

# Everything you need to know about **Self Directed Support** and **Personal Budgets** for Adults and Children in the London Borough of Hillingdon (LBH)

## Introduction to Self Directed Support and Personal Budgets

This guide tells you everything you need to know about **Self Directed Support** and **Personal Budgets** and follows 5 simple steps. You will also find information on how to access Social Care services including how to find and talk to the right people. This guide explains how Self Directed Support will work for you.

- You and your family know better than anyone else what works for you.
- You and your family will be able to decide how and when you are supported and who provides that support.
- This is known as **Self Directed Support**.

**Self-Directed Support** enables people who use social care to take control for themselves. Below are the 5 steps to more choice and control:



### **STEP 1: ASSESS NEEDS**

#### **Am I Eligible?**

The first step includes an assessment to identify needs for care and support, regardless of whether or not the local authority thinks the individual has eligible needs.

Personal Budgets are only available for people who have needs that meet the national eligibility criteria and the person agrees to the local authority meeting their needs. The eligibility threshold for adults with care and support needs and carers is set out in the Care and Support (Eligibility Criteria) Regulations 2014. In general, educational services are available only by way of an Education, Health and Care Plan (EHC Plan) in some circumstances, Personal Budgets are available as part of an EHC Plan. Please consult the LBH Local Offer for details of EHC Plans, Personal Budgets and Personal Transport Budgets. Young people with Special Educational Needs (SEN) or disabilities turning 18 may become eligible for adult social care services, regardless of whether they have an EHC plan or whether they have been receiving services from children's social care.

## What can I expect from the assessment?

Our assessment process is simple and led by you. We use the FACE (Functional Analysis of Care Environments) assessment form to record your needs. We take into account your views, the views of your family, and the views of professionals, looking at your situation as a whole (including health and housing needs). For children and young people, it captures information about their needs and circumstances as well as the circumstances of the main parent(s)/carer(s). The 'Needs Profile' aims to reflect the whole family's situation and the questions and answers have been carefully designed to facilitate an accurate estimate of the amount of money required to allow the family to continue to support the child/young person, whilst encouraging independence. Please note that we take into account your personal financial situation, such as the level of your savings, when making an assessment. A support planner will explain this when necessary.

We also collect basic information, such as that needed to meet statutory equality duties. You can use this as an opportunity to express your preferences about how your support is delivered.

The assessment process takes full account of the situation of family carers and their willingness or ability to continue providing support. We offer carers their own assessment. We use the FACE carer assessment form to record a carer's needs.

## STEP 2: MY SUPPORT PLAN

### What is a Support Plan and who creates it?

Following your assessment, a plan will be drawn up by you with the help of a support planner. The plan describes the support you need for your eligible social care needs and outcomes to be met. This plan is called a **Support Plan**; your Support Plan will need to show:

- How much it will cost to meet your assessed needs
- How you will stay healthy and well, and how your independence will be promoted
- How you will organise the support you need and the help you need to do that
- How you are planning to live your life now and in the future
- How your family, friends and community may be providing support to you
- How you will manage any money that you will receive
- How you can be helped to achieve the identified outcomes, to enable you to become as independent as possible.

## **STEP 3: GETTING MY PLAN AGREED**

### **How will the Support Plan be agreed?**

We will review your Support Plan and agree the costs. We have a duty of care and a responsibility to ensure that a Support Plan will meet your needs and that it does not place you in a dangerous situation.

The total cost shown on the agreed support plan is your Personal Budget.

When agreeing the support plan we check that the resources chosen are effective to meet the agreed outcomes and are affordable. We use the Indicative Personal Budget as a guide when agreeing support plan costs and affordability. The Indicative Personal Budget is based upon the results of a person's assessment and is calculated using an automated Resource Allocation System (RAS). It is not a fixed entitlement or a limit up to which spend can be made. The Indicative Personal Budget is an estimate and a guide of funds available to support your eligible social care needs.

