

Direct payments and personalisation approach





What is a personal budget?



A **personal budget** is money given to you by Suffolk County Council to pay care and support.



Care and support can be arranged by the council for you.



But there are other ways that give you more choice and control over what care and support you get.



You can arrange your own care and support by:



- **Direct payments** is where you or someone you trust manages the money and arranges the care.



- **Individual Service Funds (ISFs)** is where a care provider holds the money and works with you to plan your care.

These are not currently on offer in Suffolk.



- **Integrated Personal Budgets** is a mix of money from the NHS and the council joined together.



What is this plan about?



We want to make it easier for you and your families to arrange your own care and support.



We want to give you more choice and control over the care and support you get.



We have come up with a plan called **Direct Payments and Personalisation Approach.**

This booklet will explain what our plan is.



We made this plan together with:



- People who use social care.



- Families and carers.



- Social care staff.



- Providers and organisations like ACE Anglia and Suffolk User Forum.



Most of the suggestions from people have been included.



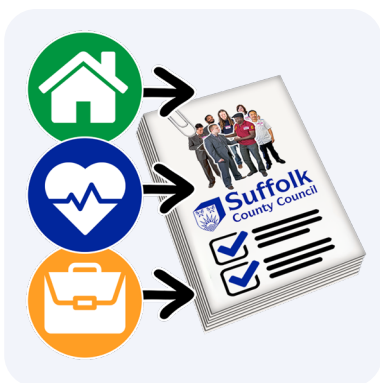
For example, many people found the name “Individual Budgets” confusing.



So we have changed the name of the plan to Direct Payments and Personalisation.



Some feedback was about other parts of Adult Social Care.



That feedback will help plan future changes in other parts of Adult Social Care.



What Suffolk County Council Wants



We want to make adult social care better.



We have a plan called **People at the Heart of Care**.

You can read at:

www.suffolk.gov.uk/care-and-support-for-adults/people-at-the-heart-of-care



This plan helps people with care and support needs stay **independent**.



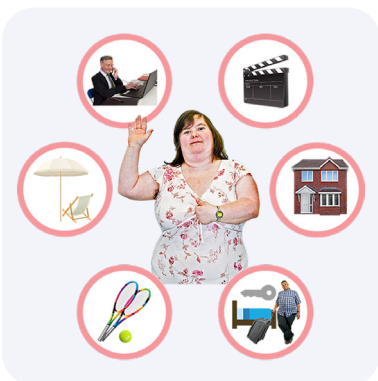
Independent means:



- Being able to do things for yourself.



- Making your own choices.



- Living your life the way you want.



- Not needing help all the time.



- Staying in control of your daily life.



We want to help people live good lives as part of their community, with the right support, at the right time, from the right people.



To do this, you need to have more say in the care you get.



Using **Direct Payment** is one way to have more say in the care you get.



This lets people choose and manage their own support.



We believe people know what they need and want best.



So, you should help decide how your care is planned.



Why Direct Payments can be good for you



1. You can have more choice and control over your care.



You can choose how your care is given. But it must meet your care and support needs in your care plan.



For example, you might hire a Personal Assistant.

Someone you choose to help with your care and support.



You can also choose to do things you enjoy, like going to football.

This helps you stay in touch with friends and feel less alone.

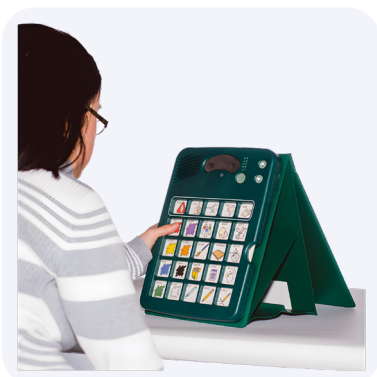


2. You can be more independent in your daily life



You can learn new skills.

For example, pay for a cooking course.



You can get equipment to help you.

For example, Communication aids.



You can get better at managing money and time.



You may also feel more confident speaking up for yourself.



3. You can use more services and providers



You can use services not just from the council.



