

Personalisation of Adult Care Adult Social Services and Housing



What is personalisation?

If you have help to live independently, personalisation means that you can have more choice and control over the social care services that support you, and you will be able to choose how your needs are met.

We'll still be here if you need us, and we can talk you through the options to make sure you understand what you're getting and how it will benefit you.

What is a personal budget?

One way of helping people to meet their needs and achieve the best agreed outcomes is to work out a sum of money with them that will cover the cost of support. This is known as a personal budget.

You have to be entitled to services from us to be allocated a budget, and the contribution that we make towards your budget would be decided through a financial assessment.

Even if we don't make a contribution to your budget, we can still advise you on what you might expect to pay for support and what support is available to meet your needs.

With a personal budget, you can take as much or as little control and responsibility for the planning and management of your support as you like. We are here to help you at any time if you want it.

How will personal budgets work?

There are seven stages to a personal budget.

Working out a budget for your support

We will help you to complete a questionnaire about your needs which will help us work out how much your personal budget will be. At this stage, the amount will be an indication of the size of your budget so that you can start to plan how you can use the money to meet your needs.

Making your plan

You can make your support plan yourself or with someone you trust such as your family or friends, or you can ask your care manager for help if you want. A support plan contains:

- information about you as an individual, and what is important to you
- details of how you intend to use your budget to meet your needs
- how your support will be managed
- how you will stay safe and well



Getting your plan agreed

We need to agree to your support plan before your personal budget can be used. We will check that all your needs will be met by the actions in your support plan and that it can be maintained in the long term.

Organising your money

There are two ways to organise the money for your budget. You can ask us to manage it (a non-cash personal budget), or you can have a direct payment (a cash personal budget), or you can use a combination of the two.

If you ask us to manage your budget for you, we hold the money and pay for the goods and services that you have chosen.

If you have a direct payment, the money is paid directly to you or someone that acts as your agent into a separate bank account for your personal budget. We can help you manage your direct payment as well.

Organising your support

It's up to you whether you want to organise all the support you need yourself or ask us to do it on your behalf. We can also organise some things for you and leave the rest up to you.

Living your life

This where your support plan comes into action.

Review

We have a duty to review your support arrangements regularly and make sure everything is working well for you.

What is happening in North Somerset?

We are in the process of introducing personal budget to people in North Somerset. We are doing this in stages so we can properly manage this change and make sure that everyone gets the best level of service.

By April 2011, personal budgets will be used by most adults who use social care services.

For more information contact Care Connect on 01275 888 801 or email care.connect@n-somerset.gov.uk. Find us online at www.n-somerset.gov.uk/careconnect

Council documents can be made available in large print, audio, easy read and other formats. Documents on our website can also be emailed to you as plain text files.

Help is also available for people who require council information in languages other than English call 01275 882 181 or email elly.smith@n-somerset.gov.uk.