

An Easy Read Guide

My life

My choice

A Guide to Planning My Support

Prepared for West Dunbartonshire CHCP by
RNIB Scotland, as part of RNIB's SDS Pilot Project



Supporting people
with sight loss



West Dunbartonshire
Community Health & Care Partnership



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Part 1

How do I get the right support for me?



About this guide

We all want to feel safe and well ... but we all have different ideas about what we want our lives to be like.



We call these ideas **'outcomes'**.

This guide will help you and the people who support you to think about your life. What do you want to get out of life? What are the best outcomes for you? It will help you to think about questions like:

- ◇ What do I want to change in my life?
- ◇ What can I do on my own?
- ◇ What do I need support with?
- ◇ What kind of support do I need?
- ◇ What is the best way of organising my support?



What is Self-directed Support (SDS)?



Self-directed support (sometimes called SDS) enables people to choose how their support is provided.

Self-directed support help you reach your goals in terms of your health and social care - **your outcomes**.

Self-directed support offers you as much control as you want over the money the local authority makes available to pay for the support you receive — **your individual budget**.

Self-directed support means that you can take a more active role in arranging your support, if that is what you want.



The first step is to find out whether you need extra support in your daily life. A social worker, called a care manager, will talk to you about this. This is called **an assessment**.

If the assessment shows that you need support, someone will talk to you about the different ways that support can be provided.

What is Self-directed Support (SDS)?

If the assessment shows that you need support, you will get self-directed support if:

- You are a parent* of a child who is aged under 16 and who needs support from children's services; or
- You are an adult with a disability, aged over 16, who needs support from health and community care (CHCP) services; or
- You are an adult, aged 65 or over, who needs support from health and community care (CHCP) services.

If not, we can give you help and advice on local services that will best meet your needs. Everyone has the right to know their **individual budget** - that is, the amount of money allocated for their support - even if they do not receive self-directed support.

If you have a guardian or attorney - someone who has powers to help you - that person can be involved in arranging your support.

If you care for someone, you have the right to ask for a Carer's Assessment (see page 22 for more information).

* or someone with parental responsibility



What about the law?

On 1 April 2014, the Scottish Government made a law. The law is called **The Social Care (Self-directed Support) (Scotland) Act 2013**. This law means that:



You have the right to the same freedom and choices as everybody else - at home, at work or in the community.

You can decide what kind of support you want, and where and when you want it.

The Local Authority - West Dunbartonshire Community Health and Care Partnership (CHCP) - will not tell you what support you need. Instead, they will offer you four options:

- Option 1** A **Direct Payment (DP)** is when you get the money and you organise the support yourself.
- Option 2** An **Individual Service Fund (ISF)** is when you choose your support, but a provider organisation arranges it all and deals with the money issues.
- Option 3** With your say, the **Local Authority** will arrange and organise your support.
- Option 4** You use a **mix** of any of the three options above.

You will find more information about the law at <http://west-dunbarton.gov.uk/health-social-care/self-directed-support/>

Six Steps to Self-directed Support



First contact

If you think you need support, contact West Dunbartonshire CHCP on 01389 737000. If you already have a social worker, speak to him or her about it.



Assessment and Review

If you are eligible for support (see page 2), a care manager will talk to you about what you want your life to be like — **your outcomes**. You can talk about what you need to keep you safe and well. The care manager will help you to think about the different ways you can get support.



Working out your support—First estimate*

Your care manager will consider the support you need and work out roughly how much that support will cost. This is an **indicative budget**. These costs may change once you decide what support you would like. In some cases, West Dunbartonshire CHCP will ask the person to pay some of the costs. The care manager will discuss this with you.



* called an Individual Resource Framework (IRF) Part 1 form

Six Steps to Self-directed Support (cont.)

4

Your outcomes - Your support plan

The care manager will talk to you and the people who support you about **your outcomes** — what you want your life to be like. You will all agree what support you will need to achieve your outcomes. This is called your **support plan**. There are a number of people who can

help you with this - your family, your friends, your care manager, someone from the independent self-directed support service, or an Independent Advocate (someone whose job it is to make sure your voice is being heard (see Useful Contacts on the back cover).



