

Chapter 2

Self Directed Support



Sharing Knowledge
Working Together
Improving Lives



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Self-Directed Support

Self-directed support is about people being in control of the support they need to live the life they choose. It is generally talked about in relation to provision of Adult Social Care.

In the past, the idea was that the local authority would look after our needs in the case of old age or disability, if we were short of the necessary funds. However, over the last 25 years there has been a shift from this form of thinking and the current view (quite rightly) is that the people who have a need are in the best place themselves to decide how to spend the money for their care. This process is also referred to as 'personalisation' or 'personal budgets'. In effect, it is about giving people real power and control over their lives.

A peer supporter who has been through the process of directed support can be an excellent guide and help to others. You may know the processes as run by Adult Social Care already.

However, this training manual aims to take you through a process which will hopefully allow you to check that your own needs are being met. It can also act as a reference guide for others who you may wish to help take through the process.

Identifying Need

The process is defined via the Care Act 2014, regulations made under the Care Act and statutory guidance.

Care Act 2014: <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

Regulations :

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/366048/43738_2902999_Regs_Affirmative_Accessible.pdf

Guidance: <https://www.gov.uk/guidance/care-and-support-statutory-guidance>

The criteria used for deciding whether you're entitled to care provision is based on "need". Need is evidenced through an eligibility criteria and whether you can't do two or more of the 10 specified outcomes. .

The Eligibility criteria consists of a three step decision process:

- 1 - The adult's needs arise from or are related to a physical or mental impairment or illness
- 2 - As a result of the adult's needs the adult is unable to achieve **two or more** of the 10 specified outcomes described below
- 3 - As a consequence of being unable to achieve these outcomes there is, or there is likely to be, a **significant impact on the adult's wellbeing**

An adult's needs are only eligible where they meet all three of these conditions.

The specified outcomes are:

- Managing and maintaining nutrition** - Local authorities should consider whether the adult has access to food and drink to maintain nutrition, and that the adult is able to prepare and consume the food and drink
- Maintaining personal hygiene** - Local authorities should, for example, consider the adult's ability to wash themselves and launder their clothes
- Managing toilet needs** - Local authorities should consider the adult's ability to access and use a toilet and manage their toilet needs
- Being appropriately clothed** - Local authorities should consider the adult's ability to dress themselves and to be appropriately dressed, for instance in relation to the weather to maintain their health
- Being able to make use of the home safely** - Local authorities should consider the adult's ability to move around the home safely, which could for example include getting up steps, using kitchen facilities or accessing the bathroom. This should also include the immediate environment around the home such as access to the property, for example steps leading up to the home
- Maintaining a habitable home environment** - Local authorities should consider whether the condition of the adult's home is sufficiently clean and maintained to be safe. A habitable home is safe and has essential amenities. An adult may require support to sustain their occupancy of the home and to maintain amenities, such as water, electricity and gas
- Developing and maintaining family or other personal relationships** - Local authorities should consider whether the adult is lonely or isolated, either because their needs prevent them from maintaining the personal relationships they have or because their needs prevent them from developing new relationships
- Accessing and engaging in work, training, education or volunteering** - Local authorities should consider whether the adult has an opportunity to apply themselves and contribute to society through work, training, education or volunteering, subject to their own wishes in this regard. This includes the

physical access to any facility and support with the participation in the relevant activity

- i. **Making use of necessary facilities or services in the local community including public transport and recreational facilities or services** - Local authorities should consider the adult's ability to get around in the community safely and consider their ability to use such facilities as public transport, shops or recreational facilities when considering the impact on their wellbeing. Local authorities do not have responsibility for the provision of NHS services such as patient transport; however they should consider needs for support when the adult is attending healthcare appointments
- j. **Carrying out any caring responsibilities the adult has for a child** - Local authorities should consider any parenting or other caring responsibilities the person has. The adult may for example be a step-parent with caring responsibilities for their spouse's children

Carers Assessment

The Care Act puts carers under similar footing as those they care for, and are now legally also entitled to a needs assessment.