### **What can you spend the Personal Budget on?**

Your Personal Budget is intended to meet your eligible care needs as agreed in your Support Plan. This can include, for example:

- Help with personal care
- Assistance with getting up or going to bed
- Assistance with accessing the community
- Assistance to attend and take part in activities/events
- Help with daily living activities
- Payroll and broker fees
- Support to promote independence
- Supporting employment needs or some element of educational needs
- Short stay/respite care including carer breaks/services for the carer
- Help with maintaining your tenancy agreement to avoid homelessness
- In certain circumstances, some pieces of equipment may be considered

### **What can't you spend the Personal Budget on?**

A Personal Budget cannot be used to pay for the following:

- Employing someone who lives in the same household (unless there are exceptional reasons which have been agreed)

- Any expenditure/activity that cannot broadly demonstrate how eligible needs are being met
- Long term residential care
- Any activity that is illegal
- Services that can be obtained free of charge (e.g. dentistry, eye care, health care)
- Any activity that puts you or others at risk of serious harm
- Expenditure on drugs, tobacco or alcohol
- Clothing and jewellery
- Food/heating/lighting/general household or living expenses and rent or housing costs
- Aids and adaptations which should be funded from other sources
- Bank and mobile phone charges
- Payments to purchase and/or maintain ordinary household items, unless this is explicitly specified in your Support Plan, and meets an agreed need
- Gifts
- Education

This is not an exhaustive list. You should contact the Social Care Direct on 01895 556633 or email [socialcaredirect@hillingdon.gov.uk](mailto:socialcaredirect@hillingdon.gov.uk) if you have a specific query.

### **What if I think that my Personal Budget is too much or too little?**

There may be instances where the methods and resources initially outlined in your support plan will require review and alternative resources or options identified and selected to ensure that all eligible needs are covered within the Indicative Personal Budget limit.

If you feel that your Personal Budget is not realistic - too low or too high – then you should talk to the person who was involved in your assessment, you might know them as your social worker. They will be able to provide you with a full copy of your assessment so that you can check that the information recorded is accurate. If you don't know who your social worker is or don't have the contact details then you can contact Social Care Direct on 01895 556633 or email [socialcaredirect@hillingdon.gov.uk](mailto:socialcaredirect@hillingdon.gov.uk)

You should also contact us if your circumstances or needs change significantly and a review is required.

### **Will I have to pay towards my support?**

Adults aged 18 or over who are offered a Personal Budget are subject to a financial assessment under the Care Act 2014. We advise you of any benefits to which you may be entitled. We also complete a financial assessment and tell you how much

you will have to pay towards the cost of your support. We call this your financial contribution. The financial assessment is separate to the assessment that you complete with a social worker understand your needs. Your ability to pay is not related to the amount of care and support you need.

Financial contributions are deducted from your Personal Budget so you receive the net cost of meeting your care needs.

For children and young people aged under 18, there is no financial contribution required from them or the parent(s)/carer(s).

Being employed, whether full or part time is not an automatic barrier to being eligible for a Personal Budget.

## **STEP 4: SETTING UP MY PLAN**

### **How is a Personal Budget issued?**

There are three options available to you:

1. A 'full' Personal Budget is where you are paid the entire monetary amount of the Personal Budget less your assessed contribution to care. We refer to personal budget money paid directly to a person to manage and spend on their support as a **Direct Payment**.
2. A 'mixed' Personal Budget is where a person has a support plan that includes use of Council run services (such as daycentres or respite services such as Merrimans which are arranged and paid for by the Council) and the remainder of their Personal Budget money paid to them.
3. A 'managed' Personal Budget where no payment is made to you. The Council arranges and pays for services to meet your eligible needs.

### **How will support be arranged?**

Support services can start to be arranged once your support plan has been agreed by the Council. This part of the support planning process is often called support brokerage and involves organising and arranging your support services as described in your support plan. Your support planner will help you with all of the arrangements or you if you wish you can do some or all of it yourself with your own helpers and supporters, for example, your family and friends.

Support brokerage is about enabling and supporting you to do as much as possible for yourself and where required assisting you to:

- put your support plan into action and arrange, co-ordinate and purchase your support services
- get good value for money and make your personal budget go further
- sort out any problems with your support services
- ensure your plan is meeting the outcomes described in your support plan
- check that support providers are supporting you as described in your support plan
- keep the council in touch with your progress

## **STEP 5: SEEING HOW IT WORKED**

### **How do you monitor and review the Support Plan?**

Once your support is in place, you can live your life as you have planned. You will be given a Prepaid Card for your spending. We do check that your Personal Budget is spent as agreed, and that your support is meeting your eligible needs. If you have

a full Personal Budget by a Direct Payment we will monitor your expenditure on a regular basis.

