



Personalisation Event Report

Darlington LINK

12/05/2010



Contents

Page 4 to 10

Introduction

Activities

Feedback

Workshop Feedback

Next Steps

Summary

Appendix 1 Poster P 13

Appendix 2 Mark Humble Presentation P 14

Appendix 3 Facilitation brief P15

Appendix 4 Personal account of budget use 94 years old P 17

Appendix 5 Personal account of budget use killer heels P21

Appendix 6 Feedback from facilitated workshops P 23

Appendix 7 Mary Hall Feedback from provider event 19th May
P 42

Introduction

In January 2010 Darlington LINK attended a 'Healthy Networks' meeting and was asked by the members present to facilitate a personalisation event. The LINK accepted the challenge and with the help of Mental Health North East, eVOLution, and Advocacy Together, promised a successful event. The three organisations helped Darlington LINK with information about activities that had already taken place and ideas for agenda items.

Darlington LINK approached Darlington Borough Council (DBC) to request assistance with funding for the event as the Business Transformation team had produced a lot of work around personalisation. Mark Humble Head of Business Transformation agreed to help with the funding and also advised that a further meeting would take place involving providers which gave is an ideal opportunity to get the service user and cares voice heard. Mark also agreed to give a presentation at the event to discuss the Personalisation Agenda and the work completed by DBC to date.

Darlington LINK then asked other agencies Darlington Association on Disability (DAD), Age Concern and Darlington Primary Care Trust (PCT) to get involved to enable us to work with as many service users and carers involved as well as to help facilitate the workshops. The agencies were all happy to get involved and a poster was developed to advertise the event. (Appendix 1) This was sent to all the groups that had agreed to help so that they could promote the event through their organisations as well as sending it to other public bodies through e-bulletins. Darlington LINK also placed an advert in the local paper to promote the event.

Activities

The morning of the event saw presentations from Mark Humble (appendix 2), a personal account of how a personalisation budget can be used from Jenny Joyce and Creative Thinking facilitated workshops (appendix 3). There was also a presentation from JJ Soup Kitchen who told us how they provide a cafe service once a week in Darlington which gives them independence and the ability to use the skills that they have obtained.

Members of JJ Soup Kitchen were also able to share examples of the food by giving out cakes to the audience.

Jenny's presentation gave information about how she felt the change to direct payments had given her some control on how she wanted the support to work for her. Then earlier this year she was given the opportunity to have a personal budget and she explained how much easier life has become. She can now attend school assemblies to watch her children; she can now take her children out to play areas and she no longer has to plan her life around someone else's availability. The personal budget that Jenny receives has given the flexibility to plan her package of care and support around her own needs, giving her freedom and choice rather than fitting in to a service.

In the participation packs distributed to attendees were case studies written by two individuals. These case studies detailed their use of personal budgets and highlighted the increased freedom and choice they enjoyed following the changes to their services (appendix 4 and 5). Mary Hall (Voluntary and Community Sector Liaison Manager Darlington Borough Council) ended the morning by telling the audience that the information gathered from the workshops would be fed back to service providers at a meeting held on 19th May. The meetings aim was to inform the service providers of the wants, needs and dreams of the public who would be using their personal budgets. eVOLution videoed the morning's events to view a copy contact Darlington LINK office 380145.

Feedback

People were invited to ask questions or raise issues after each presentation. Set out below are the questions and answers from each session with the exception of Jenny Joyce as no questions were asked of her but people did comment to let her know how informative and enjoyable her presentation had been.

Questions posed to Mark Humble Darlington Borough Council Head of Business Transformation

What happens if you spend your entire financial budget before the end of the financial year?

If you have spent it because your needs have genuinely changed then there would be flexibility for this.

If you do not spend your entire budget, what would happen?

You should give it back so that it may be used for someone else's needs. A more flexible adult approach.

Who are the agencies that will be supporting people with personal budgets?

At the moment just the care managers.

D.A.D can support

It is part of Darlington Borough Council plan to develop that more.

Would brokerage fees come out of or be in addition to your personal budget?

No definite decision as present but hopefully looking into Darlington Borough Council providing the costs for the brokerage within reason.

Elderly people were in the past excluded from direct payments will this still be the case?

Darlington Borough Council hopes to give as much choice and control as possible. Most people will have access to personal budgets with the exception of emergency care. Essentially we are aiming for personal budgets for everyone.

Will direct payments affect benefits?

Nothing will change in this respect. It will be the same as it is now. Darlington Borough Council is looking at a contribution policy. The legal framework has not changed, at the moment there is still a charge.

