

A Customer Guide to Personalisation

The path to choosing the right support

What is Personalisation?

Ealing Council Adults' Services have been transformed to make those services that focus on improving your independence, health and well-being more personalised. This is so you have greater choice and control over how your support is delivered, and the flexibility to meet your needs in a way that suits you best.

Personalisation is the name given to this new way of providing adult social care and is being introduced across the UK.

What will Personalisation mean for me?

We recognise that you know what support is best for you. Personalisation means that, instead of Ealing Council deciding which services you need, we will let you know up-front how much money is available to meet your needs and you can then choose what support to spend that money on.

For the first time, people eligible to receive services from the council can see how much money they have to spend and be in the position to choose how it is spent.

How will I know what money is available to meet my needs?

This will depend on what your individual needs are. A care manager will complete a needs assessment with you and will ask you questions about what support you require. Based on the results of this assessment, the council will decide whether you are eligible for council funded support. If so the council will provide you with a **Resource Allocation**. This is the figure that should be used to plan your support to meet your social care needs.

If you have any questions about your needs assessment or your Resource Allocation, you can discuss these with your care manager.

How can I plan to spend my Resource Allocation?

Once you know the amount of your Resource Allocation, you can choose the services that meet your needs best. Assistance is available to help you make these choices. Although there are some things you cannot spend your Resource Allocation on, there are many ways in which you can use it to meet your social care needs.

Previously you might have been limited to traditional services such as attending a day centre, but under Personalisation you will have a greater choice. For example, you could pay for your transport to the shops, or to visit a friend or relative. You may wish to attend a course at a local college to learn a new skill, or take part in a leisure activity that you enjoy.

Ealing Adults' Services can answer any questions you might have about how your Resource Allocation can be spent.

What is a support plan?

A **support plan** sets out in detail the ways in which you plan to use your Resource Allocation to meet your social care needs.

You can also include things in your plan that don't cost money and/or things that you are planning to pay for yourself.

You can choose to complete your own support plan or you can get assistance with this from either the council or an independent support planner. Ealing Council Adults' Services will provide you with more information on the support planning options available to you and can answer any questions you might have about completing your support plan.

All support plans have to be agreed by the council to ensure that your chosen support arrangements:

- Meet your eligible social care needs
- Are within your Resource Allocation

- Keep you safe and well

The cost of your agreed support is the amount of your **Individual Budget**. The Individual Budget represents the amount of money we believe you require to meet your eligible social care needs. If you do not agree with the amount of your Individual Budget you should discuss this with your care manager.

Will I have to contribute towards my Individual Budget?

Social care, unlike healthcare, is not free for everyone and this will not change under Personalisation. How much the council will pay towards your Individual Budget, and how much you will pay towards your Individual Budget will be decided after a financial assessment.

We will need you to complete a financial circumstances form to tell us what your financial position is so we can calculate how much, if anything, you will pay towards your Individual Budget. Finance officers are available to help you complete this form if you would like any assistance in this area. We can also provide you with support to ensure you are receiving all the benefits you may be entitled to.

Some support provided to you at home will be exempt from a financial contribution for example:

- Equipment and minor adaptations
- Telecare
- In-house homecare reablement services for a maximum of 6 weeks
- Intermediate Care Services for a maximum of 6 weeks
- After Care Services under Section 117 Mental Health Act 1982

We have a **Contributions Policy** that explains this in more detail.

How will I receive my Individual Budget?

Once your support plan and your Individual Budget have been agreed, you can choose to receive your Individual Budget in one of the following ways:

1. Cash Budget

You can receive the council's contribution towards your Individual Budget as a cash payment if you want to arrange your services and handle the payments for these services yourself or through a representative. You will need to open a separate bank account so the money doesn't get mixed up with your own.

2. Council Managed Budget

The council recognises that some individuals may prefer not to manage a cash budget, or may be unable to do so. You can choose for your Individual Budget to be held by the council who will manage the budget on your behalf. This means that the council will plan, arrange and organise your support for you and make sure that it is paid for.

3. Mixed Budget

You can choose to receive some of your Individual Budget as a cash payment and for the council to hold some as a council-managed budget. This is a great way of trying out the cash budget option if you are unsure about managing your own support!

Remember, you can at any time choose for the council to manage your Individual Budget on your behalf, so that you don't have to do this yourself.

Who can have an Individual Budget?

If you are assessed as having substantial or critical social care needs under the Fair Access to Care Services criteria, you will be entitled to an Individual Budget from the council.

If you are assessed as having low or moderate needs, you will not receive an Individual Budget, but we can provide you with information and advice about a range of community-based services. Many of these services are free of charge, but if there is a cost involved we will advise you of this where possible.

If you are already in receipt of a service from us nothing will change immediately. You will be offered an Individual Budget the next time we **review** your needs.

How will you review my needs?

We want to know that your chosen support is working for you. So, after 6 weeks we will give you a quick follow-up call to see how you are. Then, at the end of the year you will have a formal review so we can see how your support plan is working for you.

If your needs have changed during this time, you may need a new assessment. If this is necessary your care manager will organise this with you. You should be aware that your Individual Budget might increase or decrease depending on the outcome of your re-assessed needs.

You should contact the council or your care manager as soon as possible if your circumstances or needs change before the date of your next scheduled review.

Where people choose to receive their Individual Budget as a cash budget, we will also have in place a process to monitor how the money is being used. We will tell you more about this process once you have chosen how you wish to receive your Individual Budget.

How can I get more information?

You can find out more about this new approach to adult social care by either speaking to directly your care manager or by contacting our Social Services Contact Centre on **020 8825 8000** or by email at sscallcentre@ealing.gov.uk