5

Your final budget*

The care manager will talk to you and the people who help you about your support plan. You all need to agree that the support plan is right for you. The care manager will then work out exactly how much it will cost. We call this your **individual budget**. The care manager will then arrange for the Local Authority to approve the budget. If you want to know what your budget is, the care manager has a duty to tell you (even if you are not arranging your support yourself).



Direct Payment

6

The future

West Dunbartonshire CHCP will speak to you about your support plan on a regular basis to make sure it is still the right support for you. You can ask them to review your support plan at any time.

* called an Individual Resource Framework (IRF) Part 2 form

Planning my support — Which option is best for me?

Option 1 A Direct Payment (often called a DP)

West Dunbartonshire CHCP agrees your individual budget - how much your support plan will cost.

You take the money - the **direct payment** - and arrange your own support. For example, you might employ a personal assistant, or pay an organisation, to give you the support you need.



Option 1 gives you:

More control over the support you receive.

The ability to meet your support needs in a **range of ways**.



Option 1 means:

You need to **keep records** of how you spend the money.

If you give someone a job, you take on all the **legal duties** of being an employer. (SPAEN can give you advice about this—see page 23.)

“Mandy is sometimes not very well, and other times she is fine. So we needed her support to change when her needs changed.

Option 1 was best for Mandy so that she can have the support when she needs it.

As Mandy’s guardians, we need to fill in forms and make sure we are being good employers, but it’s worth it. Her life is so much better.”



Planning my support — Which option is best for me?

Option 2 An Individual Service Fund (often called an ISF)

You can choose the care organisation you want to provide the support you need. West Dunbartonshire CHCP will pay the money required into a special account, called an **Individual Service Fund**. The care organisation then uses this money to provide your support.



Option 2 gives you:

Some control over the support you receive.

Less paperwork and **no legal duties** as an employer

The ability to meet your support needs in a **range of ways**. (The CHCP recommends that you take the time to make sure that the provider gives a good service and that other people using the provider are happy with the support they receive.

Option 2 means:

You can't employ your own personal assistant.

The CHCP does not check out or recommend any support providers. The support organisation does not need to be registered with the Care Quality Commission.



"I don't have to be an employer. I know what my budget is. I say what I want to do myself and what I need support with. I can save some time up and have a proper break. I haven't had a holiday since Mum died."

Planning my support — Which option is best for me?

Option 3 West Dunbartonshire CHCP arranges my care and support

The CHCP arranges all your care and support.

Option 3 gives you:

Fewer responsibilities compared to other options.

The ability to meet your support outcomes using services arranged by the local CHCP.

The CHCP makes suggestions about how your support will be provided. If you are happy with the suggestions, they will arrange the support for you.



Option 3 means:

Your choice of supports is limited to those offered by the local CHCP (although a wide range of supports is available)

Option 4 Combination of Options 1, 2 and 3

You and your care manager can look at arranging your support using a mixture of options 1, 2 and 3. This gives you a balance of choice, control and responsibilities.



“The care manager and I had a good chat about the support Norma needs. I knew there would not be a lot of money, but we were able to arrange something a bit different. Norma has home respite. This means that when we go away to see our grandchildren, we know she is safe and happy in her own home.”