What other support is available for parents with disabled children?

Unsure – but from personal budget point of view the parent will use the money for what they need the most. Part of the work involved now is finding out what people want to spend the budget on. "What makes sense to you?"

Gardening has in the past not been seen or thought of as a social care need but it's about realising and understanding what makes sense for people.

Does it matter what benefits people are on?

No it is the same as it is now. Carers allowance would be the same.

Are my savings still financially assessed?

Yes. The maximum amount of savings is £23k but with every service there is a maximum amount.

Personalisation – Government are giving guidance to the Local Authority to review and process the contributions policy – Disabilities will impact – D.A.D will have input into this.

No matter how much money you have got there will still be information and support available for you.

Questions for JJ Soup Kitchen

What would someone have to do to apply to work with JJ's?

We currently have a full team but we could run try outs and then put people on a list of interested parties so that we can invite them to join if we expand.

Do you get paid?

At present the team is made up of volunteers but JJ's is being supported by eVOLution to put a business plan into place.

Did JJ's do the Catering at the Railway Museum?

No this was another organisation

What stops you from opening other days of the week?

Time – As the team are all volunteers they have other commitments. JJ's is hoping to register as a charity and employ a manager with the dream to expand one day.

Where is the Clifton Centre?

In St Columbus' Church, just off Clifton Road, Darlington.

Can members of the general public come in for a meal?

Always Welcome – Tuesdays open for lunch.

Two members of the general public recommended JJ's from the audience.

A comment was made that JJ's was not very well publicised.

On average JJ's serves 30-50 people on a Tuesday. They have a lot to deal with already. Too much publicity would cause them to be unable to cope with the workload.

Post it notes

These are the questions that were posted on the issues board. These have now been answered by Mark Humble Darlington Borough Council Head of Business Transformation Adult Social Care.

Once this is all implemented are there going to be enough people/facilities to supply the demand?

A key part of the transformation role is to support and facilitate the market to make the changes it needs to make. Where appropriate we can use the Social Care Reform Grant to support this change.

Where are the Personal Assistants (PA) coming from?

Same place as now, people can advertise and recruit themselves using Support Service if they want to. There is national and local work ongoing to develop career pathways for PA's and other social care professionals.

Who trains and vets the Personal Assistants CRB / ISA?

This is up to the individual to do this, the Support Service can assist with this, the Local Authority puts on a lot of training, PA's could make use of this.

Train the Doctor to talk to the patient not the carer?

PALs - Patient Advice and Liaison Service should be able to assist with training with this.

LINK- Local Involvement Network also have a Task group looking into access to GP services.

Where are the heated pools for people with severe impairments?

Nearest is the Pioneering Care centre in Newton Aycliffe.

Who can go to grassroots (grassroots garden scheme)?

Anyone, can use the service

Housing – is personal budgets available in lieu of housing provision?

No

What is the maximum amount of hours a service user can bank to use in the future?

There is no maximum amount this is based on individual need and reasons why hours are banked.

If an individual has not spent their allocation in the year this would be discussed, the reasons for it not being spent and a decision made on future amount.

Yearly reviews will look at needs – if money is banked it would be returned to Social Services.

Accessibility – Self assessments online?

Self assessments can be done online or hard copy will be sent out for individuals to fill in.

Option to complete on line will be available.

A range of options will be available.

Will a person taken on as a carer be under normal employment law i.e. trial period with individual?

Employment Law applies.

Yes but need to consider flexible working.

What about young carers where do they fit in this system?

Personal budgets not yet available for young carers, Children's services will offer advice on this.

Workshop Feedback

Lots of information was gathered about what people want and what their dreams are to fulfil their lives. It is evident the majority of people attending the event were requesting things like help with gardening, taking them shopping not shopping for them, being able to get computer lessons to enable them to use a computer, choosing when they want to go to bed not having to go when someone says they have to go. These are everyday tasks that people should have their own choice and control over.

