial support). If you receive Direct Payments you will be asked, to sign a direct payment agreement, to open a separate bank account and provide records of how the money has been spent using a simple form.

5. Review and Re-Assessments

- Support Plans are reviewed and monitored to check if there are any problems with your support arrangements and whether the outcomes are being met. If there are problems, you can either sort them out directly with the people involved, or ask us to help..
- Existing support plans and financial contributions will be re-assessed or reviewed at regular intervals (not longer than 12 months). In addition, anybody involved with your support can ask for a re-assessment at any time if there is a change of circumstances.
- Support plans are reviewed to ensure that the services provided continue to meet your needs, that the agreed outcomes are being delivered and that you are still eligible for services. The cost of the service will also be reviewed to check whether it is still what we would reasonably expect for the support. You will always be invited to participate in reviews. The intention is to support you and change plans as your needs change.
- Reviews and re-assessments of support will be undertaken with you and the notes shared with you and relevant others, with consent, where appropriate.
- Where a change to the services provided is required, the support plan will be changed accordingly. Sometimes an entirely new support plan will need to be produced if the needs have changed significantly..
- When following a review, it is planned to withdraw services, the allocated worker will be satisfied that your needs are no longer eligible and you will be notified in writing..
- Reviews will ensure that your independence and rehabilitation is promoted, except where risks are such that you are in need of protection from harm by yourself or others.

Monitoring, evaluation and review of this policy

You are at the centre of everything we do. We will regularly ask for your views about the services you receive and respond by shaping those services accordingly. In all cases our aim is to get the appropriate support in as quick as possible and we will be monitoring this to ensure it happens.

You may wish to challenge various decisions, such as: the accuracy of the assessment; the value of the council's contribution to the Personal Budget; the cost of your contribution; the nature of the support you agreed in your Support Plan; or decisions regarding community or residential care. In such cases, you will be provided with a full and clear audit trail to explain why decisions were made. First of all, you should discuss and negotiate the decisions with your allocated worker while the decisions are still being made. If you are still unhappy your case can be referred to the allocated worker's line manager for further discussion and negotiation. For plans which address particularly complex needs (including issues of reasonableness, risk and safety) there is also the opportunity to refer your case to a Risk Enablement Panel. Our [complaints procedure](#) can also be used at any time. Advocacy and support on complaints is available from SWAN advocacy services (<http://swanadvocacy.org.uk> / 01722 341851).

Feedback on the Council's policies in general is welcome. Please email the document author.

Together with your feedback, complaints information and feedback from staff, the information will be used to improve the Council's policies and procedures in future.

A review of this policy will take place in April 2015 to take account of Care Act 2014 requirements.

Alongside this document, procedural guidance will be updated to provide clear 'ground rules' for how personalised services will be applied. Guidance will address how the policy impacts on individuals already receiving services and individuals already receiving a Personal Budget and subject to a review.

Rates used for establishing the reasonable cost of a support plan

Wiltshire Council cannot advise on the rates individual care agencies charge.

The rates used by the Council to establish the reasonable cost of support will be based on the rates the Council commissions support for. These figures may change but up to date figures will be provided as part of the assessment.

Where needs are complex, the personal budget will cover what it would cost WC to commission a non-standard service. There are no standard rates in such cases so we use the rates for specialist provision that are capable of meeting the individual's needs.

Up to date rates are available, on request. As a guide the following rates currently apply

Help to Live at Home

North 1 - £X North 2 - £X

East 1 - £X East 2 - £X

West 1 - £X West 2 - £X

South 1 - £X South 2 - £X

Supported Living

Extra Care

Live in Care

Day Care Services - £X

Respite Provision - £X

Telecare Basic package - £X

Telecare Response Service - £X

Residential Care - £X

Residential Care – Complex Dementia - £X

Nursing Care - £X