

## Great Expectations?

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## PERSONALISATION

- A new approach to delivering social care which will require radical changes to the way services are organised and delivered.
- This is the beginning of a changing relationship between the service user and the provider.



## Why a Radical Reform?

- Current pattern based upon what's available and services are not co-designed or produced by people who use them...

**Except of course in the Voluntary Sector!**

**Personalisation** aims to deliver on outcomes identified by the service user.

**Not an add-on but a replacement.....**



**Personal Budgets can be seen as key mechanisms to deliver the reforms but will only be effective within a context of new approaches to commissioning**



## What are Personal Budgets?

- A person-centred assessment and planning process and a transparent allocation of resources.
- A mechanism for allowing the individual to decide how the money is spent, in a creative way, to meet their individual needs and preferences.



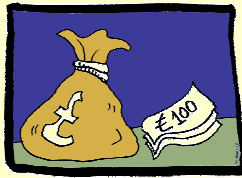
## How do they work?

- People who are eligible to receive Community Care Services will be referred to a Care Manager.
- They can help the person fill in a Self Assessment Questionnaire.
- Points add up to a resource allocation
- Identify an amount of money on an individual basis.
- Bring together different funding streams
- Let people use the money in a way that suits them



## Bringing in different funding streams

- Social Care budget
- Independent Living Fund
- Supporting People
- Integrated Community Equipment
- Disabled Facilities grant
- Access to Work

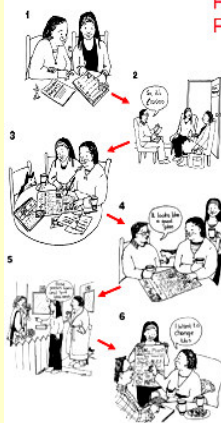


## Agree a Support Plan

- Individuals can manage their own budgets or secure the services of a broker to do that for them.
- Support Plans must be agreed by the Care Manager
- Individuals cannot use the IB for illegal activities or be exposed to serious risk



## How the Individual Budget Process will work



1. The person does their own self-assessment - or contacts a care manager for an assessment.
2. The care manager says how much money they are eligible to in order to meet their needs. This money is the person's Individual Budget. The care manager also says how the person can get support to plan - if they want it. The care manager says what makes a good plan - the criteria. If the person needs an agent, this is agreed.
3. The person works out their support plan - with help if they need it.
4. The care manager checks and signs off the support plan if it is a good plan.
5. The person gets their Individual Budget and organises their support. If the person wants someone else to organise it for them, a family member might help. But they could also ask a support broker, a trust, a support provider that would hold their Budget as an Individual Service Fund, or the care manager.
6. The person and the care manager review the plan, perhaps after a year.

## Great Expectations

- Put the person who is supported, or given services, in control of deciding what support or services they get.
- Recognise that making a choice can involve some risk
- Allow support from a broker or advocate, family or friends



## What are people buying?

- Broker, advocate
- Personal assistance, respite, short breaks
- Assistive technology
- Driving lessons, college courses
- Reflexology, massage, aromatherapy
- Bike, dog, camera, gym membership



## Not just a systems change but a change in culture...

- Is policy proceeding with enough evidence?
- What will the impact on Carers be?
- Those who qualify will have an improved service.....at the expense of those who don't?
- Will the choice of services still be in the market place?



What do you think?

