**Customer - Care and Support Plan Template**

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| |  | | --- | | A **care and support plan** will detail your needs and how they will be met. This will link back to the things that you want to achieve in your day-to-day life. It should reflect your wishes, aspirations, and what is important to and for you.  How much detail you put down in your support plan may well depend on what is happening in your life to stop you living as you want to, how much care and support you need and how straightforward it is to use your personal budget to meet your needs and outcomes.  In other words, you don’t need to put a lot of detail against each question if it is not needed.  Social Care staff will use a similar template to record what has been agreed through the support plan process.  You will have a copy of this support plan once completed and the final personal budget has been agreed.  This template is for you to use if you wish to work to things through yourself although there are many resources available to assist you to develop your own support plan in a way that suits you. You can also get help to make your plan and the Social Work Practitioner can advise you. | |

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| **My name and address:** |

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| **This first section is all about you, what and who is important to you, what you want to change or keep doing.**  **Thinking about these things and putting them in your support plan means you can make sure that your care and support helps you to live your life how you want to (you get the things that help you stay well and live well).** |
| **About me** |
| **Who is important to me and who needs to be involved in completing this support plan?**  Involve people who can help you complete your support plan or people who are part of your network of support. This may include carers, family members, friends, other professionals, providers of services.  If you do have family or friends who help you and provide some of your care and support, there may be things that you can think about together in this plan that will help them too. |
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| **What is important to me and for me?**  For example, the things in my life I want to continue or to change. What is important to me to maintain my physical and emotional wellbeing (what keeps me well and happy)?   * places I would like to go and people I like to see * things that are important to my culture and faith * what makes a good day or a bad day for me? * what are the things that keep me safe at home? For example, avoiding trips, falls and accidents; knowing what to do and getting help in an emergency; feeling safe and secure in my home and feeling safe with the people who are involved with me. * what is important to me about how I communicate and how people communicate with me? |
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| **My personal outcomes – what do I want to achieve?**  Some examples of personal outcomes might be: Continue to live at home, increase my independence, improve my mobility, get out of the house, meet my friends, cook a meal, take care of my own hygiene, decide when I get up and go to bed, volunteer, reduce my alcohol intake, increase my fitness, maintain contact with my family, improve my internet skills so I can shop on line, increase my chances of getting a job.  These are just examples and you will have things that you want to achieve or get back to achieving. |
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| **What are my health needs I have which affect my care and support?**  Are there things to do with managing my health which affect my care and support needs? Are there things that people who are helping me need to know? What are the things that help me manage any health conditions I have?  What else might be important in my support plan? Such as mobility, hearing and eyesight. |
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| **Is there anything else that hasn’t already been covered?**  For example, are there things I do or choices I make that affect my safety or the safety of others? |
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| **The Indicative Personal Budget that I have to work with is:**  **£ per week (your practitioner will tell you what the amount is)**  This amount has been calculated based on what we know and what you have told us about your needs and allows you to make your plan based on the amount of personal budget you are likely to get.  Everyone’s indicative personal budget is calculated in the same way. This makes sure that we can allocate money fairly, based on peoples’ needs. |
| **This next section – “Meeting my needs” - is about using all the things you have said about yourself, what is important and what you want to achieve and then working out what care and support you want to meet your needs and outcomes. This will include care and support from community facilities and your own support network along with more formal services which are paid for.**  From the previous section “About me” where all the important things, your needs and outcomes have been highlighted, use that information to complete this part to record what care and support is going to be put in place. |
| **Meeting my needs** |
| **What help or support is or might be available in my community or from my own support network that will help me to keep well, keep connected with people and help my emotional wellbeing?**  For example, clubs, church, services provided by volunteers, lunch clubs, events at the library, community transport, befriending, shops that deliver etc. |
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| **What care and support is given to me by my family or friends as carers?**  This is the place to say if you have a family member or friend who is providing some care and support for you.  It will be important to plan for situations when your family member or friend is not able to help you as they normally would, for example, if they go on holiday or if they have other family commitments or if they have things that they want to do (events, outings, hobbies, clubs, taking a break from caring). |
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| **What things will I need to buy with my personal budget to meet my needs and outcomes?**  **Am I thinking of employing people myself to provide me with care and support? If you are, then you will need to consider what responsibilities as an employer this gives you.**  It will also be important to think about keeping safe and the risks around keeping safe (this could be a risk to me and/or other people) and how you will use support to meet your needs and manage and/or reduce the risk(s). |

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| **What are your needs, the things you want to achieve and are there issues about keeping safe?** | **What will be put in place to achieve these things, meet your need or reduce/manage any risks?** | **Who will provide this?**  **How and when will it be provided?** |
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| **What equipment could I have at home that will enable me to achieve my outcomes, to meet my needs and reduce risk for me any anyone caring for me?**  Do I need some help to advise me on equipment to support me at home? What assistive technology could help me manage better? |
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| **If things go wrong with my support arrangements or in an emergency or other event, this is what I will do.**  Consider who you would contact or what you might do to protect your safety and well being in the event of an emergency. What will you do if family or friends who help are taken ill or can’t come for some reason?  Do your needs vary, so that sometimes you need more help and sometimes less, for example if you become ill or a condition worsens at certain times? |

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| **What are the things that could go wrong or that I need to plan for?** | **What will need to be done if they do happen?** | **Who will do this?** |
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| **Support plan costs**  What is the amount my care will cost per week? (your practitioner can help you complete this part). Are there any one off costs? (for example, insurances, maintenance of equipment, yearly subscriptions)  Not everything that you have recorded to meet your needs and outcomes will have a cost against it but where it does this is the place where costs and therefore what you plan to spend your personal budget on is recorded.  Once you receive the final agreed version of your support plan, you will know the personal budget that has been approved for you. |

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| **Care and support costs itemised (what is proposed)** (Don’t forget to include what is needed for contingency arrangements) | **How much will this cost?** | **Is this per week/per session/per month/per year/a one off cost?** |
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| **How will I manage my Personal Budget?**  Have you considered Direct Payments? Is this something you would like more information about?  **Please tick one:**  **Direct Payment:**    **Direct Payment and Suffolk County Council to arrange some things for me:**  **Suffolk County Council to manage my personal budget and arrange things for me:**  **I would like more information about what my options are:** |

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| **If you are taking a Direct Payment and you are planning to employ people to support you**, you will need to think about planning for maternity cover, redundancy and other things.  You will need to factor this into the plan to spend your personal budget.  You will also need to factor in any cost of help you need to manage your direct payment, for example a payroll service or help with recruitment. | | |
| **What are the things I need to plan for?** | **What will need to be planned for and when?** | **How much needs to be set aside?** |
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| **Reviewing my plan**  Will a review of the support plan be carried out? Consider when this will happen. Who would you like to be present at the review? |
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| **Date of completion:** |

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| **What needs to happen now?**  Consider what actions need to be taken in order to make the support plan happen. You should say who is responsible for doing a particular thing and when it will happen.  For example, you may have highlighted areas where you need some more information. | | |
| **Who** | **Will do what** | **By when** |
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| **What happens once you have made your support plan?** |
| There will be things you may want to discuss with your Social Work Team practitioner, or they may want to talk to you to clarify things with you.  Your support plan and the personal budget that goes with it will need to be approved by Suffolk County Council Adult Social Work Services.  This approval will be the trigger to arrange the direct payment for you if you are taking one.  It will also be the trigger to put arrangements in place to collect any financial contribution that you need to make to your personal budget. Any contribution will be based on your financial assessment.  You will receive a copy of the approved support plan and final personal budget amount. |

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| **Your notes** |