



# Care and Support Plan

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If you have been assessed as eligible for care and support (see factsheet care and support assessment for details) you need to create a **care and support plan**. This factsheet provides you with information on completing the plan as if you are taking the lead. However, you can have as much or as little support as you need as follows:

- 1) You can complete the plan yourself and return it to your social care worker. Family and friends can assist you.
- 2) You can complete the plan with a social care worker on the telephone.
- 3) You can meet with a social care worker, who will assist you to complete the plan.
- 4) If you are having your care and support needs met by a provider arranged by the council, they will help you to complete your support plan

## What is a care and support plan?

The purpose of the plan is to decide how your assessed eligible needs will be met and put you in control of your care.

## Starting your plan

Before starting the plan you need to have a copy of your care and support

assessment. This identifies all your assessed eligible needs and tells you your indicative personal budget.

**Note:** short breaks in a care home or council transport are not included in your indicative personal budget. If you need these you need to talk to your social care worker about how to do this.

To make a good plan you need to think about what is important to you and for you. As described in the box below.

- What is important to you, maybe family or people close to you, what you like to do and places you like to go
- What is important for you, maybe staying healthy, safe and well, such as being safe in your home or when you go out?

## How I make decisions and stay in control

For your plan to be agreed it needs to show whether you have made your own decisions or whether other people are helping you do this.

## Your outcomes

The council will want to know your outcomes in order to agree your plan. Your outcomes are what you want to achieve with the support you will be

provided. Examples of outcomes people want to achieve are shown in the box below.

- To stay in my own home
- To have a shower, feel clean and not reliant on my daughter
- To get to the hairdressers once a month
- To learn to use a computer
- To make some new friends
- To give my family a break from supporting me
- To help at my local library
- To meet friends for a coffee on a Thursday morning

To assist you to think about what you want to achieve consider:

What is working well in your life?  
What is not working in your life?

By considering what is working and not working in your life you can identify what you want to change.

Good days and bad days  
Sometimes it is hard to think about what is working and not working. Thinking about what makes a good and bad day might help you think about what is important and the support you need in your life to increase the good days.

**Remember you must have at least one outcome for every area of need identified in your care and support assessment.**

### **Designing and organising support**

When planning it is helpful to think creatively about how your needs can be met.

Think about unpaid people who could help you, such as family, friends or neighbours.

Consider your current networks and what else is available in the community that can help you to meet your outcomes.

The example in the box below demonstrates how Jean met all her outcomes without the need to use her indicative budget.

My daughter Anne will continue to support me with keeping my home clean and tidy. She will also take me shopping each week. I have a good neighbour, Ray who will check each day that I am OK. I will continue to go to the weekly gardening group, Ray has said he will drop me off at the church and my friends, Bob and June have said they will bring me home. I will give Ray some fresh vegetables I grow for taking me.

### **Using your personal budget**

#### **Employing your own personal assistants**

Employing personal assistants offers a lot of control and flexibility compared to other ways of spending personal budgets. However, it also includes having responsibilities for managing and employing staff. This should not discourage you from considering employing your own staff. With the right support, many people find this very satisfying and gain confidence over time.

#### **Buying services from providers**

Personal budgets can be used to buy services from providers such as those

providing personal and social care. A home care agency is one example but there are many. If you use a direct payment to buy services there is a greater range and choice available to you, such as micro-providers. These are small providers of less than five full time people who can provide a very personal service.

Details of all services available can be found on the website

[www.nottshelpyourself.org.uk](http://www.nottshelpyourself.org.uk)

This web site is free to use and designed to be the 'First place to look' for information and support to live independently for adults in Nottinghamshire.

### **Personal budget managed by the council**

You can have the Council manage your entire personal budget and organise your support for you. These services include home based services, day services and residential care home short breaks or placements.

### **Equipment and other items**

Disability related equipment and equipment that assists you to stay independent are normally provided by the Council and Visual Impairment Service (ADVIS) rather than a personal budget.

You may wish to purchase other items not counted as disability equipment. Questions that you and the Council will need to consider are:

- Is there an alternative way of funding the item you want to purchase?
- Is it the cheapest way of meeting

your outcome?

- Does the item reduce the long term need for paid support from another person?

### **What you cannot spend your personal budget on**

Here is a list of things that you cannot use your personal budget to pay for and should not be included in your support plan:

- Gambling
- Alcohol and tobacco
- Utility bills & rent
- Personal debts
- Employing close relatives who live in the same house as you
- Using care agencies not regulated by the Care Quality commission for personal care
- Paying for support that should be provided by another organisation like e.g. the NHS

### **Exploring different options for organising your support**

With personal budgets you can think creatively and not just focus on what services the Council normally provides for people unless this is what you have decided to buy.

### **Managing your personal budget**

Exploring different ways of getting support will help you to think about how you want to manage your personal budget. The council will want to see who is responsible for organising and arranging the support you buy.