Part 2

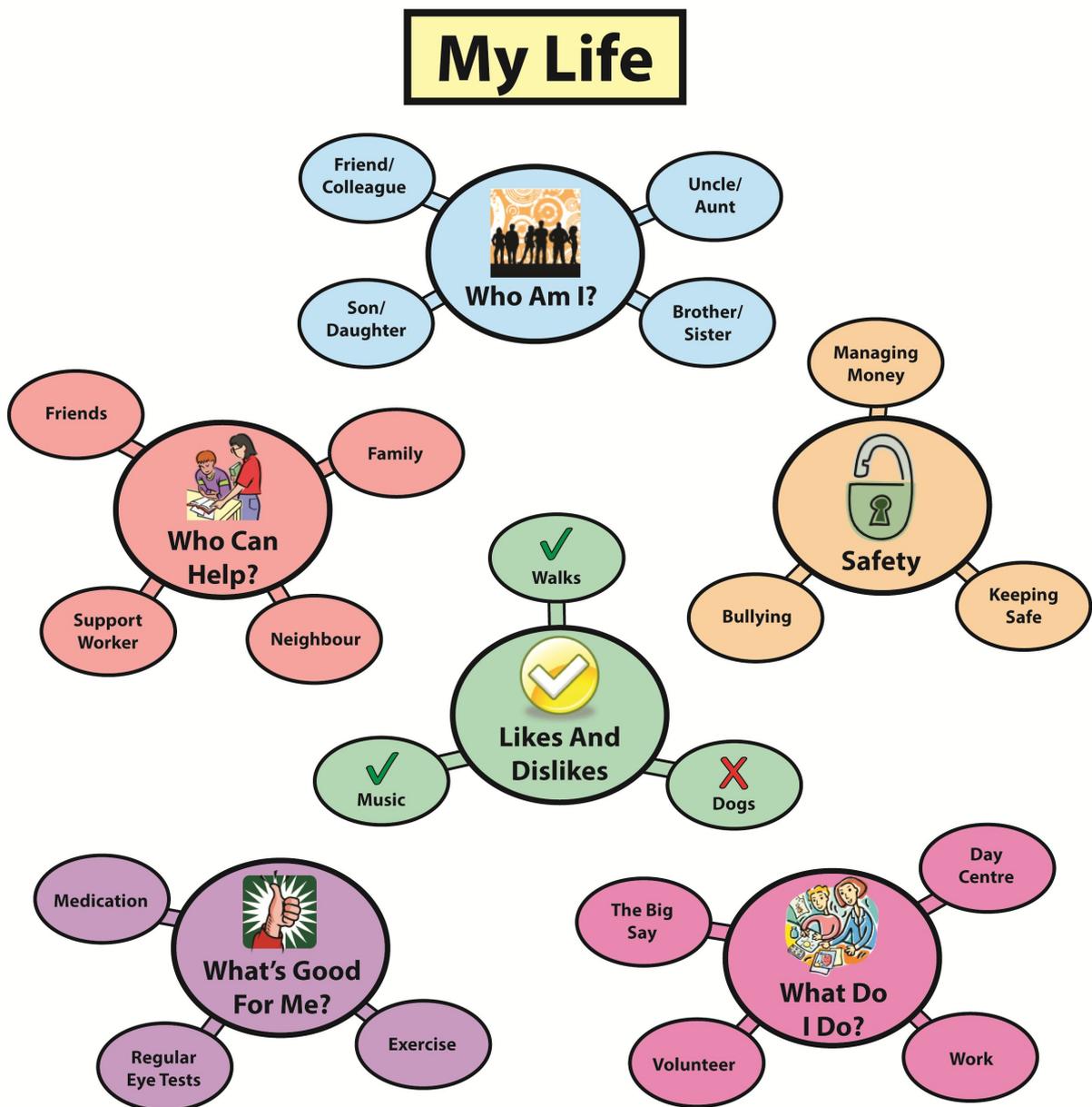
My support plan



My support plan - thinking about my life

Everyone's life is different. Think about your life. What is it like? What is important to you? These ideas will help you when you are talking to your care manager about **your outcomes** - what you want to do with your life - and your **support plan**.

