



SOCIAL CARE



PERSONALISATION



CHOICE & CONTROL OF YOUR CARE



Meeting your needs



SOCIAL CARE PERSONALISATION: CHOICE AND CONTROL OF YOUR CARE

PERSONALISATION is an approach where support is focused on the individual, providing for their specific needs. People can shape the services they receive, using their Individual Budget.

WHAT ARE INDIVIDUAL BUDGETS?

An **Individual Budget (IB)** is an amount of money given to you to meet your assessed social care and support needs and to help you stay as independent as possible. The money can be used to buy support which is tailored to your specific needs. The budget can be made up of one or more of the following:

- City's Contribution – based on assessment of need
- A personal contribution - based on a financial assessment
- Other funding sources e.g. charity or family

WHO CAN HAVE AN INDIVIDUAL BUDGET?

Everyone who is eligible for adult social care services is eligible for an Individual Budget. The City of London has agreed to meet needs which are '**critical**' or '**substantial**' according to the national guidelines "Fair Access to Care Services".

From June 2011 onwards, all new and existing service users in the City of London will be allocated their own Individual Budget. Those who are not eligible will be given information and advice on how to access other sources of help, services and support.

HOW DO I GET AN INDIVIDUAL BUDGET?

1. **Initial assessment and reablement** – You will tell us about your needs. If you are in a crisis situation, or have the potential to regain your independence you will go through a period of reablement. If, after this, you need longer term support you will continue with the following steps.

2. **Telling us what help you need** - You will need to tell us about the support you need by filling out an assessment questionnaire. You can complete this yourself; with a relative or friend; or we can provide help. We can then work out how much money is required to meet your needs.
3. **Your budget** - Once we have agreed the help you need, we will work out a budget for you. This is the amount of money which you will be able to spend on the support you need. You may have to make a contribution to your budget based a financial assessment.
4. **Preparing your support plan** – You will need to develop a plan to show how you will spend your budget to meet the needs you told us about in Step 2. The City can provide help to prepare the plan.
5. **Agreeing your support plan** - Once you have discussed your support plan with your social care worker and we have agreed that it meets your needs, you will receive a letter to show that your plan has been approved, confirming your Individual Budget.
6. **Arranging your support** – there are several options - you can choose to arrange your own support, have someone do it for you or ask us to do it. Write down which you would prefer in your support plan.

HOW CAN I USE MY INDIVIDUAL BUDGET?

There is a lot of flexibility in how an individual budget can be used, but it can only be used to meet the goals identified in the support plan. Your social care worker will go over your plan on a regular basis to check if any changes are needed.

The individual budget could be used to:

- **Employ a personal assistant or carer:** you can get help with the various responsibilities that come with employing your own carer or personal assistant.
- **Use a care agency:** we can recommend agencies that provide services that meet the national minimum standard.
- **Use Day Care**

- **Purchase equipment:** the personal budget can be used to buy specialist equipment to meet a need or achieve your support plan.
- **Arrange transport:** you may wish to pay for a carer to escort you on public transport, to help you get around.
- **Help you take part in an activity or course:** you could join a social club or attend a college course.

You may **not** use your Individual Budget for an illegal or unlawful purpose.

FREQUENTLY ASKED QUESTIONS:

- **How much money will I get?** We use the same formula for everyone to fairly allocate resources, according to eligible needs. This will be done based on your assessment questionnaire.
- **Is the Individual Budget counted as taxable income?** No, the money from the City is provided to meet your care or support needs. However the money should be in a separate bank account so you can easily show how the money is spent to meet the needs in your support plan.
- **Will anyone check on the Individual Budget?** Yes. We will need to make sure that you are using the money in a way that meets your needs. We will discuss this with you.
- **What happens if my support needs change?** You should let us know as soon as there are any changes so that we can review your support plan and help you change it as necessary.
- **Does having an Individual Budget affect my benefits?** No, an Individual Budget is provided for your support needs and is not counted as income for purpose of calculating benefits. Your benefits will not be affected.
- **What if the person I care for cannot make decisions for themselves?** We can either make the decisions on their behalf or we can discuss their needs with anyone who has 'power of attorney' to act, and make decisions for them. As a carer we will always ask your advice.

If you have any questions, please ring 020-7332-1573 or send an email to adultconsultation@cityoflondon.gov.uk