When considering a carer a local authority must consider:

- Whether the carer is able, and is likely to continue to be able, to provide care for the adult needing care,
- Whether the carer is willing, and is likely to continue to be willing, to do so,
- The impact of the carer's needs for support on the matters specified,
- The outcomes that the carer wishes to achieve in day-to-day life, and
- Whether, and if so to what extent, the provision of support could contribute to the achievement of those outcomes.
- A local authority, should also take regard of
- Whether the carer works or wishes to do so, and
- Whether the carer is participating in or wishes to participate in education, training or recreation.

In order to go through this process you will need to contact your local authority Adults Social Care Service and ask for a "needs assessment" or if applicable a "carers needs assessment". Someone trained should then be allocated to you and help you do an assessment.

Every person who feels they need an assessment are entitled to one subject to the eligibility criteria and the authority is duty bound to complete one.

Supported Self Assessments

In line with our ethos of Independent Living, choice and control we are keen to promote a new provision of supported self-assessments under the Care Act. Supported self-assessments allow a person to complete the assessment themselves but ask for any help and assistance they require from the authority.

Income/Benefits Check

Before you arrange for a visit from an Occupational Therapist or Social Worker, or if one has already been arranged for the client, it may be worthwhile thinking and preparing yourself and the client with some background information.

In order to ensure that you offer a full rounded service (there may be other avenues of help) it may be worthwhile checking if the client has maximised their incomings by checking they have applied for all necessary benefits. This can be done online via the useful government web site.

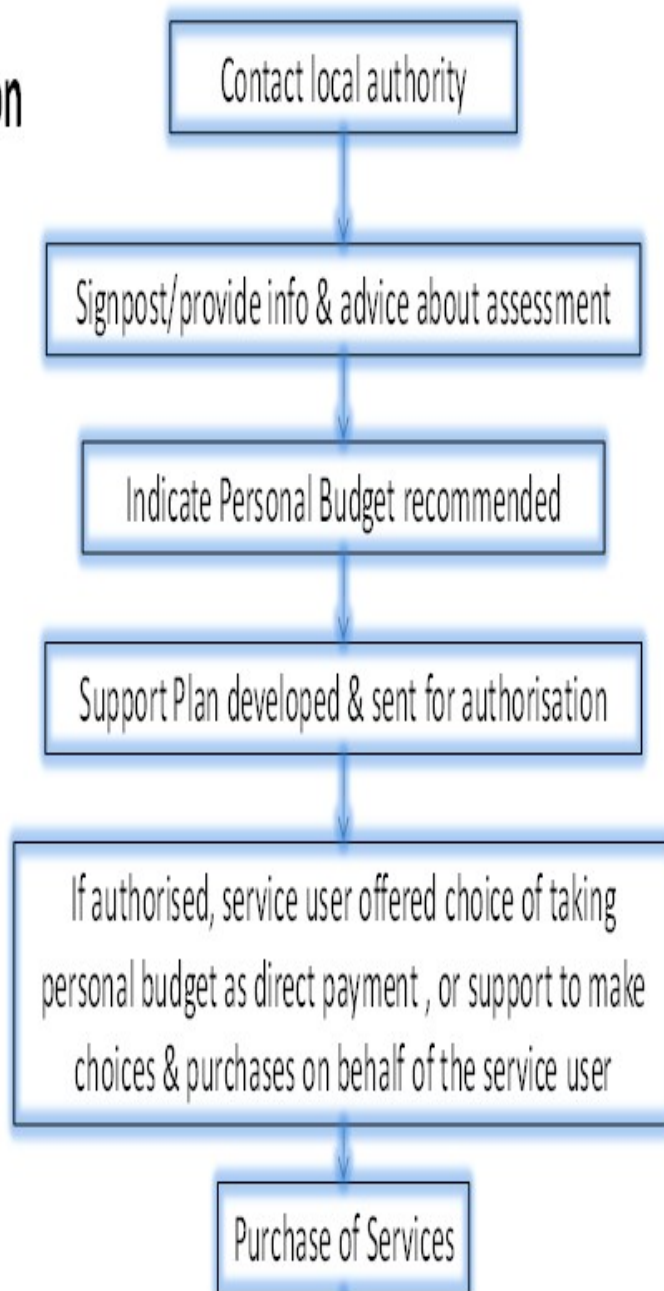
<https://www.gov.uk/benefits-calculators>

Exercise 5

Go online and check your own circumstances on the online checker. You never know!

The Adults Social Care Process Flow Chart

Personalisation Process



Once you have decided that you or a person you know has a 'need', the first thing to do is contact your local authority Adults Social Care and ask for an assessment. Following a screening process through the Customer Service Centre, an

appointment will be made for a visit, if necessary. Even if you do not meet the criteria, the authority is still duty bound to offer you advice and assistance on how your needs may be met via alternative means.

Before phoning, it is important that you and the client note down the issues and clarify their 'needs'. You could use the peer support record form to identify what these needs are or maybe for the future.

Be positive. Ask them what a good day would look like for them and discuss that. Go through daily activities from start to finish. The aim is to get the client to tell you what a good day would be like and how they/you (together) can plan to get over any issues/problems/obstacles in order to make this happen. Then ask them what a bad day is like and work towards a way of sorting out the issues one by one.

TIP: Remember to use the Socratic Method of questioning. It is important to get all the details. Remember to ask open questions like 'How?' not 'Can you?'

Exercise 6

Fill in the form now, as if you were the client. Go back to what you have written in a day or two. Check it. Have you missed anything?

TIP: Write a diary or get the client to write a diary of your/their needs as you go through each step of the day. You may be surprised. Other things, issues or problems may come to you or them which you hadn't originally thought of.

Quote: Keep a diary, and someday it'll keep you. Mae West

The Visit

On the allocated day, the client may wish for you to be present when the occupational therapist or the social worker visits. If so, it will be up to you to arrange a suitable time. Remember it is their needs that are being assessed, not yours. It is acceptable to help via prompting but let the client speak for his or herself. If the client agrees, let the social worker see the peer support form and your notes. This may help all parties and reduce the need for the client to repeat themselves.

RAS/Needs Assessment

The Social Worker will also fill in a form with details about the client's needs. This form is known as a RAS form (Resource Allocation Systems) or a Needs Assessment. The form is used to define each person's personal budget. Each area

of need is scored and points allocated to that need. The points are given a financial value, which are totalled up as a sum. This defines how much the the client will get as a personal budget/direct payment.

Note: the forms do change regularly, so it is not possible to give an accurate copy of such a form. However, as a guide, the type of questions they may ask, or you need to ask, are listed below.

A copy of the form for illustration purposes can be found:

<https://www.lincolnshire.gov.uk/residents/adult-social-care/adult-care-manual/forms-library/124842.article>

Things to consider

Getting Up

'So tell me your routine from getting up in the morning.'

Issues to consider(Remember to ask, 'how?'... not 'can?')

Getting out of bed.

Transferring

Getting to the bathroom. Bath and shower access. How/can toileting be managed? - getting to the toilet, cleaning, brushing teeth, washing, hair, feet, back, shaving, drying, hair, makeup.

Getting dressed. How/can this be managed? - top, bottoms, pants, socks, shoes.

Breakfast/Lunch/Dinner

'Can you get own breakfast/lunch/dinner?' 'How do you get breakfast?'

Issues to consider

Filling the kettle.

Opening jars for coffee/tea.

Pouring the kettle safely.

Carrying a hot drink to a table or chair.

Cooking – turning the cooker/oven on, lifting pans (or sliding pans), using the microwave, carrying pans to the sink, using cutlery.

