

A guide to managing your own home care.

Support to Live
at Home.



Introduction:

The Care Act 2014 has changed the way local authorities manage care. This leaflet will explain Suffolk County Council's responsibilities to you and also the new arrangements we have made for home care.

What is Support to Live at Home?

Support to Live at Home is the way that Suffolk County Council now purchase home care. It allows us to work with a combination of local, regional and national providers to build a more sustainable home care market in Suffolk. We are able to work with them more closely to deliver care which meets peoples' needs in a way that concentrates on their wellbeing. We are continually striving to improve the quality and availability of home care in Suffolk and in 2015 we selected twelve providers who were willing to work with us and be our preferred provider. These providers are known as Support to Live at Home providers.

We are committed to using the Support to Live at Home providers as our first and preferred option. In circumstances where this is not possible, we may use the services of other home care providers in your area.

What you can expect from Suffolk County Council?

Suffolk County Council is available to help people across Suffolk and we will do this in the following ways:

- ▶ help to help yourself and find information and solutions to help you meet your care and support needs, or to carry out your caring role
- ▶ help to live independently at home for longer
- ▶ help to regain independence by offering immediate short-term support, especially after a crisis or hospital admission
- ▶ ongoing care and support for those who need it, including helping carers sustain their caring role if this is what they want.

'Care and support' is the term used in the Care Act (2014) to describe the help some adults need to live as well as possible with any illness or disability they may have.

It can include help with things like getting out of bed, washing, dressing, getting to work, cooking meals, eating, seeing friends, caring for families and being part of the community.

It might also include emotional support at a time of difficulty and stress, helping people who are caring for an adult family member or friend.



Your assessment

Suffolk County Council wants you to remain as independent as possible in your own home. Part of the assessment will be to explore the support that is available in your community, from family and friends that will help you stay independent.

The aim of the assessment is to identify your needs and establish what outcomes you are looking to achieve to maintain or improve your wellbeing. The purpose of the assessment is to provide a full picture of your needs so that Suffolk County Council can provide an appropriate response.

Suffolk County Council will consider your own individual strengths and if any other support might be available in the community to meet your needs.

At the end of the assessment period, we will consider your long term care and support needs against the National Eligibility Criteria.

This criteria consists of three parts and all three parts must be met in order to be eligible:

- ▶ you have needs connected with any kind of disability or illness and:
- ▶ those needs prevent you achieving 2 or more of the outcomes listed below and:
- ▶ that results in a significant impact on your wellbeing.

In order to be eligible for care, your needs must prevent you achieving 2 or more of the outcomes below:

- ▶ managing and maintaining nutrition
- ▶ maintaining personal hygiene – for example, being able to wash yourself
- ▶ managing toilet needs

- ▶ being appropriately clothed - for example, being able to get dressed
- ▶ being able to make use of your home safely
- ▶ being able to keep your home in a habitable state
- ▶ developing and maintaining family or other personal relationships
- ▶ accessing and engaging in work, training, education or volunteering
- ▶ making use of necessary facilities or services in your local community such as public transport and libraries
- ▶ being able to care for any dependent children

Not being able to achieve 2 or more of the above means that you either need help to do these activities, or that when you try to do it yourself it causes you pain, distress or anxiety, it is dangerous for you or others, or it takes you a much longer time than it should.

The council will notify you in writing once we have made a decision about your eligibility for care and support following your assessment.

Carer's assessment

The Care Act 2014 strengthens the rights and recognition of carers in the social care system. New rights entitle carers to a clear right to an assessment, ensuring that their support need is always considered. If you think that your carer would benefit from an assessment, please contact the council via the channels explained at the back of this booklet.

Personal Budget

A Personal Budget is the amount of money available to you from Suffolk County Council to help meet your eligible care and support needs. Once a Personal Budget has been agreed we will work with you to plan how you want to spend the money in order to meet your eligible care and support needs. Although you can choose how to spend it, it must be used to meet these needs, on things such as; getting the support you need at home, getting involved in community activities and/or keeping healthy and safe. We will use a questionnaire to allocate a score, based on the level of support you still need. This score relates to a sum of money and is called an "Indicative personal Budget". We will then work with you to develop your plan. The plan will tell us if the indicative budget is the right amount.

You may be asked to pay towards the cost of the personal budget. We will ask you to complete a financial declaration form and use this information to tell you how much your weekly contribution will be. If you need help with completing the financial declaration form please tell your assessor.

If you have been given a Personal Budget to meet your eligible care and support needs, or if you are a carer with a personal budget, you will need to draw up a Care and Support Plan showing how you are going to use the money to achieve your goals, to live independently and to meet your eligible needs.

Care and Support plan

A care and support plan details how you will use the personal budget to meet your care and support needs. Your plan will include all the resources that are available to you, not just your personal budget. For example, help from family and friends, or help that is available in your local community.