One particular comment from a carer seemed to sum up things:-
“Personalisation is about being able to think about the little things and consider these not concentrating on the big things” (Full details appendix 6)

Next Steps

As mentioned above Mary Hall will feedback all information gathered to providers at an event on 19th May. (See appendix 7 for more detailed feedback of the meeting)

Summary

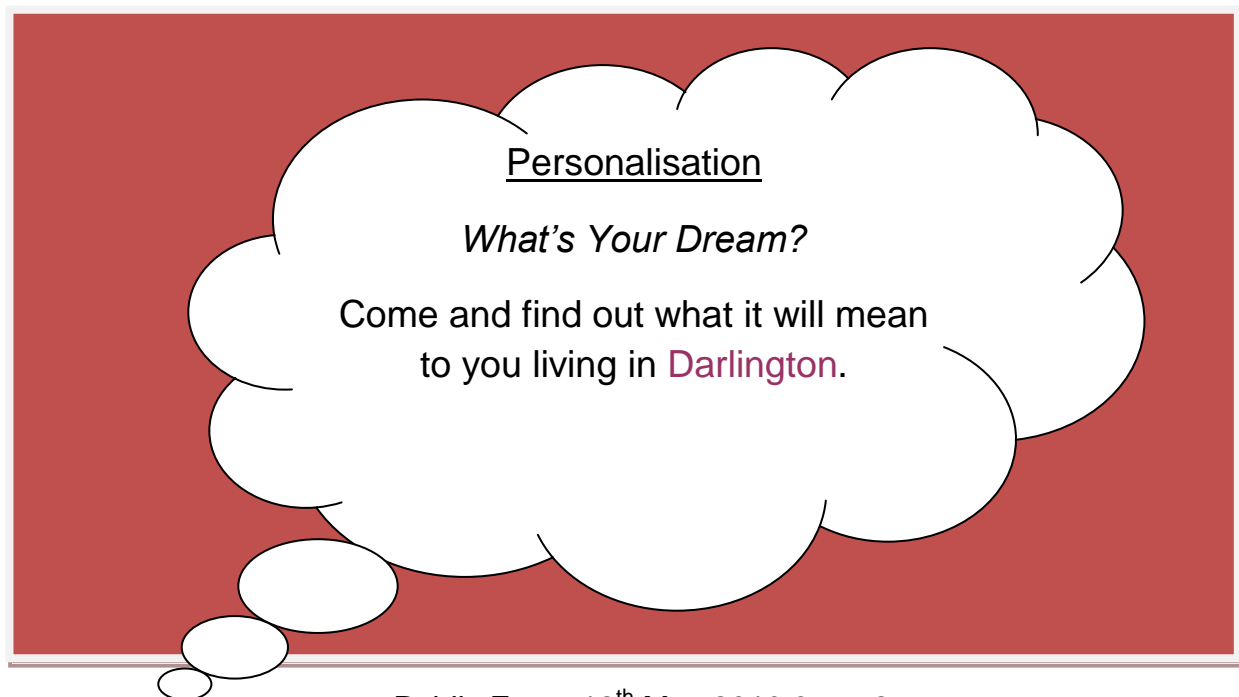
The event was very successful in obtaining people’s views, concerns and dreams of what they want from personalisation. Further events and work still needs to be carried out in order to continue to inform people about their choice and control and help them gain the support they need to live the life they want.

This event was organised to give people the opportunity to let provider organisation know what types of services people are looking for and this information will be shared with those organisations to help and assist them in the way that they shape their services for future.

Appendix 1 **Darlington LINK: Personalisation Event 12th May**

Do you use Adult Social Care now? Or could you be using it in the future? Darlington LINK along with D.A.D, Together, eVOLUTION, Age Concern, Mental Health North East and Darlington Borough Council are hosting an event to help establish what Personalisation will mean to you.

The event is aimed at service users and carers; we want to find out what you need to live a full life. There will be presentations giving information about personalisation and how personal budgets can be used. Creative thinking workshops will follow to obtain ideas and aspirations on what people want. “What’s your Dream?” This information will then be fed back to organisations at a future event.



Public Event 12th May 2010 9am–2pm
Central Hall Dolphin Centre
Tea, Coffee and Refreshments
to book a place contact
Darlington LINK 01325 380145



Putting People First



in Darlington



Putting People First in Darlington
What's it all about?



DARLINGTON
BOROUGH COUNCIL

Full Presentation can be obtained from Darlington LINK office

Appendix 3

Darlington LINK: Personalisation 12th May 2010

Facilitated Workshops - Creative Thinking

We want to find out what you need to live a full life. What type of services you are looking for and what will help you live that life.

We would like to encourage people to think creatively about what services are provided and think of options so this can be fed back to organisations at an event that Mary Hall is running for providers in the following week.

Example: - A group of people with different skills who can share these skills with each other: one is a gardener, one makes and mends clothes and the other cooks so each of them swaps their skill for use of one of the others skills. So the person who is the gardener will swap his skills with the other two and so on.

What's Your Dream?

Spend 2 minutes thinking about what your dreams are?

Spend 3 minutes sharing this with the person next to you.

Spend 20 minutes - What support / facilities do you need to fulfil this dream?

What support or facilities do you need to live a full life?