At your initial review, we will check with you to see how your support is working. This will show us if you are spending the money on things agreed in your Support Plan. An annual review will review your needs and reassess your FACS eligibility for social care. If you continue to be eligible for services we will look at whether your stated outcomes have been achieved, or whether you are on your way to achieving them. We will assist you to organise your support for a further period until your next planned review.

## **FREQUENTLY ASKED QUESTIONS**

### **How can I get help?**

If you are not already receiving services and you feel that you need support to take care of yourself, the first step is to contact Social Care Direct on 01895 556633 or email [socialcaredirect@hillingdon.gov.uk](mailto:socialcaredirect@hillingdon.gov.uk). A list of useful contact details is given at the end of this guide. If it is easier, you can get a friend or relative to contact us on your behalf, and sometimes it is your GP or hospital that tells us about you and the help you may need.

If you are already receiving services but want more information on Self Directed Support, including Personal Budgets, you can also contact Social Care Direct on 01895 556633 or email [socialcaredirect@hillingdon.gov.uk](mailto:socialcaredirect@hillingdon.gov.uk).

Alternatively, for adults aged 18 or over, there is an online self assessment available at [www.connecttosupporthillingdon.org/self-assessment-tools](http://www.connecttosupporthillingdon.org/self-assessment-tools)

For children and young people aged under 18, you can find out more information at <http://directory.hillingdon.gov.uk/kb5/hillingdon/fsd/localoffer.page>

### **Who can get help from Social Care Services?**

Hillingdon Social Care Services have a duty to ensure that we assess everyone fairly, using the same rules. This is called 'eligibility criteria'. We will ask you some questions about yourself to begin the assessment of your needs according to the eligibility criteria. Our staff will talk to you or your representative, so that they can understand your situation and give the best advice, and what, if any, equipment or services would be helpful to you. Carers have the right to their own assessment where they give substantial and regular care to a spouse, relative, friend or neighbour who, due to disability, frailty, illness or vulnerability, cannot manage alone.

We will start to establish whether a person is eligible for services under Fair Access to Care Services (FACS) early on in the assessment process. We will check and confirm eligibility at the end of assessment or review.

## **What is 'The Reablement Service' and who is eligible?**

If you are aged 18 or over and eligible for Social Care Services, you will receive an initial assessment of your needs. Depending on your circumstances when you contact LBH for help, you may be eligible for the Reablement Service from Hillingdon's Reablement Team. This is for a period of six weeks, during which time you will be supported to live more independently and with less reliance upon social care as far as is practical and safe. The Reablement Service involves Occupational Therapists, Physiotherapists and Assistive Technology, as well as support from the Reablement Care Team.

Following your period of reablement we will complete a further assessment jointly with you. This will take into consideration your own views of your needs, and the support you may also receive from family, friends and the community. The assessment will indicate what objectives you wish to achieve. We call this your outcomes. If it is agreed that you remain eligible for Social Care Services, this assessment will be used to identify how much help you need and calculate how much this will cost.

## **What is assistive technology and how can it help?**

Wherever possible the use of assistive technology and specialist equipment will be considered and specified to meet eligible needs. For instance, the Hillingdon TeleCareLine Service is a fully integrated alarm service, offering a range of supportive Telecare solutions and is available to all residents within Hillingdon borough, providing a lifeline to people in a variety of vulnerable situations within the home. Our aim is to enable people to continue living safely, securely and most importantly, as independently as possible within their own homes. For more information visit:

<http://www.connectosupporthillington.org/s4s/WhereILive/Council?pageId=1116>

## **What happens if you are not eligible for support from the Council?**

You can expect to be given advice about where to get other help. There are preventative services that may be available to you. You may also be directed to other service providers who may be able to offer you support. Disabled residents will be supported to access universal services such as leisure facilities, parks, libraries and community centres.

