Care and support plans

This easy read document tells you about care and support plans which are put in place to help meet your needs.

Care and Support Plans

If you are eligible for care and support, you need to make a Care and Support Plan.

You can have as much or as little help as you need to make your plan.

You can do the plan by yourself and give it back to your social worker.

We have a separate easy read document that tell you about making your own care and support plan.

Your family or friends can help you prepare your plan.

You can do your plan with a social worker on the phone.

You can meet with a social worker face- to -face who can help you with your plan.

What is a care and support plan?

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

Starting your plan

Before you start your plan you need to have a copy of your care and support assessment.

The assessment will tell show your eligible needs and tells you what your personal budget is.

Short breaks in a care home, or council transport, are not included in your personal budget.

If you need these things you can talk to your social worker about how to do this.

How to make a good plan

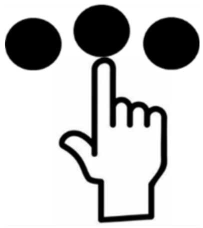
To make a good plan you need to think about what is important to you. This might include:

- family or people close to you

- what do you like to do and where you like to go

- staying healthy, safe and well in your home or when you go out.

How you make decisions and stay in control.



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

The council will want to know your outcomes before they agree your plan.

Your outcomes are what you want to achieve with the support you will get, this might include:

- staying in your own home

- having a shower, feeling clean and not having to rely on family members to help

- going to the hairdressers once a month

- learning to use a computer

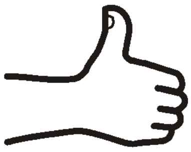
- making some new friends

- giving your family a break from helping you (respite)

- helping at your local library

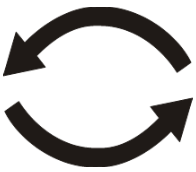
- meeting friends for a coffee

To help you decide what you want, you should think about:

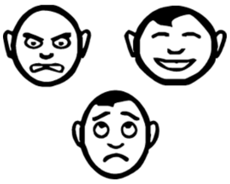


What is working well in your life?

What is not working in your life?



By thinking about what is working and what is not working you can think about what you want to change.



If it is hard to think about what is working and what is not working, you can think about what makes a good day or a bad day.

By doing this you can think about the help you need to help you have more good days.

Remember that you must have at least one outcome for area of need that has been identified in your assessment.

Designing and organising support

It is helpful to think creatively about how your needs can be met.

Think about people who are not paid to help you, such as friends, family or neighbours.

Think about the people you have in your life already, and what else is available in the community that could help you.

Using your personal budget to employ personal assistants

Employing personal assistants gives you lots more control and flexibility compared with other ways of spending a personal budget.

However, if you do this, you have responsibilities for managing and employing staff.

You can still do this, if you have the right support, and lots of people do this and get more confident over time.

Buying services from providers

Personal budgets can be used to buy services from providers such as people who give personal and social care.

There are lots of choices such as homecare agencies and micro-providers.

Details of all the services that are available can be found on the Notts Help Yourself website.

Notts Help Yourself is free to use and is designed to be the first place to look for information and support for adults to live independently in Nottinghamshire.

Personal budget managed by the council

The council can manage your personal budget and organise your support for you.

This can include:

- home based services

- day services

- residential care home short breaks or placements.

Equipment and other items

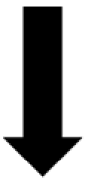
Disability related equipment and equipment that helps you to stay independent is normally provided by the council and Visual Impairment Service (ADVIS) rather than from a personal budget.

You might want to buy other items that are not counted as disability equipment.

Questions that you and the council will need to think about include:

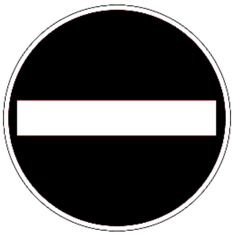
- is there a different way of funding the item that you want to buy?

- is there a cheaper way to meet your outcome?



- does the item mean that you will need less paid support from another person in the long term?

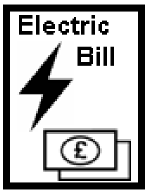
What you can’t spend your personal budget on



There are some things that you can’t spend your personal budget on, these include:

- Gambling

- alcohol and tobacco



- utility bills and rent

- Personal debts

- employing close relatives who live in the same house as you.

- Using care agencies not regulated by the Care Quality Commission (CQC)

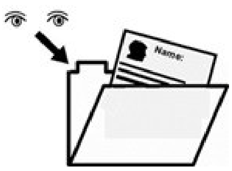
- Paying for support that should be given by another organisation like the NHS

Exploring different options

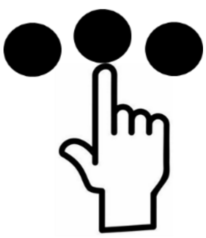
With a personal budget you can think creatively and not just focus on what services the council normally provides, unless you have decided that this is what you want.

Managing your personal budget

Thinking about different ways of getting support will help you 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 three options:

- Personal budget as a direct payment – you get your money as a cash payment and can have support to manage this if you need it.