Washing up - can you wash up, dry up, put cutlery and pans away safely?

Do you eat hot meals? How often?

Can you make yourself a small snack, say sandwiches or beans on toast? How would you do this?

Are there any dietary issues/needs? Religious needs or particular health needs in relation to food?

Are there any mental health issues regarding eating?

What do your main meals consist of? Is it a balanced or special diet?

Daily activities

How do you get around house? Do you use walls or furniture?

What about falls? What causes them and can you get up again? How do you do that?

How do you safely manoeuvre around the house/stairs? What about lifting and transferring?

Do you have a comfortable chair to sit on - one which you can get in and out of?

Is the lighting/heating suitable? Are you warm enough? Can you use heating thermostat or gas fire say, safely?

What about cleaning? - hoovering, dusting, changing bed sheets, wiping surfaces, picking up dropped items from the floor?

What about moving things around the home? General maintenance? Washing/drying/ironing/ clothes?

How do you communicate with friends and family? Do you have visitors? How often?

Do you have a computer? Do you know how to use a computer? Would you like a computer? Are you aware of the benefits of having a computer?

How do you keep yourself occupied? Tell me what you do during the day.

Do you have any things you like doing at home (hobbies)? For example, listening to music, watching TV, talking to friends, gardening, needle work, reading. How do you do these things? Do you need help to access these things?

Can you get hot drinks in the day easily (see food section above)?

Outdoor Activities

Getting shopping - how do you get to the supermarket/shop/post office?

Medical visits? How do you get to doctors, dentist, and hospital?

If you can't get there how do you manage?

When there, can you reach items and get about the store?

How do you get shopping home and put away easily?

Money issues - getting to the bank/post office, paying bills.

Are you security aware?

How do you buy clothes? In shops or online?

Can you exercise? If not, what stops you? Do you get any exercise regularly? Would you like to?

Socially

How do you get out and about? Transport issues - toileting, drinks, meals. Can you get your equipment out i.e. wheelchair?

What do you enjoy most when out and about?

How often do you have breaks/holidays? How do you manage/cope/get around?

Do you have friends/family you can meet or go out with? How do you do this?

If you could do anything (within reason) that you really enjoyed, what would that be?

What about clubs/social? What stops you doing this?

Sleeping/night time

Is the house safely secured at night?

How do you get undressed? How do you get in to bed?

How do you sleep?

Do you have troubled sleep? Why?

What do you do if need to use the toilet in the night/day? Can you get there safely/quickly and in time? Do you use a commode or bottle? How is this emptied? Is there anyone around to help? Can you manage to clean yourself or change sheets/clothing etc if accidents occur?

What would you do in an emergency? Is there anyone you can call? Are there friends/neighbours/family to help?

What would you do if you felt really ill, all of a sudden?

Medical needs

Do you have case manager? A care plan? Do you see anyone regularly? Do you get any regular health services, e.g. physio.? Have you had a physio assessment?

How do you access services adequately - nurse/GP/hospital/dentist?

Are you visited by any medical profession?

How often? What for?

Do you get pain? Do you have regular medicine? What about prescriptions and any memory issues? What about opening packages and getting right medicine? How do you manage this?

What about other care services you need? Massage, physio, chiropractor, and haircuts/podiatry? How do you pay for this?

Mental issues

How is your general health? Do you get tired easily? Do you get down? What could we do to help with this? Do you feel like you are coping or are you struggling? Do you feel lonely? What do you think we could do to help with this?

Equipment

What equipment (aids) do you have? Wheelchair electric/manual, walking frame, stick, cane, arm crutches, rollator, cushion, bed lift assist, clothing/dressing accessories, washing accessories toilet/shower/bath, (bath lift, rails, hosit) feeding accessories, reaching/grabbing accessories, transport for out and about, telecare, telephone? If deaf or other learning difficulties how do you communicate? Is this effective? What about the maintenance of these?

Emergency call outs

Who would you call and how? Would emergency services know your needs (ICE in phone), medicine tub in fridge? If prone to falls, do you have a bag ready to take to hospital in an emergency? Key safe? Tele-care system?

Other Awareness

Do you have smoke alarm, door chain, carbon monoxide detector? What about servicing of the boiler? Are you aware of door sales and other 'free offer' scams? Is there a telecare system? Do you know how to call emergency services? What about your medicines?

Care

Do you have family/ friend/neighbours/paid care that can help? How often? What will they help with? Do they help? In what way? Does this meet your needs? What happens if that person isn't there? Is the person happy helping you? How has this affected the relationship?

Financial Assessment

In order to work out whether you are entitled to any money, a financial assessment will have to be done. This will ensure that the money you get is correct, bearing in mind any income or capital that you have.

Exemptions from payment:

- Sufferers of Creutzfeldt Jacob Disease.
- Those subject to S117 of the Mental Health Act 1983, receiving after care services.
- people who have recently been discharged from hospital for the first six weeks.
- Any equipment which costs less than £1000

Financial Assessment and Charges (Lincolnshire)

From April 2016, contributions to non-residential care are being assessed in accordance with the revised Non-residential Adult Care Contributions Policy.

<https://www.lincolnshire.gov.uk/residents/adult-social-care/strategies-policies-and-plans/non-residential-contributions-policy/129059.article>

Capital Limits

The upper capital limit is currently set at £23,250. Below this level, a person can seek means-tested support from the local authority. This means that the local authority will undertake a financial assessment of the person's assets and will make a charge based on what the person can afford to pay. In the financial assessment capital below the lower capital limit – currently set at £14,250 – is not taken into account in the assessment of what a person can pay in tariff income assessed against their capital. Where a person's resources are below the lower capital limit of £14,250 they will not need to contribute to the cost of their care and support from their capital.

Disability related expenditure

It is recognised that it's not cheap to be disabled, though the above process talks about disability related expenditure bandings, if you feel that your expenditure is higher than the bandings allow, you are entitled to ask for all your disability related expenditure to be taken in to account regardless of the bandings.

Quote: A life unexamined is a life unlived. Socrates

Exercise 7

Use the Financial Assessment form below to help you do your own budget before you go through it with other clients. Remember to check your entitlements to other benefits first (as above).

Financial Assessment Form

Financial Assessment Form	Income weekly/monthly		
	Yours	Partners	Joint
Attendance Allowance or Constant Att. Allowance			
Bereavement Benefits			
Carer's Allowance			
Child Benefit			

Disability Living Allowance - Care Component (levels)			
Disability Living Allowance MOBILITY (information only)			
Earned Income (after tax and deductions)			
Housing Benefit			
Incapacity Benefit			
Income Support			
Income from Annuities			
Income from Trust Funds			
Independent Living Fund			
Industrial Disablement Benefits			
Jobseekers Allowance			
Maintenance Payments			
Occupational Pension			
Private Pensions			
Pension 'Guarantee' Credit			
Pension 'Savings' Credit			
Rental Income from Property			
Severe Disablement Allowance (SDA)			
Exceptional Severe Disablement Allowance			
State Retirement Pension			
War Pensions			
Working Tax Credit / Children's Tax Credit			
Any Other Income			
Disability Living Allowance/Attendance Allowance			
Savings/Investments		Value £	Tick if joint
Bank Current Account(s)			
Bank Deposit Account			
Building Society Account			
Post Office Account			
Post Office investment A/C			
Premium Bonds			
Income or Capital Bonds			
Stocks & Shares			
Unit Trusts			
Tessa/ISA			
PEP Account			
National Savings Certificates			
Any other savings/investments			
	Yes	No	Vlaue £
Home owner			
Mortgage			
Disaiblity Related Expenditure	weekl y£	Annualy £	