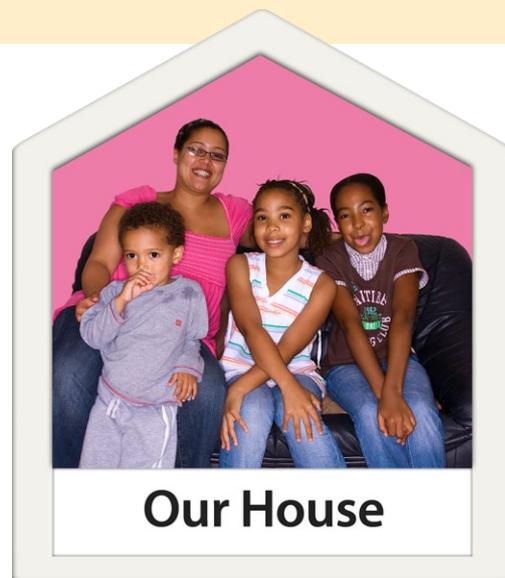
Mindmaps[™] are a good way of helping you to think about your life. You might need to ask someone to help you with this. Find a sheet of paper and draw six large circles like those in the drawing below. Now add the information about your life.



My support plan - where I live

It is important that you are happy at home. When you are thinking about your support plan, ask yourself the following questions.

- Does my home meet my needs?
- Do I feel safe in my home? If not, what's wrong?
- Does my support allow me to live as independently as I would like to?
- Who lives with me?
- Where would I like to live?



Sometimes I feel isolated and lonely living here.

I don't see many people.

I feel much better now. My family and my care manager asked me if I wanted to go to the Community Café one day a week to meet my neighbours.

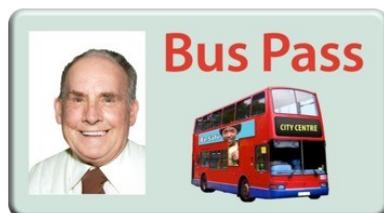
I am also finding out about local Friendship Groups.



My support plan - getting out and about

It is important that you are able to get out into the community when you want to. Your care manager can tell you about supports in the community that might help you, for example:

- Using Dial A Bus
- Getting a bus pass
- Using taxis
- Applying for a Blue Parking badge.



When you are thinking about your support plan, ask yourself the following questions.

- What is stopping me from getting out and about?
- Do I need help to get out in the community?
- Am I able to take regular exercise — for example, going for a walk or swimming?
- Am I getting the support I need with my mobility?
- Am I getting the support I need to attend appointments - for example, the doctor's?
- Are allergies or swallowing difficulties affecting what I can eat and where I can go?
- Do I need more information on support groups in my area?



My support plan - my physical health

Keeping healthy is important if you want to live a full and active life. Speak to your care manager or your GP, if you have any worries about your health. When you are thinking about your support plan, ask yourself the following questions:

My life

- Do I eat healthy foods?
- Do I drink alcohol or smoke cigarettes?
- Do I get enough exercise and sleep?
- Do I need support to improve my lifestyle?

Seeing

- When did I last have an eye test?
- If I have glasses, do I wear them?
- Do I know how the RNIB can help me?

See <http://www.rnib.org.uk> for more information.



Dentist

- Do I brush my teeth twice a day?
- When did I last visit the dentist?
- Do I need support to visit the dentist?

My general health

- Do I feel healthy?
- Am I in pain?
- Do I need support when I go to the doctor's?



My hearing

- When did I last have my hearing checked?
- Can I hear what people say when I am talking to them on the telephone?
- Do people complain that my TV is too loud?

See <http://www.actiononhearingloss.org.uk> and <http://www.deafconnections.co.uk> for more information.



My support plan - my mental health

Good mental health is important and is often related to many things, including living as part of a community and feeling that you are included and valued.

When you are thinking about your support plan, ask yourself the following questions.

- ☑ Who can I talk to when I need to?
- ☑ Are there any hobbies or interests I would like to develop?
- ☑ Would I like to learn new skills?
- ☑ What goals do I have for myself?
- ☑ What is going on in my area and do I have any problems getting involved in local events?



"Sometimes I get depressed. I don't want to go out all the time when I feel like this."

"I had a chat with my support worker and care manager and they wrote it into my support plan. I get regular checks and they make sure that I have enough rest when I need it."