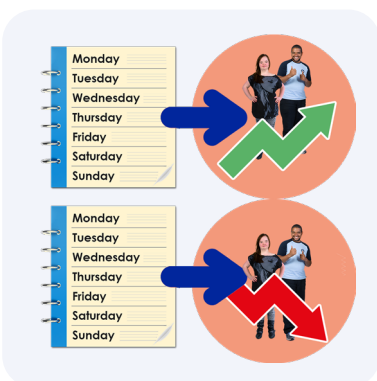
You can hire Personal Assistants.



Or you can use any care agency or provider you want to support you.



You can use your budget in ways that work best for you.



You get more choice and flexibility.

This means you can have more support one week and less the next week.



If you want to talk about using a Direct Payment talk about it at your next **review**.



A **review** is when someone called a social care practitioner checks to see if you are getting the right care and support.



You may not want or be able to manage a Direct Payment.



That is OK.

You can still have services arranged by the council.



What is happening in Suffolk



In Suffolk, only 18 out of every 100 people who need care and support use Direct Payments.



Other areas do much better.

Lincolnshire has 44 out of every 100 people who need care and support using Direct Payments.



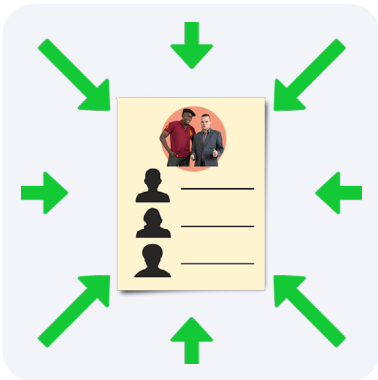
We want 60 out of every 100 people who need care and support to use a Direct Payment or an Individual Service Fund (ISF).



Personal Assistants in Suffolk



Many people in Suffolk already use Personal Assistants.



But there is no single list where people can find and contact a Personal Assistant.



We also do not know if everyone who wants a Personal Assistant can find one.



We are working to make sure there are enough Personal Assistant for the growing demand from people using Direct Payments.



We work with a group called **Community Catalysts**.



Community Catalysts helps very small businesses, called microenterprises, to start and work as PAs in local areas.



You can visit Small Good Stuff website to find local small businesses:

www.communitycatalysts.co.uk/smallgoodstuff/subsite/suffolk/



Direct Payments Support in Suffolk



Across the UK, many organisations help people who use Direct Payments.



They give advice on things like:



Finding care



Employment law



Money management



Suffolk County Council does not currently have one main support provider.



But some organisations do offer local help.

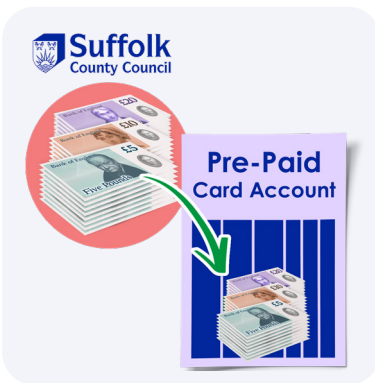


Pre-paid Card Account



Suffolk County Council can give you a **Pre-Paid Card Account** to manage Direct Payments.

A **Pre-Paid Card Account** is a bank account just for your care money.



The council pays money into the Pre-Paid Card Account.



You can then use it to pay for your care.



These Pre-Paid Card Accounts make it easier and faster for the council to check spending.



You do not need to send bank statements.



Using more Pre-Paid Card Account will save staff time.



This means staff can give more direct help to people.



Personal Health Budgets



Personal Health Budgets give you more choice and control over your health care.

You can get one if you are:



- An adult with NHS Continuing Healthcare.



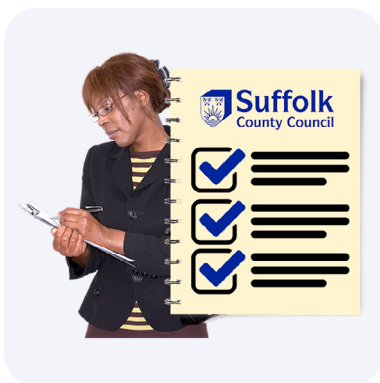
- A child with NHS Continuing Care.



- A person under Mental Health Act section 117.