What would help the individual? Family?

What do you want that you can't get now?

<u>User</u>	<u>Carer</u>

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15 minutes talking about - Issues and Concerns – What worries me?

What support will I need?

What are the issues /concerns around these areas?

<u>User</u>	<u>Carer</u>

10 Minutes - What is working now? What is not working? What can be done differently?

User	Carer

All the information will be collated and fed to an organisation

Appendix 4

Beatrice Thompson's Support Plan

My story.....

Beatrice Thompson 94 years young! From Sheffield, My daughter, Anita and her husband Tony have live with me.

People who are paid to work for Me

Dr Kitto my GP

Claire Matthews my Social Worker

Rachel – Crossroads Home Visitor

My Life Now.....

I make all my own decisions. I always listen to any advice but every single decision about my life is made by me.

I have a lovely garden but find it difficult to spend time in it. I would NEVER want to live in care. I am happy and content in my home and spend hours with my thoughts and memories. I love my family and love inviting people to see me. Anita is a wonderful daughter and Tony is the best son-in-law in the world, he spoils me lots! I love to help with whatever I can; washing the dishes or folding some clothes. I don't have enough to do though! I miss sewing and gardening and I wish I had more company to share my memories and stories with them.

My sight lets me down and I find this very hard to cope with sometimes as I am still fit and well enough to do all the things I want! I have to rely on Anita and she is tired and getting older herself.

This is what I want in my life!

- I want someone to come when I want to help me in my garden, help me to do some sewing, help me to get out and about and visit my brother and sister.

- I want to choose this person.
- I want to stay in my own home with someone I choose to stay with me whilst my daughter has a holiday. I do not want to go into a respite unit.
- I would like to try having a city wide alarm in my home so that I feel safer when Anita is out and Anita does not have to worry.
- I would like someone to chat to and share my stories with them.
- I want a walk in shower

What would my life be like if I could have all these things?

SMASHING! I would be happier and feel safer! I would feel in more control! I would be in my glory!

Who or what can help me make changes to my life?

Anita will help me choose someone to do the things I want and to take care of me when Anita is away.

Niki will help me do my support plan and will check regularly that I am happy.

Claire Matthews will help me get a city wide alarm and will refer me to aids and adaptations to talk about getting a shower. Claire will check regularly that I am happy and safe.

Who or what can help me make changes to my life?

Anita will help me get a bank account for my Individual Budget to go into, I will need to find someone who can help with paying who I choose to support me.

My family will all check regularly that I am ok and happy.

The kind of person I would like to support me....

I want a lady who shares the same interests as me. I want help to sew and garden and I want to be able to go out and about to see my sister and

brother and go to garden centres and a sewing group. I would like someone who has their own car. I want someone who is patient and kind and has a good sense of humour. I want a person who is a good person to have a conversation with as I love to chat away about the good old days! I want someone who is caring and someone who is respectful. I want someone who my family like as well as they will be spending a lot of time in my family's home. I want someone who is confident.

I do not want someone who treats me as an old lady. I want someone with a young outlook on life who is open and lively!

Essential – female, own car, knowledge of ageing process (skin integrity etc.), awareness of health and safety as well as eating and swallowing, ability to give medication and able to do personal care (bathing) if necessary. Physically able to push me in my wheelchair, ability to share stories and listen patiently.

Desirable – interested in sewing and gardening. Talkative.

How I will spend my budget....

- I will be employing a personal assistant to spend time with me 3 times a week for a total of 10 hours per week to help me with sewing, gardening and getting out and about.
- I will be employing my personal assistant to keep me company and keep me safe one evening a week for 4 hours so that my daughter can have an evening off and go out with her husband as they never get any time together as one of them always needs to stay at home with me to keep me safe.
- I will be employing my personal assistant for 2 full weeks a year to look after me in my own home whilst my daughter has a holiday.
- I will be paying either for a taxi or for petrol (if personal assistant has own car) to visit my brother and sister once a month.

- I will be paying for a payroll service from Penderels Trust to ensure that my Personal Assistant is paid.
- I will be paying for mileage to Hillsborough to join a sewing group. My Personal Assistant will help me to go to the sewing group.
- I will be paying for a city wide alarm out of my own money.

The Costs....