So who would you talk to?



My support plan - leaving school

Leaving school and moving into adult life - this is called '**transition**' - can be a very stressful time for the young people themselves, and for their families.

Taking the time to plan ahead can really help.

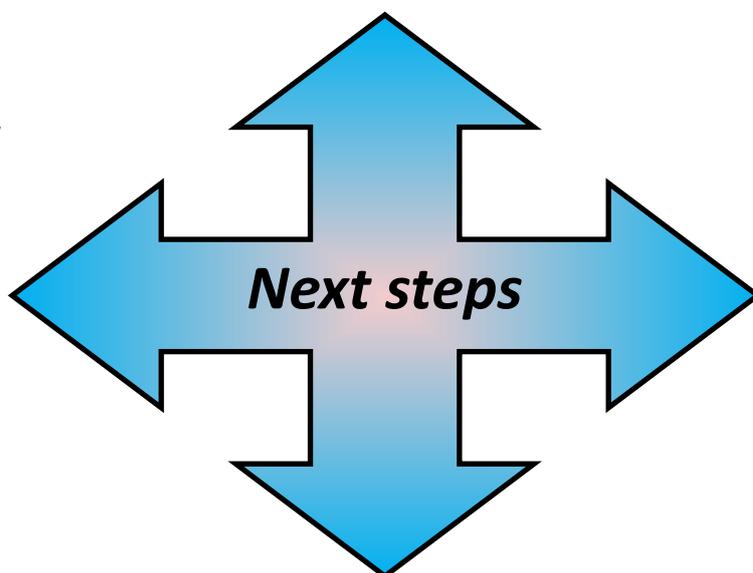
If you will be leaving school within the next year or two, your parent* should contact your care manager to discuss the options open to you.

There are many different ways in which an **individual budget** can be used to support you to achieve your outcomes as you begin your adult life.

It is important that your **plan** is practical, possible and achievable.

You will want different things from life at different times. For this reason, the plan and the individual budget of a young person in transition will be reviewed at regular intervals.

* or someone with parental responsibility



Glossary

Self-directed support (SDS): *The support a person purchases or arranges to meet agreed health and social care outcomes. It means that individuals and families can have more control over the way support is provided to them, so that they can live the life they want. They agree with the local authority what they want to achieve in their lives—their outcomes. They then draw up a support plan that reflects those outcomes and can choose from a number of options regarding how their support is provided and who provides it.*

Direct payments (DP): This option means that money is paid to individuals who have been assessed as needing support, so that they can organise and pay for their support themselves.

Indicative budget: A basic estimate of the cost of an individual's support. The care manager will work this out when he or she has a rough idea of the support an individual is considering, but does not yet know the details of the best support for the individual.

Individual Resource Framework: The way of working out how much money people are entitled to, in order to buy the support they need.

Individual Service Fund (ISF): An option offered which means that an individual chooses and directs the support, but the local authority or another organisation arranges it all and handles all the payments.

Outcome: The changes, benefits or other results that happen when an individual receives support with keeping well and safe.

Outcomes-focused support plan: An individual's plan to show how he or she can use health or social care funding and other resources to reach their agreed outcomes.

Individual budget: The actual amount of money that the local authority will make available to meet an individual's social care needs, as identified in an assessment.

Support provider: The person or organisation that gives the individual the support he or she needs.

Frequently asked questions

I am happy with the support I have – do I have to change?

No. Self-directed support allows you to choose the way your support is provided, but only if you want to.

Is West Dunbartonshire CHCP obliged to tell me about self-directed support?

Yes. From April 2014, all local authorities must make sure people know about the options for self-directed support.

Can I arrange support on behalf of the person I care for?

Yes. If you have parental responsibility for a child or young adult, you can give consent to receiving direct payments to buy in the support to meet their needs. If you care for an adult who lacks the capacity to consent to self-directed support, you can only give consent on that person's behalf if you have Power of Attorney or a Guardianship Order with relevant powers relating to that person.