- a managed personal budget – the council organise services for you
- a mixture of a managed personal budget and a direct payment

Understanding the costs of support

For the council to agree to your plan it needs to be clear what you are going to spend your money on and how much the support you want will cost.

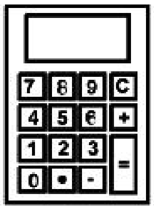
This includes:

- the costs of employing your own staff

- the costs of buying a service from a provider and / or equipment

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

What if the plan is over or under my budget?



You will need to add up all your support costs and compare it to the money you have for your personal budget.

If the amount is under or the same as your personal budget and your plan is safe and legal, your social worker can agree your plan.

If you go over budget, you should think about if there are ways to organise your support that would cost less money.

If this is not possible or it would not be safe or legal you should talk about this with your social worker.

For the council to agree your plan, we need to think that it is good value for money, meets your agreed outcomes and is safe and good for your wellbeing.

Alternative arrangements and a backup plan

There may be times when plans don’t work as expected, such as if staff are off sick or unpaid support is not available.

It is important to have a back-up plan in case these things happen.

Planning ahead will mean your support will still be the way you want it.

In your plan you should write details of your back up plan and the costs of the plan.

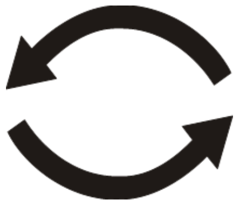
How will you make your support plan happen?

Once you have finished your plan, you need to think about how to make it happen.

If you decided to employ your own personal assistant, you would have to find someone to work for you.

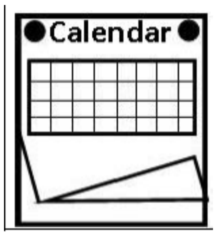
The things you have decided will need to be written in your plan.

What happens if I get better or get worse?



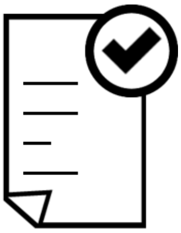
If your situation changes, you need to tell us because your support plan and personal budget may need to be changed.

We have to review everyone who gets a personal budget.



We do the first review within three 3 of the plan starting and then every year.

You can fill in a review form yourself or do a review on the phone or face-to–face.

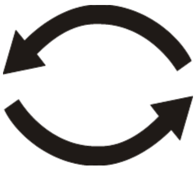


The review will check that:

- you can still get social care

- the goals of your plan are being met and the support is still helping you

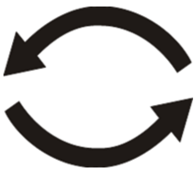
- the goals are still what you want



- Your needs haven't changed

- the needs of your carer haven't changed

- you are happy with your support

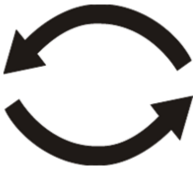


- You don't want to change the way your personal budget is managed

- you don't have any new goals

You can have an earlier review or be reviewed more often if:

- you have been given a personal budget for a short period of time to help you get your skills back so you can do things by yourself



- there is a change to your needs or circumstances

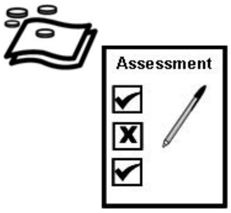
- you have complex needs.

- You are thought to be at risk

A personal budget can go up or down, or stay the same, and it will be stopped if you don’t need our help anymore.

Do I have to pay?

Most people pay some money towards the cost of the help they get, depending on the money they have and their savings.

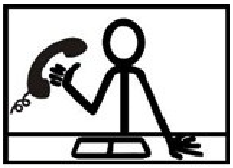


The amount of money you need to pay will be decided by an assessment.

If you refuse to have a financial assessment or have more than £23,250 in savings then you will need to pay for all your care by yourself.

We have [a separate easy read document about paying for support].

Contact Information



Our Customer Service Centre can answer most of your questions and help with information and form filling.

There are several ways to contact them, including:

Web: Use our online contact form

Telephone: 0300 500 80 80

Relay UK

Text Relay: 18001 0115 977 4050
People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the Relay UK app.

SignVideo

Sign Video
People who use British Sign Language to communicate can use the SignVideo app to speak with us.

For emergency help from Nottinghamshire County Council

For emergency help in the evenings, at weekends and on bank holidays, when our customer service centre is closed, you can call our Emergency Duty Team on 0300 4564546.

We have a separate easy read document telling you about our emergency team.

Links in this document

Making your own care and support plan: easy read

nottinghamshire.gov.uk/global-content/easy-read-library/doing-your-own-care-and-support-plan-easy-read

Notts Help Yourself

nottshelpyourself.org.uk/kb5/nottinghamshire/directory/home.page

Paying for support: easy read

nottinghamshire.gov.uk/global-content/easy-read-library/paying-for-support-easy-read

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

www.relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

Emergency duty team: easy read

nottinghamshire.gov.uk/global-content/easy-read-library/emergency-duty-team-easy-read

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For plain English web page version of this information, go to:

Care and support plan factsheet (Nottinghamshire County Council)

nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/care-support-plan-factsheet

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