Cost of any speciality item caused by disability, for example:			
Cost of care and support provided privately			
Dietary needs			
Clothing/Footwear			
Equipment			
Heating/Electricity (for charging wheelchairs etc?)			
Bedding			
Metered Water			
Garden Maintenance			
Domestic Help			
Laundry			
Transport			
Personal Assistance			
Community Alarm			
Others			
Money out on Debts and Loans		Value £	Tick if joint
Mortgage			
Bank Loan			
Rent			
Council Tax			
Service Charge			
Ground Rent			
Court Orders			
Child Support			
Water Rates			
Other			
Other relevant expenditure info			

TIP: To work out your gas/electricity average, for calculating disability related expenditure i.e. money for charging wheelchairs, using bed lifts etc, use the site below. It will give you an average for your property. If you are paying more you may be able to claim this as an expense.

<https://www.ofgem.gov.uk/ofgem-publications/64026/domestic-energy-consump-figs-pdf>

With regard to working out water usage, i.e. for washing sheets etc., the average person uses 150 litres per day. So use this to work out if your bills are average or above average. If above average, you may be able to claim some money back as a disability related expense.

Documentary Proof of Expenditure

The authority may ask for some form of proof with regard to expenditure and income. This is a good opportunity for you to start building a file of records so they are at hand when you need them. Keep them with the financial assessment forms.

Indicative Budget

Once the form has been completed, and your incomings and outgoings have been worked out, the local authority will write to you and give you an indicative budget. Check this, as this will be about the money you will get. If it is wrong, or you think you or the client should get more, go back through your budget and check again. Have you missed anything? Did you forget to tell them anything? Or have they worked it out wrongly? If so, write to them or telephone them to explain. Ask for it be looked at again.

Personal Budget/ Individual Budget/Direct Payment

The money you will get may be called different things. The choice as to the type of payment you get is up to you.

A **Personal Budget** is money that is available to someone who needs support. The money comes from their local authority services.

The person controlling the budget (or their representative) must:

- know how much money that they have for their support.
- be able to spend the money in ways, and at times, that make sense to them.
- know what outcomes must be achieved with the money.

Individual Budget money for support could come from several places, including social services, the Independent Living Fund and Supporting People.

A **Direct Payment** is money that is paid directly to you so you can arrange your own support.

Personal/Support Plan

Now is the time to start thinking about planning for your future. You might have already done so. Now that you know roughly what you are getting, think about how you or the client can make best use of the money. How are you going to spend it? The authority will ask you to do a personal or support plan, which they will have to agree to before you can spend the money.

Exercise 8

Look at the draft personal plan below. Use it to record your own plans and ideas of things that you would like and things you would like to do. Be as imaginative as you like, as long as it achieves the outcomes and is approved!! Again remember to go through your notes/diary to make sure you have covered everything.

PERSONAL PLAN

Plan Summary

description of concerns, expectations of support and outcomes

Start by giving a short story of your concerns, type of disability and an overview of the difficulties you have.

Include what you hope to achieve, for example, more independence, more social activities, getting stronger, taking exercise, gardening, holidays, learning something new.....

Proposed Start Date**Everyday Tasks**

Required:

For example, need assistance with...(give as much detail as possible)

Transferring/getting out of bed and in to wheelchair.

Bathing - to help me wash my hair and feet due to lack of range of movement.

Dressing - due to balance issues and lack of range of movement in body.

Toileting.

How are you going to get out and about? (specialist taxis)

TIP: These are just some examples. Go back to the form you filled in first with the client, or to the diary. Go through it and see what you could pay for or buy that would make it easier to do the things you or the client have difficulties with.

Remember to add the things that you haven't done before, like managing staff and insurances if you choose to do it yourself.

Health and Wellbeing

Do you need help to go to the doctors? Do you need other medical assistance such as a chiropodist? Or do you need to have a massage or see a chiropractor? What about going to the hairdressers? What about any equipment that would make your life easier?