What I will do	How much each week	How much per year
Personal Assistant Wages – 10 hours per week at £6.76 per hour plus 4 hours of PA time for respite once a week	£94.64 per week plus holiday pay/payroll etc. £108.67 per week.	50 weeks - £5433.30.
2 weeks respite to be provided 1 week at a time to be arranged between PA and Anita	£300 per week – 2 weeks £600 plus tax, national insurance etc.	£1000 (to cover wages and national insurance, tax etc.)
Mileage to Hillsborough once a week to attend sewing group	10 miles @ 40p per mile - £4.00	£208.00
Mileage to see brother and sister once a month.	Trip to see Walter – 6 miles @ 40p per mile (£2.40) Trip to see Edna – 5 miles @40p per mile (£2.00)	£52.80 per year
Penderels Payroll service set up Payroll - payslips		£65.00 £55.00
City Wide Alarm – own contribution	£3.08 per week	£160.16
Contingency	£22.30	£1159.70
Total	£156.42	£8134.16 (budget including Bea's contribution)

Appendix 5



Mary's Story.....



'My Goal is to wear killer heels!'

'How would you feel if you woke up one morning and you weren't able to go to work, and do the everyday things that many people take for granted?'

Mary was a lecturer at a local college until recently when she was diagnosed with a long term condition. She is married with grown up children.

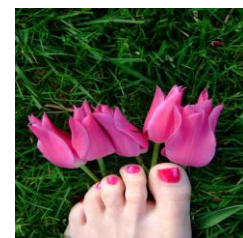
Mary had no previous experiences with social care and first found out about Direct Payments when she was told about them by an Occupational Therapist when she left hospital. She chooses to employ personal assistants who are 'self employed'.

She agreed to work with the Business Transformation Team to develop the Self Directed Support Framework that will be used in Darlington. Mary has completed a Supported Self Assessment Questionnaire which she found easy to complete and helped her to identify her needs. Mary says that changing to a Personal Budget has helped her to 'think outside of the box' and she uses the payment in ways that make sense to her.



The first thing she wanted to use her personal budget for was to employ gardeners, she enjoys the social interaction and had always enjoyed gardening in the past. It made Mary feel quite depressed to look at the garden becoming neglected – employing gardeners helps her feel much better being able to look out and see the garden now it is tidy again.

Mary then found out she could go to the local college and have beauty treatments. She has been to the hairdressers there, she has also had her nails manicured and a pedicure - at the moment she has pink toenails! She has now found out about massage which is helping her to sit straighter. Her goal is to be able to walk in killer heels!



She is a member of a local history group which she has been involved with for 35years. People aren't paid to support her here the members of the club do this.

When her personal assistant isn't available Mary is able to pay family members from her personal budget to cover her support, giving her greater flexibility.

She likes to do things independently - her husband is her best friend and soul mate first, and carer second, she likes to go out in the car, shopping etc without her husband feeling that he has to go with her. She likes to be independent and in control.



Mary is interested in the concept of 'thank-yous' payments in kind which some councils allow, where people can give gifts in kind rather than paying them money ie a bottle of wine, paying for a meal etc.

Appendix 6

Creative Thinking 12th May Steve

User	Carer
<ol style="list-style-type: none"> 1. Flexible transport 2. Personal assistants 3. Meeting places with friends (Safe) 4. Appropriate housing 5. Converted gardens 6. Advocacy 7. Mechanism to bring together 8. Holidays with appropriate facilities and trained staff 9. Flexibility and staffing 10. <u>Venue</u> very important for people with severe disabilities 11. Heated swimming pools 12. Sensory areas 13. Consultant specialising in disabilities to feed inappropriately 	<ol style="list-style-type: none"> 1. Flexible transport
<ol style="list-style-type: none"> 1. Benefits 	
<p><u>To get a flat</u></p> <ol style="list-style-type: none"> 1. Train doctors doctors to talk to the patient not the carer! 2. Transport not always available let alone accessible! 	

Appendix 6

Creative Thinking 12th May Lauran

User	Carer
<ol style="list-style-type: none"> 1. Better Life 2. Do more things in life 3. Like my own place i.e. a flat 4. Want more independence 5. A job, charity shop, any shop or gardener 	
<ol style="list-style-type: none"> 1. Holiday abroad 2. Go out in community <u>with support</u> to get confidence 3. Like my own independence 4. Would like a PA to go out with me night <p><u>Holiday</u></p> <ol style="list-style-type: none"> 1. Would need money to pay for it 2. Someone to support me to go-money to pay support 3. Decide where to go, book –support 4. Would go with friends but need support 5. I could get my family to support me and use personal budget as something else <p><u>Getting a job</u></p> <ol style="list-style-type: none"> 1. Would like to work in a factory 2. More confidence, a course or programme to build confidence / assertiveness. Would use my personal budget to pay 3. Don't need to support to access/ get to the course but wait to buy the course 4. More courses at the library 5. Try out gardening, get a placement with support to see if I like it 6. Confidence to get into work, help with filling forms, trying interviews, doing a CV 7. Courses for food preparing meals, learning to cook independently 	