## **Will carers be assessed and can they receive a Personal Budget?**

Carers have the right to their own assessment where they give substantial and regular care to a spouse, relative, friend or neighbour who, due to disability, frailty, illness or vulnerability, cannot manage alone. The carers needs identified in their assessment are fed into the support plan for the person they care for to ensure that their needs are met and this may result in the support plan identifying specific resources for the carer. Young carers aged 24 or under are entitled to support via Hillingdon Young Carers. For more information, visit

<http://www.connectosupporthillington.org/s4s/WhereILive/Council?pageId=1321>

## **What if a person is unable to fully participate in the assessment?**

The Mental Capacity Act Policy describes the support that is available when a person does not have the mental capacity to participate fully in the assessment. If other people are involved in a person's assessment or ongoing management of their Personal Budget we will carry out a risk assessment in line with our Safeguarding Adults Policy.

## **I am working; will this affect my Personal Budget?**

No. Your Personal Budget will be the same whether you are working or not. However, savings are taken into account when working out how much you need to contribute towards your care and support.

## **Will my benefits be affected?**

No. Any funding you receive as part of your Personal Budget is for your social care support and is not treated as a benefit or as income.

## **What if my needs change?**

The Council reviews your care and support at least once a year. If your needs change significantly in the meantime, you should request a review. You will be reassessed and, if appropriate, your Personal Budget and support plan will be revised to meet your change in need.

## LIST OF USEFUL CONTACT DETAILS

Please also see the Local Offer/Family Directory Website at  
<http://www.hillingdon.gov.uk/fis>

<p><b>Age UK</b> – offering advice, information and practical help to older people.                  2 Chapel Court, 126 Church Road                  Hayes UB3 2LW                  Tel: 020 8756 3040                  Email:  <a href="mailto:enquiries@ageconcernhillington.org.uk">enquiries@ageconcernhillington.org.uk</a>                  Web: <a href="http://www.ageconcernhillington.org.uk">www.ageconcernhillington.org.uk</a></p>	<p><b>Citizens Advice Bureau (CAB)</b>                  Offers advice on a wide range of issues including welfare rights, landlord &amp; tenant problems, housing, immigration and Nationality, divorce &amp; family, legal and financial matters.                  Tel: 0844 848 7903                  Offices in Hayes, Ruislip, and Uxbridge</p>
<p><b>DASH</b> – Disablement Association Hillingdon – offering a free impartial confidential service of information, training, independent living, welfare benefit advice, advocacy, counselling and practical help for people with disabilities.                  Wood End Centre, Judge Heath Lane                  Hayes UB3 2PB                  Tel: 020 8848 8319                  Email: <a href="mailto:info@dash.org.uk">info@dash.org.uk</a>                  Web: <a href="http://www.dash.org.uk">www.dash.org.uk</a></p>	<p><b>Office of the Public Guardian</b> - supports and promotes decision making for those who lack capacity or would like to plan for their future. Protects people who lack capacity from abuse.                  Archway Tower, 2   Junction Road                  London N19                  Tel: 0845 330 2900                  Web: <a href="http://www.publicguardian.gov.uk">www.publicguardian.gov.uk</a>                  Email:  <a href="mailto:Customerservices@publicguardian.gsi.gov.uk">Customerservices@publicguardian.gsi.gov.uk</a></p>
<p><b>Hillingdon People First</b> – self advocacy for people with a learning disability                  See DASH</p>	<p><b>Independent Complaints Advocacy Service</b> - supports people wanting to make complaints about NHS funded treatment or services.                  POhWER, CAN Mezzanine                  32-36 Loman Street                  Southwark London SE1 0EH                  Tel: 0300 456 2370                  Minicom: 0300 456 2364                  Web: <a href="http://www.pohwer.net">www.pohwer.net</a></p>
<p><b>Hillingdon Centre for Independent Living</b> – a permanent display of equipment for daily living and information and advice service for people with disabilities and their carers to help choose the right equipment.                  See DASH                  Tel: 01895 484 880                  Web:  <a href="http://www.hillingdoncentreforindependentliving.org.uk">www.hillingdoncentreforindependentliving.org.uk</a></p>	<p><b>Disabled Go</b> – free website for details information about access relating to all kinds of disabilities  <a href="http://www.disabledgo.com">www.disabledgo.com</a></p>