There are 3 options available which are:

## **1) Personal budget as a direct payment**

Many more people are now having their personal budget as a direct payment. With direct payments you get the money paid to you as a cash payment. For detail see the factsheet:

### Care and support – direct payments

## **2) A managed personal budget**

This is where the Council organise services on your behalf

## **3) A mixture of a managed personal budget and direct payment**

### **Putting the costs of support in your plan**

In order for the Council to agree your support plan, it will need to be clear what you are going to spend your money on and the costs of the support you are going to buy. This will include:

The costs of employing your own staff

The costs of buying a service from a provider and/or equipment

You will need to find out how much the service you are buying will cost.

### **What if the plan is under or over my budget?**

You will need to add all your items of support together and compare it to the money you had to begin with as your indicative personal budget.

Where the amount is under or the same as your indicative budget and your support plan is safe and legal, your social care worker can agree the plan.

If you go over the indicative budget, you should consider if there are more cost effective ways to organise your support. Where this is not possible or it would not be legal and / or safe to do so, you should discuss this with your social care worker.

In order for the Council to agree your plan, we need to be satisfied that it demonstrates value for money, meets your agreed outcomes, is safe and ensures your wellbeing.

### **Planning for things going wrong**

In your plan, you will need to say if there are any risks you face and how you intend to manage these. If there is a high likelihood of things going wrong which may cause injury or hurt to you or others, the Council will not be able to agree your support plan and give you a personal budget.

### **Alternative arrangements and backup plan**

There may be times when plans don't go as expected, such as staff being off sick or unpaid support being unavailable. It is important to have a 'back-up' plan for this type of event. Planning ahead give you reassurance that support will be organised in the way you want it. In your plan include details of your backup plan and any additional costs.

### **How will you make your support plan happen?**

Once you have finished your support plan, you need to think about how you will make it happen. If you decided to employ your own personal assistant, for example, this will mean finding someone to work for you.

## Creating the support plan

All the information you have gathered needs to be written in your plan.

### What happens if I get better or get worse?

If your situation changes, you need to inform us as your support plan and personal budget allocation will need to be changed accordingly.

We have a duty to review everyone who receives a personal budget. We will review it within 3 months of it starting and then every 12 months. It can take place by sending you the form to complete yourself, over the telephone or face to face.

The review provides an opportunity to check whether:

- you are still eligible for social care
- the outcomes in your support plan are being met and whether the support is working for you
- the outcomes are still relevant
- your needs or the needs of a carer if you have one have changed
- you are satisfied with your support
- you wish to change the way your personal budget is managed
- any new outcomes have been identified

You may have an earlier review and/or more frequent reviews if:

- you have been provided with a personal budget for a short period to enable you to regain skills so that you can do things yourself, for example, to get you back on your feet after a period in hospital. Once you are able to do things

yourself, the personal budget will be ended

- there is a change to your needs or your circumstances
- you have complex needs
- you are considered to be at risk

A personal budget can go up or down, stay the same or will be stopped if you no longer need our support.

### Do I have to pay towards my support?

Most people pay a contribution towards the cost of their support, dependent on the level of their income and savings. The amount you pay will be based on a financial assessment.

If you refuse to have a financial assessment, or you have more than £23,250 in savings you will need to fund the whole cost of your care yourself.

For more details on paying towards your care see factsheet:

[Living at home – paying towards your personal budget](#)

## Contact Information

### For information on care and support assessments:

#### Go on-line

#### Call the Customer Services Centre

Phone: 0300 500 80 80

Monday to Friday: 8am to 8pm

Saturday: 8am to 12 noon

Email: [enquiries@nottsc.gov.uk](mailto:enquiries@nottsc.gov.uk)

Website: [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)

Minicom: 01623 434993

**For emergency assistance** between the hours of 5 pm – 8:30 am call the **Emergency Duty Team: 0300 456 4546**

Mon – Thurs: 5pm – 8.30am

Operates 24 hours at weekends from 4.30pm on Fridays to 8.30am on Mondays.

Operates 24 hours during all public holidays.

### For information on financial assessments

#### Adult Care Financial Services

Phone: (0115) 977 5760 (Option 3)

Monday to Thursday: 8.30am to 5.00pm

Friday: 8.30am to 4.30pm

Email: [acfs.community-assessments@nottsc.gov.uk](mailto:acfs.community-assessments@nottsc.gov.uk)

#### What if I am not happy?

Talk to your social care worker. If you are still not happy you can make a complaint to our Customer Relations Service.

Tel no: 0300 500 80 80

Web:

[www.nottinghamshire.gov.uk/thecouncil/contact/comments/adult-social-care/](http://www.nottinghamshire.gov.uk/thecouncil/contact/comments/adult-social-care/)

Phone 0300 500 80 80 if you need the information in a different language or format.

#### Your workers details

Name:

Position:

Contact Details: