

Self-directed support

Offering you more choice to meet your social care support needs



**west
sussex
county
council**

Independence Choice Confidence



Introduction

West Sussex County Council provides funding to pay for some people's social care support. We believe you should have a say about how the money you are given is used, so it meets your needs in the best way possible. This puts you at the centre of the assessment and planning process, because you understand your own needs and how to meet them. We call this 'self-directed support'.

We know that giving you more choice and a say in your social care can be very successful, so we want as many people as possible to benefit from self-directed support.

Other formats

If you would like this booklet on audio tape or in a different language, please contact us.

What are the advantages of self-directed support?

With self-directed support you will be able to do the following.

- Tell us about your own care needs
- Agree what you want to achieve
- Know early on in the support process how much money is available for you to spend
- Decide how best to spend your money
- Have choice and control over your support

Can I benefit from self-directed support?

You can benefit if you are eligible to receive social care support from us.

You can get a booklet from your local office, and this will explain who is eligible for social care support. You can find the address of your local office on pages 16 and 17.



We want to support your carers as well as you, so we will assess the person who regularly cares for you, if they do not get paid for this.

What if I am not able to make decisions for myself?

In line with the Mental Capacity Act 2005, we believe that anyone aged 16 or over is able to make decisions for themselves, unless we have proof that this person is not able to. If you are not able to make your own decisions, and we have to take action on your behalf, we will do this in your best interests. If this is the case, we will discuss your needs with anyone who has power of attorney (is legally allowed to make decisions for you) to act on your behalf. If the Court of Protection has asked someone to act on your behalf, we will also work closely with that person to make sure that we meet your best interests.

How will you decide how much money I am given?

We will ask you to complete an assessment so that we can decide how we can help you. If you need help with the assessment, we can support you. We call this a self or supported assessment.

We will look at what you have told us and work out how much money may be available for your support. You can then decide how you would like to use your 'personal budget'. We will decide the final amount after agreeing a support plan with you. This will tell us how you plan to achieve your personal outcomes. You can then use the money to start paying for the support described in your plan. Your health worker or social care worker will agree with you how your personal budget will be paid.



How is the money paid?

There are several ways.

- Direct payments, where we make cash payments direct to you. If you choose this method you can arrange your own help instead of using the services we provide. You may also have help from someone else to manage your money.
- Direct payments, to an appointed suitable person, such as a family member, if you are not able to agree to receiving direct payments. This person can then buy the services you need on your behalf.
- We can manage the money for you and arrange the support you need.
- The money can be managed using a mix of all the above ways.

Where does the money come from?

Most of the money for your personal budget comes from the county council, but it may also include contributions from other sources, such as the following.

- 'Supporting People' payments for housing
- The Independent Living Fund (ILF)

You or your family can also top up the budget with your own money.

Do I have to pay towards the budget?

A trained benefits advisor will visit you and assess whether you should pay towards your personal budget. The amount we may ask you to pay will depend on your financial circumstances.

A booklet called 'Paying for non-residential services (AS2)' explains our charging scheme. You can get a copy of this booklet from your local

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office. You can find their contact details on the back pages.

Who will help me decide how to spend the money?

You may already know how you want to use the money. If not, you can take advice from one of the following.

- A family member or a friend
- A health worker or social care worker
- A support service provided by another organisation or person

We want you to be able to get good advice and support when you are planning how to spend your money. Your health worker or social care worker can help with this.

How will I be able to spend the money I am given?

Some people use their money to employ a personal assistant, who can help them with everyday tasks, such as washing or getting dressed. Others

use the money to buy care, support, or other services from the independent or voluntary sector.

You may want to spend your money on other things, such as transport, services from other organisations or people, or services in your local community. Or you could choose services we provide, such as a day service.

If you are not able to make decisions or manage your money, we will help you find someone who can do these things on your behalf.

Will anyone check to see if I am spending my money properly?

Yes. We will need to make sure that you are using the money to meet your social care needs. We will give you guidance about what we will be looking for in the support plan.

There are some general rules. You must use the money lawfully, and what you



buy must meet your social care needs and be within your budget, unless you are able to top up the amount yourself.