<p><b>Hillingdon Carers</b> – <i>providing information on a range of issues and services available to carers and cared –for including welfare benefit entitlements and assistance with claims.</i>  126 High Street, Uxbridge UB8 1JT  Tel: 01895 811 206  Web: <a href="http://www.hillingdoncarers.org.uk">www.hillingdoncarers.org.uk</a>  Email: <a href="mailto:office@hillingdoncarers.org.uk">office@hillingdoncarers.org.uk</a></p>	<p><b>Disabled Living Foundation</b> – <i>practical information and advice on equipment to assist with independent living.</i>  380-384 Harrow Road, London W9 2HU  Tel: 020 7289 6111  Text phone: 020 7432 8009  Helpline: 0845 130 9177  Email: <a href="mailto:info@dlf.org.uk">info@dlf.org.uk</a>  Web: <a href="http://www.dlf.org.uk">www.dlf.org.uk</a></p>
<p><b>Hillingdon MIND</b> – <i>information advice and support for Hillingdon people with mental health problems</i>  Aston House, Redford Way  Uxbridge UB8 1SZ  Tel: 01895 271559  Web: <a href="http://www.hillingdonmind.org.uk">www.hillingdonmind.org.uk</a></p>	<p><b>Hillingdon Women’s Centre</b> – <i>drop in centre offering advice on legal matters and counselling.</i>  333 Long Lane, Hillingdon UB10 9JU  Tel: 01895 259 578  Email: <a href="mailto:hillingdonwomen@aol.com">hillingdonwomen@aol.com</a>  Web: <a href="http://www.hillingdonwomenscentre.org.uk">www.hillingdonwomenscentre.org.uk</a></p>
<p><b>Community Cancer Centre</b> – <i>drop in providing information and support for people with cancer and those caring for them, general information, counselling and complementary therapies, networks and support groups.</i>  18a Fairfield Road, Yiewsley UB7 8EX  Tel: 01895 461 016  Web: <a href="http://www.communitycancercentre.org.uk">www.communitycancercentre.org.uk</a>  Email: <a href="mailto:office@communitycancercentre.org.uk">office@communitycancercentre.org.uk</a>  <b>NHS Direct:</b> 0845 4647</p>	<p><b>Royal National Institute of the Blind</b> – <i>advice on benefits, mobility, staying independent</i>  105 Judd Street London WC1H 9NE  Helpline: 0303 123 9999  Tel: 020 7388 1266  Web: <a href="http://www.rnib.org.uk">www.rnib.org.uk</a>  Email: <a href="mailto:helpline@rnib.org.uk">helpline@rnib.org.uk</a></p>
<p><b>Patient Support – Expert Patients Programme</b> – <i>an initiative to help people living with long-term health conditions to maintain their health and improve their quality of life through self management courses</i>  Kirk House, 97-109 High Street, Yiewsley UB7 7HJ  Tel: 01895 452 000  Email: <a href="mailto:expertpphillingdon@yahoo.co.uk">expertpphillingdon@yahoo.co.uk</a>  web: <a href="http://hillingdon.nhs.uk/epp.html">http://hillingdon.nhs.uk/epp.html</a></p>	<p><b>Crown Debt Advice Centre</b> - free and confidential debt advice service to the community  Cedar House, Vine Lane,  Uxbridge UB10 0BX  Tel: 01895 237 308  Web: <a href="http://www.crowndebtadvice.org.uk">www.crowndebtadvice.org.uk</a>  Email: <a href="mailto:enquiries@crowndebtadvice.org.uk">enquiries@crowndebtadvice.org.uk</a></p>
<p><b>Patient Advice and Liaison Service</b> – <i>help with any difficulties you experience with local health services.</i>  Kirk House, as above  Tel: 01895 488555  Email: <a href="mailto:Hil-pct.hchpals@nhs.net">Hil-pct.hchpals@nhs.net</a></p>	<p><b>Middlesex Assoc for the Blind</b> – <i>offers advice e support, financial support in the form of a grant, IT training</i>  The Sight Centre, Suite 3 Freetrade House  Lowther Road, Stanmore HA7 1EP  Tel: 020 8423 5141 Web: <a href="http://www.aftb.org.uk">www.aftb.org.uk</a></p>