

Planning your support



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Services come in many different shapes and sizes. Some will suit you more than others – and there may be more on offer than you expect. Social care services are not simply split between homecare and residential care; there are lots of other options, like extra-care housing or sheltered housing. These can help you to stay as independent as possible, with support available if and when you need it. You may be able to mix and match different types of support, including regular short breaks (respite care) for a relative or friend who supports you.

We will also do our best to make sure you get the kind of information, advice and support that can help prevent the need for more intensive services.

How do I know what support is right for me?

When you telephone Adult Social Care, we start by asking you some basic details about yourself and your support needs. This is what we call a 'contact assessment' and helps us to understand the direction to take next.

Your main need may be for information and advice. If so, we will provide this for you, or we will direct you to another organisation that can help you.

You may be able to manage most things, or you may need support to do some of the things you used to take for granted. If you tell us how you are coping, we will be able to assess what support you need and what services are available to support you:

- If you have just come out of hospital (or only need support for a short time) we will send you information about our Reablement Service and the Short Term Team. These services are specially designed to help you get back up to speed as soon as possible, and offer different types of support. Someone from the right team will arrange to visit you at home, at a convenient time. We will then be able to look at what the right option is with you.
- If you need a community alarm, assistive technology, or equipment and adaptations for your home, we will ask the relevant team to contact you directly to discuss this with you.
- If your needs are long term, or more specialist, then we will ask staff from one of our locally-based teams to come out and visit you for a more in-depth discussion of your needs. This is what we call a 'core assessment'.

Assessing your need for long-term support

When the care manager visits you for the core assessment, you will be able to explore your needs in more detail and focus on what is important for you to achieve. It also helps us to work out how much the cost of your support will be, and how much we may be able to contribute to the cost.

All assessments are free, even if you have substantial savings or property. Carers can also have their own separate assessment.

Your care manager will concentrate on the areas where you have told us you are having problems, and will work with you to set goals to help you to remain independent in your own home for as long as possible.

These are the types of things your core assessment for long-term care might cover:

- **Personal care needs, such as any help you need with eating, drinking and other things, such as washing and bathing**
- **Practical aspects of daily living, such as laundry, shopping and paying bills**
- **Any problems you have with getting out and about or with your involvement in your local community, your place of worship, hobbies or work, education and volunteering**
- **Your home, family and health, including your mental health**
- **Your family and carer responsibilities**
- **Your safety and security at home and outside**
- **The support you have at the moment from family, friends and neighbours.**

Your views on what you want to achieve, and the views of your family or carer, are vital to the assessment.

Once the assessment has been completed, your care manager will put forward a funding request for approval to Adult Social Care. If we agree to make a contribution to the cost of your support, we will award you an Individual Budget.

Individual Budgets

The idea behind an Individual Budget is to put you in control of the support you receive. It allows you to choose when you receive support and who provides support for you. You can spend your Individual Budget in almost any way you choose, as long as it helps to meet the goals you have set out in your support plan. An Individual Budget means you can get personalised services tailored to your specific needs.

How is my Individual Budget calculated?

When we have completed your assessment, we look at how much help you need and we work out how much we think that support should cost, which gives you a total budget for the cost of your support package. We may be able to make a contribution to the cost of your support, and we will be able to let you know exactly how much you will have to pay when we have completed a full financial assessment.

Options

We then give you several options.

- **You can organise your support yourself. We call this a Cash Individual Budget.**
- **You can choose someone else to organise support for you, though they may ask you to pay them for this. We call this an Individual Service Fund.**
- **You can choose to have the Council organise your support. We call this a Virtual Individual Budget.**
- **You can have a mixture of any type of payment described above.**
- **You can opt for a cash lump sum for an item that you and your care manager have agreed is necessary for you.**

A Cash Individual Budget gives you the ability to organise your own support. The Council pays you an agreed amount of money. You can then hire the support service of your choice. That way they work for you and not for the Council.

A checklist of other things you need to know about Individual Budgets can be found at the end of this leaflet.

Even though the money for all or part of your support might come from an Individual Service Fund or a Virtual Individual

Budget, you are the customer. You have a right to be listened to and your opinions should be respected. Whoever provides support for you is there to help you and should do everything possible to respect your needs.

Support planning

Once your care manager has completed the assessment, and you know how much money Adult Social Care can contribute to the cost of your support, you can begin to develop your support plan.

Your support plan is about ways to spend your Individual Budget, so that you can achieve the goals you will have discussed with your care manager during your assessment.

If you need help writing your support plan, you can ask family members, friends or neighbours to help you. We can also provide you with help from a broker in writing your support plan. A broker can be your care manager, or one of our staff from the Self-directed Support Team. You may have to pay for the cost of a broker from the Self-directed Support Team, although the first hour will be free of charge.

This is your chance to be really creative about what you want to do, and decide who can provide what you want. There are lots of services and opportunities available for you, and brokers will have ideas about how these can help you achieve your goals. You can also look at our online service directory.

www.manchester.gov.uk/MyManchesterServices

You might want to:

- employ a personal assistant to help you take care of yourself and get out and about
- buy a freezer and a microwave, to make sure that you eat and drink enough
- buy a computer and broadband for online grocery shopping and banking
- agree flexible times with your homecare providers, so you can get up and go to bed at times that suit your lifestyle
- join a support group, or pay for someone to support you on holiday
- sign up for voluntary work or courses to bring your work skills up to date
- employ a personal assistant to support you to attend college
- buy assistive technology to keep you safe in your home, such as mats to alert you when someone is out of bed
- take driving lessons to help you get out and about, or travel to work or college.

There are many things that will help you improve your quality of life and regain your independence. If you think something will help you meet your needs, ask your care manager.

Support planning – points to remember

Adult Social Care will help you to develop your support plan and we must approve the plan before your Individual Budget can be paid.

Anything you want to buy with your Individual Budget must help to meet the goals in your support plan, and must not be spent on anything illegal, or anything related to treatments that are the responsibility of the NHS.

You cannot overspend your Individual Budget, but you can use your own money to top up your spending.

Cash Individual Budgets checklist – what you need to know

- We can pay you on a four-weekly/quarterly/six-monthly/annual basis.
- We will provide you with support, advice and information to assist you with managing your Cash Individual Budget.
- We will ask you to open and use a dedicated bank account (separate to that of any private funds) to receive your Cash Individual Budget payments. Alternatively, if your Individual Budget is being managed by a third party, it can be paid directly to them.

- We will ask you to keep evidence of all you spend. This may include till receipts, invoices, copies of staff wage slips, copies of staff timesheets/hours worked. We will ask you to provide this evidence to the Audit Department on a 13-weekly basis to ensure that your Cash Individual Budget has been spent in line with the agreed regulations.
- The Council will have the power to claim back any funds that have been used to purchase items or services which are not outlined within the support plan.
- If you employ staff, you must take out a public liability insurance policy to the value of £20million and employee liability insurance to the value of £5million. The cost of this should be met by your Cash Individual Budget and outlined within your support plan.
- If you employ staff, you must carry out a Criminal Record Bureau (CRB) check on any person you are intending to employ. If the prospective employee has a valid CRB check but it is 12 months old or more, we recommend that you complete a new one. Even if you want to employ a close relative, you must carry out a CRB check. All CRB checks will be paid for by the Council and you will be advised of the process.

Contact details:

Adult Social Care Contact Service: 0161 255 8250

Fax: 0161 255 8266

Textphone: 0161 272 8770

Websites: www.manchester.gov.uk

www.manchester.gov.uk/MyManchesterServices

This information is available in alternative formats on request.

Please ring Promotions and Publicity on 0161 234 3880