Community Life

Do you need assistance and support to participate in community life? What about visiting the library, theatre, comedy shows, going for coffee, visiting friends and family in accessible venues? How will this improve your life?
What about learning something new that may increase your chances of employment? Computer classes?

Choice and Control

How would having these things in your life improve your life choices and give you more control?
Example: By having the equipment and support mentioned in this plan, this would give me more independence of choice and control. I would be able to go out when I want and not be restricted to times when people are about to help. It would also enable me to have more choice and control over all my life and activities including fully participating within society for mine and others' benefit.

Living Safely and Taking Risks

Again, what equipment could you buy/rent to keep you feeling safe? How would this equipment keep you safe? Would it allow you to contact people in emergencies?

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Family and Relationships

Do you need help with maintaining family relationships? Maybe family are too far away and you need assistance to travel? Give details of where family are and how you could travel to see them. The same is true of friends and other people in your life. What about having a computer and learning how to use it? Could this help you keep in touch?

Contingency Arrangements

Detail plans if health or situation changes. Has a living will been made? Is LPOA in place?

Do you have a will? Have you planned for future needs? What about deterioration of your health? How will having the money help with this?

For example, planning for future deterioration of health – ‘hopefully by having this plan and the help in place, this will help slow down my deterioration, as I will have more assistance. I will use my muscles less, get less fatigued and be more positive in life.’

Getting the Money

Before you get the money, you will need to start a bank account into which the money can be paid. It will need to be a separate bank account, as this will allow you

or the client to ensure the money does not get mixed up with other finances. Banks are usually good at setting up separate accounts for direct payments, if you let them know that this is what it is for. You also will need to keep records. This should include receipts and invoices and payslips (see below) of all payments that come in and out of the account.

Once the above stages have been completed, you will receive a letter from the authority telling you how much you will get as a budget, how often and when this will be paid in to your account.

Keeping Accounts

Set time aside to do your accounts, either weekly or monthly. Don't let them build up as this can cause you unnecessary stress. Keep a written record, or use a spreadsheet like the one below, to keep a running total. It is useful to keep a separate column, and number receipts as per this column, as this will allow you to find your receipts more easily. Keep all the receipts in one place, say a folder, and keep them numbered consecutively.

These records will be needed to show the authority what you have spent your money on, when and if they ask to review your expenditure.

Example Spreadsheet

Direct Payments						
Date in:	Payment Amount IN	Payment Amount OUT	Paid to/Buy	Purpose	Receipt link	Total Remaining
29/11/2011	£X,XX,XX		LCC	Direct payment		£X,XXX,X X
30/11/2011		£X,XXX	Scooter mart	Electric Wheelchair	1	£X,XXX,X
01/12/2011		£XX	RADAR	Dis Right book	2	£X,XXX,X
07/12/2011		£XXX	Support Worker	Pay 26 hours	3	£X,XXX,X
07/12/2011	£XXX.XX		LCC	Direct payment		£X,XXX,X X
01/01/2012	£XXX.XX		LCC	Direct payment		£X,XXX,X X
06/01/2012		£XXX	Mr Massage	Treatment/Massage	4	£X,XXX,X
06/01/2012		£XXX	A&O Cleaning	Cleaning/Ironing	5	£X,XXX,X
07/01/2012		£XXX	Support Worker	Pay 26 hours	6	£X,XXX
16/01/2012		£XX.XX	Travelodge	Respite Manchester	7	£X,XX,XX

TIP: If the formula below is used and inserted in to where it says **calculation** on the spread sheet, it will automatically work out the calculations for you.

=IF(ISNUMBER(B4),(B4+G3),(G3-C4))

Getting Help to manage your Direct Payment

Sometimes we all need a slight hand. New provisions under the Care Act guidance state that you can actually use some of your budget to pay a family member to help you manage your direct payment. You must inform and get this authorised by your local authority should you wish to do so.