<p>8. Support to go to the college to do a cookery course</p> <p>9. Need support to think about college, find out about courses, how to sign up, get support at college</p> <p>May/</p> <p>1. Older people will need a lot of support to do their support plan</p> <p>2. May need support to understand and challenge what the care manager thinks - advocacy</p>	
<p><u>To get a flat</u></p> <p>1. Need better cooking skills and support to do it</p> <p>2. Need more confidence</p> <p>3. Support to budget and handle money</p> <p>4. Support on how to look for a flat with a garden, find out about having pets... – form filling</p> <p>5. Would like to share with a friend</p> <p>6. Would PA come to my house and show me how to cook to gain confidence then go to college</p>	

Appendix 6

Creative Thinking 12th May - Sue

User	Carer
<ol style="list-style-type: none"> 1. Let me get on with my life 2. Getting in and out of bed but it has to be at a certain 3. Want to change time to suit my needs 4. To go out more 5. Transport needs to be easier to get 6. Cost needs to be the same accessible taxi is more expensive 	<ol style="list-style-type: none"> 1. Personalisation, thinking differently about support 2. Little things are as important as the big things in life 3. People are presently controlled- this will give them freedom to make choices
<ol style="list-style-type: none"> 1. Being able to have a without having to psychiatrically label myself 2. Relief not to have to go to the job centre 3. Age shouldn't be restrictive/ stop you from doing things or being taken seriously 4. Feeling safe- currently feel very unsafe 5. Older people being "turfed" out of their homes. Lack of gardens 6. When in care home unable to put up family cost to excessive 7. Feeling that social workers will decide what will be done for people other than the person deciding 	
<ol style="list-style-type: none"> 1. Support workers are fantastic but I do like to be independent 2. Care workers arriving when they like e.g. "breakfast comes at 11:30 lunch at 11:45" 3. Care worker (PA) arriving at a time fixed by the "user" 4. More flexibility needed 5. More help is needed to explain personal budgets on a 1-1 basis 	

Appendix 6

Creative Thinking 12th May - Mary

- 2 Jackie to remain creative as I get older
- 1 Frank Get my stories published
- 3 John holidays

User	Carer
<p>What are your dreams?</p> <p>1 Do my own thing, I need support to get out of bed</p> <p>1 Go out when I want to, transport is a real issue, more accessible taxis standard bus and taxi fare</p> <p>2 Access to education learning</p> <ul style="list-style-type: none"> • Photography • Creative arts (locally based) <p>Ongoing achievements, I need to be able to achieve</p> <p>Mentoring Services</p> <p>3 Carry on with my music including writing music playing putting pieces together continue to learn i get lots of support from MH Services.</p>	<p>Personalisation is about been able to think about the little things and consider these not just concentrating on the big things.</p>

2 To have my own carer without having a label to go with it. To have a carer because i want and need one as a person with needs dreams etc.

2 feeling vulnerable because of my age – not safe, house been broken in to. I want to feel safe i.e. safer housing many older residents have had to move because of this.

2 care home with a garden and facilities for families to stay over.

2 more advocacy services more choice about living independently

1 good support/ care services from social services although no flexibility i.e. sometimes i change my mind about what food choice i want and that sometimes i want to make / cook it myself social services tell me off for this.

1 choice about when i go to bed, everyday decisions – i want more control over these i want flexibility

2 services say they offer personalised services but don't deliver these.

Services provided still fit into the provider not the user.

Service provision needs to be much more personalised.

- Quality time
- Respite
- Holidays with others
- Time with friends
- Going to the college (LD)
- Advocate @ college for interviews
- Banking hours so longer holiday
- Train fares
- Friends to travel
- Visiting castles
- Swim with dolphins
- Travel around the world
- Weekends away
- Catering course of job
- Card making activities
- Charity shop
- Live music events
- Cross stitching
- Learn to drive
- Just get about
- Learn to fly
- Sunshine holidays
- Family time
- Drama club
- Theatre

- Cinema
- Activities for disabled children
- Travel buggy
- Befriending service
- Information link
- Arts activities
- Children care
- Pets – dog walking
- Veterinary treatment
- Cake making
- Courses
- Timing
- Flexibility
- Access to advocacy
- Advocacy health workers
- Dental care
- Opticians
- Named person to help with benefits
- Bingo
- Shopping – general
- Alternative therapies
- Cloths shopping
- Hair dresser
- Hill walking
- Swimming