With the help of your family, or an external support planner or if necessary a social worker, you will discuss the sort of support and services you would like to purchase and how you would like to manage your personal budget.

Reviewing your Care & Support plan

Suffolk County Council has a legal duty to review all care and support plans each year. This gives you and Suffolk County Council an opportunity to ensure the support in place is meeting your care and support needs. You can ask for a review of your care and support plan at any time by contacting the council. This may be due to a change in your needs or how you would like your needs to be met.

How to contact us can be found on the back page.

Summary of Suffolk County Council's responsibilities:

If you decide to ask Suffolk County Council to arrange your home care, the council will:

- ▶ Review your care and support needs.
- ▶ Make an assessment in order to establish eligibility.
- ▶ Calculate the personal budget that will be used to meet your eligible care and support needs.
- ▶ Ask how you wish to arrange your care. Whether you'd like to organise this yourself or whether you would like the council to arrange your care.
- ▶ We will work with you and anyone else you wish to involve to produce your own care and support plan.
- ▶ Request any financial contribution that you may have to pay.

Periodically review your care and support plan with you. This will be done on an annual basis at least.

Your responsibilities:

- ▶ Decide whether you want more choice and control over managing your care.

On the following pages you will find more detailed information about the choices available to you.

Direct Payment (DP)

What is a DP?

This is an amount of money paid to you on a regular basis by the council so that you can arrange your own support. You can use this money to pay for goods and services that you have agreed in your care and support plan.

Council responsibilities

If you decide to take a DP and arrange your own home care, the council will:

Review your care and support needs

- ▶ Calculate an amount of money that you will receive to meet your assessed care and support needs, this is called your Personal Budget
- ▶ Where necessary, carry out an assessment to determine your mental capacity to consent to and manage a DP and look at Best Interest options
- ▶ Explain what is involved in having a DP and ask you to sign your agreement
- ▶ Pay you the agreed amount on a four weekly basis
- ▶ Not include in its payment any assessed financial contribution that you have to pay
- ▶ Advise you when information is required to evidence how the money is being spent
- ▶ Provide advice around managing your DP account
- ▶ Change the payment amount or stop making payments when appropriate to do so

Your responsibilities

If you wish to take a DP and arrange your home care, you will need to:

- ▶ Sign a DP agreement, agreeing to the terms and conditions
- ▶ Nominate someone else to help you manage the DP, if you would like some help. This cannot be someone who will be paid from the DP money
- ▶ Open a separate bank account to receive DP. You will not be able to use your general current account or the Post Office account where you may have your pension or benefits paid into
- ▶ Pay any assessed financial contribution into your DP bank account on a regular basis – instead of receiving an invoice from SCC for those contributions
- ▶ Use the DP money to pay for goods and services that help you meet the outcomes agreed in your care and support plan
- ▶ Discuss care and support arrangements with the private provider you have chosen and sign a contract with them agreeing to their terms and conditions e.g. dates and

times of visits, hourly rates and invoice payment dates

- ▶ Pay the provider when you receive their invoice
- ▶ Be aware that if the hourly rates change the amount of your personal budget may not so you may need to budget accordingly
- ▶ Pay additional money into the DP account if you arrange to buy more care than your DP funding will cover
- ▶ Sort out any queries directly with the provider e.g. if your care worker doesn't arrive on the day, the quality of the care, the invoice amount
- ▶ Provide regular financial information to SCC i.e. copies of the DP bank account statements and evidence of how you have spent the money e.g. receipts/invoices

Private home care provider responsibilities

If you wish to take a DP and arrange your home care, a private home care provider must:

- ▶ Provide you with details of their hourly rates
- ▶ Provide you with a contract agreeing certain conditions e.g. day and times of visits, hourly rates, invoicing and terms and conditions
- ▶ Provide care workers according to the contract you have agreed
- ▶ Provide you with regular invoices charging for the hours worked, at the price you have agreed

Individual Service Fund (ISF) – a variation of a DP

What is an ISF?

If you know that most/all of your care and support will be delivered by one home care provider, you can ask for your personal budget to be paid direct to them. The provider manages and uses your personal budget money to meet your needs. This means that your provider is accountable to you and you agree with them how your care and support is delivered.