This document is also available in other languages,
large print and audio format on request.

Arabic

هذه الوثيقة متاحة أيضا بلغات أخرى، والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

Hindi

अनुगोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है।

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਤਿਕਰਾਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Urdu

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

Chinese (Cantonese)

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

Polish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.

☎ 01389 737231

✉ Policy Unit, West Dunbartonshire Council, Council
Offices, Garshake Road, Dumbarton, G82 3PU

✉ policy.unit@west-dunbarton.gov.uk

Information for carers

Many carers and families provide high levels of regular care. Caring for someone can be very stressful. Carers can have concerns about money, their health and their emotional well-being. There are a range of supports available for carers. If you are a carer:

- **Ask for a Carer's Assessment.** You can talk to someone about how you are coping and what supports will help you to continue in your role. The Carers' Centre may be able to provide some support.
- **Complete a Carer's Diary.**
- **Record all the appointments or events you have missed** due to your caring commitments.
- **Explore** new and different respite opportunities

For more information:



Visit the Carers of West Dunbartonshire website

<http://www.carerswd.org>



Phone 0141 941 1550



“ I asked for a Carer's Assessment as I was struggling physically to help my son with his care as he's now a young adult. I spoke to my local social work department and they gave me the number for the Carers' Centre for support. The support worker from the centre came to the house and completed an assessment for me as a carer and the support I needed. They helped in a number of ways. For example, I went on a moving and assisting course which helped me to support my son without injuring myself. I didn't have to pay for the course. I have also met other carers through activities and support groups.”

Useful websites

Self-Directed Support Scotland: <http://www.selfdirectedsupportscotland.org.uk/>

Scottish Government: <http://www.scotland.gov.uk/>

West Dunbartonshire CHCP: <http://www.wdchcp.org.uk>

West Dunbartonshire Council: <http://www.west-dunbarton.gov.uk>

The Care Inspectorate: <http://www.scswis.com>

SPAEN: <http://www.spaen.co.uk>

RNIB: <http://www.rnib.org.uk>

Action on Hearing Loss: <http://www.actiononhearingloss.org.uk>

Deaf Connections: <http://www.deafconnections.co.uk>



Acknowledgements

The RNIB Self Directed Support Pilot project would like to thank the staff of West Dunbartonshire Community Health and Care Partnership, Lomond & Argyll Advocacy Service and The Carers of West Dunbartonshire for their hard work and support in producing this guide. In particular, we would also like to thank the residents of West Dunbartonshire who shared their experiences and insight with us and helped to produce this guide. Images royalty-free from Microsoft Publisher and reproduced with permission of Photosymbols Ltd (www.photosymbols.com).

If you are not happy

We hope that we always provide the best services for you. If you are not happy, please tell us as soon as possible. Usually, we can solve problems quickly. If this is not possible, we will let you know and your concerns will be passed on to the relevant manager. Our formal complaints process is there to make sure your concerns are addressed in the correct way. You can contact us by phone (01389 737000) or email (wdchcp@west-dunbarton.gov.uk). If you need help to make a complaint, please let us know. We can put you in touch with people who can help. Your views matter to us and help us to make our service better.

Useful contacts



West Dunbartonshire Self-Directed Support Team

9 Beardmore Street, Clydebank G81 4HA



Telephone:

0141 562 2447



Email:

sds@west-dunbarton.gov.uk



West Dunbartonshire
Community Health & Care Partnership

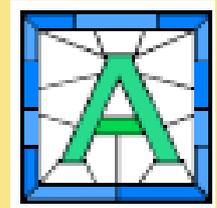
Joan Fraser

Changed Days Independent Advocacy Service

155 Glasgow Road, Dumbarton G82 2RH

Telephone: 01389 726543

Mobile: 07779 3149507



Joanne McGinley

Carers of West Dunbartonshire

84 Dumbarton Road, Clydebank G81 1UG

Telephone: 0141 941 1550



If you think you need support,
please ring: 01389 737000