- Sports
- Pool
- Pub / bar meals
- Indian head massage x 2
- IT general help
- Beauty therapy
- West end shows
- Housing support – moving house
- Filling in forms
- Housework
- Ironing
- Decorating
- Gardening
- Personal safety around the homes
- Handyman
- together

Appendix 6

Creative Thinking 12th May - Mike

User	Carer
<ol style="list-style-type: none"> 1. Important to maintain independence 2. Flexible support services gardening, handy person scheme - easy access 3. Around the house support scheme – setting up the TV 4. Buddy – Assistance technology scheme 5. Support to go night clubbing 6. Flexible respite 	<ol style="list-style-type: none"> 1. Flexible support 2. Support to help me plan – PCP 3. Carer support in my home 4. Examples of good practice and places to stay 5. Doctors/ Nurses doing home visits 6. Flexible transport service 7. Police and PSCO doing more home visits and crime prevention advice
<ol style="list-style-type: none"> 1. Information in lots of different places, we need LAC or a one stop shop 2. More accessible changing places 3. More benefits advice 4. Older people - Mental health can be as important as physical health 5. Hospital patient passports 6. Keep things simple 7. Support for disabled people to find work. Sort out Job Centre plus 	<ol style="list-style-type: none"> 1. Need to ensure carers know what's available support/ respite 2. Lack of understanding of carers assessments 3. Need a recognition of what carers do offer but also what limitations they have
<p><u>Working</u></p> <ol style="list-style-type: none"> 1. Number of support groups available to help and signpost 2. Shop mobility is good 3. Health and social care work well together <p><u>Not Working</u></p> <ol style="list-style-type: none"> 1. Health- need to make it clear where services are 2. Health- G.P. – need flexible appointment 3. Health - Mixed experience with G.Ps, some do annual health checks, some don't 	<p><u>Working</u></p> <ol style="list-style-type: none"> 1. People are starting to listen <p><u>Not Working</u></p> <ol style="list-style-type: none"> 1. NHS facilities for people with mental health issues who don't like leaving home 2. Need to deliver personalisation within the NHS 3. Need to treat S.U. and carers are experts 4. Dignity in care needs to improve 5. Operations - you can now choose your hospitals

Appendix 6

Darlington LINK: Personalisation 12th May 2010 - Andrea

What's Your Dream?

<u>User</u>	<u>Carer</u>
<ul style="list-style-type: none"> • Accessible transport – To get out and about • More time to myself – Less time planning, more time for spontaneous activity • To be able to take your own risks and learn from your own mistakes • More choices • More flexibility for innovative ideas • Professionals to listen and take account of what I say – I am the expert in my care and needs • More support with work – Getting people back to work. Just because my body may not work as well as it used to, does not mean my brain doesn't 	<ul style="list-style-type: none"> • Individual transport – Not a bus that you have to book 3 weeks in advance, and then picks 12 people up before you. • Access to ANY bus. • Transport times, early mornings, evenings and weekends are a battle. • There should be less hoops for people to jump through if they want to set up an agency for support. More smaller agencies would mean a more person centred approach. Competition would mean large agencies could not get complacent and would stop them losing individuality. • Getting back to work is a real minefield. As far as we know there is not an existing agency in Darlington with enough experience and insight into what people actually need • Agencies need to have a more person centred approach. Have real knowledge of the local area and services available.

<ul style="list-style-type: none"> • 24 hour support that means I don't have to go to bed at 7pm • To have improved signposting/tasters so that I know EVERYTHING that is available to me • Skills trade – Gardening for cooking etc. • Relationships and Sexuality – It's important and shouldn't be glossed over • Health Issues – Allow personal space. If I am talking about something personal I may not want my carer to be present • Personal space on a night out • I should not be put in a room to talk about my health with another 10 or more people. Just because we were all were disabled or mentally ill, does not mean we all have the same problems or issues • Age/Sexuality/Religion – All important issues • Focus on a smoother transition from being a child to adult 	<ul style="list-style-type: none"> • If a young person wants to go to a nightclub until 2am, should this really be seen as unreasonable?
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15 minutes talking about - Issues and Concerns – What worries me?

What support will I need?

What are the issues /concerns around these areas?