If you have received funding from the Independent Living Fund, you have to follow their rules about how you can spend the money. Your social care worker can tell you more about this.

Our staff will always check how you are doing.

What happens if my needs change?

You can tell us at any time if you feel your needs have changed.

We will also review your needs regularly to see whether you still need the same amount of money and support.

Confidentiality and privacy

We will keep all the information you give us confidential. We will only share your information with other organisations if you give us your permission.

We are the data controller for the Data Protection Act 1998. This means that we are responsible for making decisions about how we use your personal information.

We have a security procedure to protect information we have on paper files and on computers, so only certain staff can see and use your information.

If you have any questions about data protection, please phone 01243 777955.

How to find out more

If you want to find out more about self-directed support, please contact your local social care office. Our staff will be able to give you information and tell you who else may be able to help. You can find our contact details at the end of this booklet.

So, if you want to find out if you are eligible for self-directed support:

- contact your local social care office to see if we can meet your social care needs
- take part in a self or supported assessment to tell us about your needs
- agree what you want to achieve with us

We will tell you how much money we can give you and what, if anything, you need to pay towards the cost of the support.

Then you can:

- plan how you will use the money
- get help and advice from others (if you need it)
- decide who can best provide your support after you have agreed on the plan
- see your social care worker every so often to see how things are going and make changes as needed

The following organisations can also provide help or information.

Independent Living Association (ILA)

E-mail: advice@ilawestsussex.org
Phone: 01903 219482

ICIS : information for life

E-mail: enquiries@icis-info4life.org.uk
Phone: 0800 859 929

How can I give you my views?

We try to make sure that we always provide a high-quality service, but we know that there may be times when things go wrong.

Please let us know if you have found our services useful, or if we could improve them. If you are not happy or are worried about your situation, tell someone you feel might be able to help you. The person from our services you have been in contact with, or their manager, is often the best person to help you.

If we cannot sort the problem out at the area office, please contact:

- The Complaints and Customer Care Team (adults' social care)
County Hall
Chichester, PO19 1QT.
Phone: 01243 752164
Fax: 01243 752001
Textphone: 18001 01243 752164
E-mail:
as.complaints@westsussex.gov.uk

Our office is open from 9am to 5pm, Monday to Friday.

If you phone outside office hours, you can leave a message on our answerphone.

Our social care offices

Bognor Regis

Durban House, Durban Road
Bognor Regis, PO22 9RE
Phone: 01243 642400
Fax: 01243 642437

Chichester

1a East Row, Chichester, PO19 1PD
Phone: 01243 752999
Fax: 01243 752644

Crawley

Centenary House, County Buildings
Woodfield Road, Crawley, RH10 8GN
Phone: 01293 895100
Fax: 01293 895114

Haywards Heath

Oaklands, Oaklands Road
Haywards Heath, RH16 1SU
Phone: 01444 446100
Fax: 01444 446144

Horsham

Talbot House, 20 to 22 East Street
Horsham, RH12 1HL
Phone: 01403 213100
Fax: 01403 213125

Littlehampton

44 High Street
Littlehampton, BN17 5ED
Phone: 01903 738900
Fax: 01903 738989

Shoreham-by-Sea

Glebelands, Middle Road
Shoreham-by-Sea, BN43 6GA
Phone: 01273 268800
Fax: 01273 268801

Worthing

Centenary House, Durrington Lane
Worthing, BN13 2QB
Phone: 01903 839100
Fax: 01903 839248

Community teams for people with learning difficulties (CTPLDs)

CTPLD Coastal

1 St George's Road
Worthing, BN11 2DS
Phone: 01903 843350
Fax: 01903 843351

CTPLD North

The Martyn Long Centre
78 Crawley Road
Horsham, RH12 4HN
Phone: 01403 225100
Fax: 01403 225143

CTPLD Western

72 Stockbridge Road
Donnington
Chichester, PO19 8QJ
Phone: 01243 813400
Fax: 01243 783919

If you phone outside office hours, you can leave a message on our answerphone.

Community mental health teams (CMHTs)

Please ask your local social care office's adults' help desk for contact details.





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www.westsussex.gov.uk

E-mail: socialcare@westsussex.gov.uk

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