- A person needing NHS wheelchairs.



What We Will Do



We had workshops to learn about people's experiences with:

- Adult Social Care
- Direct Payments
- Individual Service Funds



People told us what works well and what needs to improve.



From this, we agreed on the following things we will do.



You will get clear and simple information



We want you to understand your choices about Direct Payments and other options.

We will:



- Update our information and advice about Direct Payments.



- Talk about these options early when you first contact us.



- Update our policy and guidance so you know what Direct Payments can and cannot be used for.



- Provide easy-read and other accessible versions as standard.



- Work with our volunteer group to co-design new information so it is easy to understand.



2. You will have a simple way to get a Direct Payment



We will make the way for getting Direct Payments clear and quick.

We will:



- Redesign the way for getting Direct Payments from start to finish.



- Aim to complete the process within 28 days after you agree to explore these options.



- Use digital tools available on our website to make things easier for you.

For example, an online form to tell us what support you need.



- Increase the use of Pre-Paid Card Accounts, and use account information to fix problems quickly.



- Join up care and financial reviews to solve issues early.



- In the long term, work with partners to make it easier for people who receive funding from both the NHS and the council.



3. You will get the right support



We will make sure you have the help and training you need to use Direct Payments.

We will:



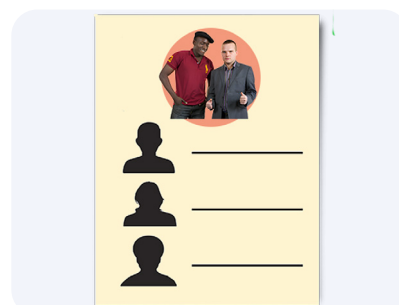
- Work with local people and groups to design support services, like:



Payroll help



Employment advice



A Personal Assistant register



- Train our staff so they can support you well.



- Make sure care and support plans are clear on what Direct Payments can be used for. But also clear what they can not be used for



4. You will have more choice



We will give you more options to meet your care and support needs.

We will:



- Offer more choices in Suffolk, including
 - more Personal Assistants
 - more small care businesses



- Set clear pay rates for Personal Assistants that are fair and within budget.



- Share examples of how people use Direct Payments in different ways.



Next Steps



A more detailed plan is being created to support our goals.



We will create the detailed plan during workshops.



The workshops will help us decide how Direct Payments and Individual Service Funds will work in the future.



We will set up a **Reference Group**.

The **Reference Group** is group of people who will help us check to see if letters, documents, and forms are clear and easy to understand.



If you want to join future workshops, the Reference Group, or both, please email us at

heartofcare@suffolk.gov.uk.



We have a **Direct Payments and Personalisation Steering Group** who will regularly check how this plan is going.



If you want more details about any part of the plan, please email us at

heartofcare@suffolk.gov.uk.



Impact and Evaluation



Impact means we will check if this work is making a real difference in people's lives.



Evaluation means we will check if we are doing what we said we would do.



This part of the plan will explain how we will check if **Direct Payments** are working for people.



Goal 1.

Most people will use Direct Payments.



How we will check it?

We will look at the number of people using Direct Payments.



Goal 2.

People and staff will have a quick, smooth experience.



How we will check it?

- We will look at how much time it took from agreeing on a Direct Payment to receiving care.



- Survey on people's experience.



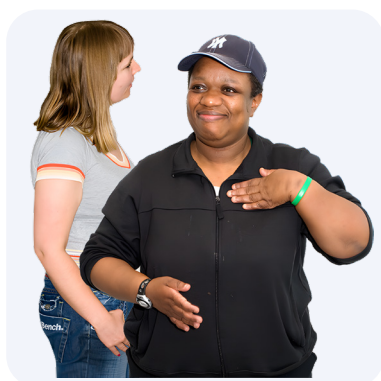
Goal 3.

People will become more independent over time.



How we will check it?

Understand how services worked for people after moving from care arranged by the council to a Direct Payment.



Goal 4.

People will have flexible, personalised care.



How we will check it?

- Survey on choice and control.



- Look at people who have moved from council arranged services to Direct Payments.



- More people hiring personal assistants.

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with**