Council responsibilities

If you decide to take an ISF and arrange your home care independently, the council will:

- ▶ Set up the ISF and make the payments to your chosen provider
- ▶ Respond to any concerns you or your provider have about your needs changing
- ▶ Periodically review your care and support plan with you
- ▶ Reduce the ISF payment accordingly if there are additional services required from another provider

Your responsibilities

If you take an ISF and arrange your home care independently, you will need to:

- ▶ Check that the private care provider you have chosen offers an ISF and that they have agreed to keep to the principles of how an ISF should work in Suffolk as set out by the council
- ▶ Be sure that you are happy with the quality of the services your chosen provider offers. You will be able to check via the Care Quality Commission (CQC) web site or ask the provider for their CQC Inspection Report
- ▶ Be confident that the provider you choose will spend your money only on your services
- ▶ Be confident that you will have a service from your chosen provider that is flexible and tailored to suit you
- ▶ If you have to pay any financial contribution, you pay it to the

provider so that there is enough money in your account to pay for your services

- ▶ Agree that the administration cost to your provider is paid to them from your account
- ▶ Look carefully at the provider's agreement which sets out all the terms and conditions for both you and them. We may ask for a copy of that signed agreement.
- ▶ Tell us if at any time you feel unsafe or unsupported
- ▶ Tell us of any change in your circumstances – e.g. planned hospital admission, change of address, change in your care and support needs
- ▶ Sign a form to say that you nominate the provider to receive your personal budget on your behalf

Private home care provider responsibilities:

If you decide to take an ISF and arrange your home care independently, a private home care provider must:

- ▶ Sign a form to say that they have agreed to keep to the principles of how an ISF should work in Suffolk as set out by the council and that they have been nominated to receive your personal budget on your behalf
- ▶ Manage your money and give you statements to show how the money is spent
- ▶ Support you to report to SCC about how the money has been spent and how your needs and outcomes have been met
- ▶ Work with you to agree how your care and support will be delivered

Support to Live at Home

Suffolk County Council responsibilities:

- ▶ Source care which will, whenever possible, be delivered by a Support to Live at Home Provider.

Your responsibilities:

- ▶ Be available to meet with the Support to Live at Home Provider to discuss your care and support plan.
- ▶ Contact the council if there any changes in your needs or you wish to make a change to your plan.
- ▶ Ensure you contact Suffolk County Council via the suggested channels explained at the back of this leaflet if you are not satisfied or wish to provide feedback with reference to your care and support.
- ▶ Pay any assessed financial contribution to the council when invoiced.

Support to Live at Home provider responsibilities:

If you wish for the council to arrange your home care, the Support to Live at Home provider must:

- ▶ Work with you to agree how your care and support will be delivered.

- ▶ Tell you who your care and support workers are.
- ▶ Give you more opportunities to take part in activities in your community.
- ▶ Discuss any changes in your needs or wellbeing with you and the council.

Ensure they discover what is important to you (for example, relationships with family & friends or attending activities in the community).

Advocacy

The Care Act 2014 requires local authorities to involve people in decisions made about them and their care and support, no matter how complex a person's needs. If you think you could benefit from assistance in making your decision, you can ask for the support of an Advocate either by talking to your social work practitioner or by contacting the Voice Ability service (details included below).

An Advocate will help you to think through the different options and choices available to you. The Advocacy service is a free and confidential service and available from Voice Ability.

To find out more about Voice Ability, visit:

www.voiceability.org/in_your_area/suffolk

telephone: **01473 857631**

or write to: **Voice Ability, Westbury House, 630 Woodbridge Road, Ipswich, IP4 4PG.**

▶ **Customer First** is the first point of contact for Suffolk County Council and Adult and Community Services in Suffolk. You can contact Customer First for further information & advice on: **0808 800 4005** or email on: **customer.first@suffolk.gov.uk**. You can also access information & advice on **www.suffolk.gov.uk** clicking on Adults Social Care and Health, where online chat is also available. You can also visit Suffolk Infolink at **www.infolink.suffolk.gov.uk**, a web based community information directory where you can find out about activities and services in your area.

Non-urgent referrals can be made by completing a form online at **www.suffolk.gov.uk**.

▶ **Adult safeguarding referrals** can be made online if you are concerned that someone is at risk of abuse, harm or neglect at www.suffolk.gov.uk if you feel they are in immediate danger please contact us on 0808 800 4005 rather than completing the form, or dial 999 in an emergency.

For child referrals or safeguarding concerns please telephone 0808 800 4005.

▶ **Emergency Duty Service** is available if you have urgent social care problems that cannot reasonably wait until the next working day.

The Emergency Duty Service is available:

- ▶ Monday to Thursday - 5.20pm to 8.00am
- ▶ Weekends (Friday 4.20pm to Monday 8.00am)
- ▶ Bank holidays

This service can be accessed through Customer First on 0808 800 4005.

We welcome comments, complaints and compliments to help us improve our services and put things right if they go wrong, therefore if you would like to provide feedback, please visit: **www.suffolk.gov.uk/about/make-a-complaint-or-give-feedback** where you will find details on how to contact us via email, telephone or by post.

If you need help to understand this information in another language please call **08456 066 067**.

Se precisar de ajuda para ler estas informações em outra língua, por favor telefone para o número abaixo. 0845 066 067	Portuguese
Jeżeli potrzebujesz pomocy w zrozumieniu tych informacji w swoim języku zadzwoń na podany poniżej numer. 0845 066 067	Polish
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If you would like this information in another format, including audio or large print, please call **08456 066 067**.