User	Carer
<ul style="list-style-type: none"> • What if I don't have enough money? • Can I choose who helps me with my support plan? • What about my carer? • If family choose to support me then there needs to be financial support for them to take a break • Housing – Needs to be in a local area you are used to, close to people you know. <ul style="list-style-type: none"> ➢ Accessible ➢ Built as “lifetime homes” ➢ Adaptations – easy to get grants ➢ Do not put vulnerable people into vulnerable areas • What if LA disagree with my support plan, but I know what I need – Who will make the final decision • Look at assessment process – Supported self assessment • Am I allowed? • Who will protect me? • How will I manage the financial aspect? • Who will help me cope if I get ill? 	<ul style="list-style-type: none"> • System must be open and flexible • Varied range of organisations. Not just care managers to ensure system really DOES change. • Built in spare time for carer • Encompassed into payments • Build houses that are built to be “lifetime homes” • Get the service users involved from the planning stages • Make properties easily accessible • Make properties family accessible. Not just 1 bedroom flats • Senior managers must be trained around the issues. Need excellent understanding of problems. Person centred. Risk defaulted to user. Give 12 months to prove they do or do not need the service or item in dispute. • Advocate (personal, or otherwise) • Information at every level • Support and guidance to make my own decisions

<ul style="list-style-type: none"> • When it works, it works well 	<ul style="list-style-type: none"> ➤ Few social workers have life experience or experience around care/disability ➤ No thorough induction ➤ Improve the probation period • Getting appropriate help at the appropriate time gaps when carers have to be absent • More accessible to ALL clients
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Innovative Ideas for a true person centred approach

- ***12 month deferred care plan for first period of budget. If something has been used a lot increase amounts there, or if not used vice versa.***
- ***Give the user the risk, let them default or take the risks when a dispute over whether the service is needed or not.***

All the information will be collated and fed to an organisation led event taking place

Appendix 6

Creative Thinking 12th May – Jill eVOLution

User	Carer
<p>What are your dreams?</p> <ul style="list-style-type: none"> • To move to a flat • To go to work • To get my own place • go on holiday • get my own flat • go shopping • go to the theatre • pay my own bills • learn computer skills • to build a computer • to play games on a computer • to have help to get software for the computer to overcome visual impairment disabilities • college courses • transport to get out to activities • to work with animals • pay someone to help me work • to go holiday • to be with friends • to swim with dolphins • to run the marathon with a personal trainer • need help to access services if my family are not around • to get to the 'wishing club' • help me to shop rather than shop for me <p>Issues / concerns</p> <p>What happens if you have an under spend of your direct payment?</p> <p>What happens if you run out of money?</p> <p>Will it affect your benefits if you receive Direct Payments?</p>	<ul style="list-style-type: none"> • To share cheaper transport • To help me have a break • To do the things I do for my daughter when I'm not around • Independence for my daughter • Get Social Services to give me a case worker to get services / activities

<p>Will it affect the criteria if you have savings?</p> <p>How will personal budgets affect carers allowance?</p> <p>Are people financially assessed?</p> <p>What is not working</p> <p>Social services should tell you what is available</p> <p>More info</p> <ul style="list-style-type: none"> • GP surgeries • Midwives • Health visitors <p>Use partnership of parents / statutory sector</p> <ul style="list-style-type: none"> • More translation services • More signposting • More volunteering opportunities 	<p>Who are the agencies who will support / manage personal Budgets?</p> <p>Who will pay for the broker-will it come out of the budget?</p> <p>Can elderly people have access to Direct Payments?</p> <p>Can i use advance directive to say that I want to use direct payments in a creative way?</p> <p>What support will be available to parents with disabled children if they use personal budgets?</p> <p>What is the maximum amount you can have in the bank before accessing personal budgets?</p> <p>System complicated</p> <p>Applications</p> <ul style="list-style-type: none"> • You need a degree to complete • Not enough support for families • Not enough information in the community • Not getting the message to everyone/public • People fall through the net – no consistency <p>More services</p> <ul style="list-style-type: none"> • Gap from age differences • Gap in type of services
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<p>Promote Services</p> <ul style="list-style-type: none">• Schooling• Agencies• Computer / internet• Library• GP surgeries• Volunteer agencies• List through social services• college	

Appendix 6

LINK PERSONALISATION EVENT 12th May 2010

Facilitator Notes Amanda Dexter

Key Message

Support should be focused on enabling people to access the same services and activities that non disabled people do.

Quality Measures

Paid carers should:

- turn up on time; and stay for their full allotted time
- staff should have basic hygiene standards; and understand health and safety
- Respect and privacy – paid carers should not just walk in to peoples bedrooms

Make sure providers can substantiate their claims regarding the services they provide. Some claim they have trained staff and provide specialist staff – they don't – i.e. they claim they provide specialist support for people with mental health problems. The reality is they have one trained person employed.

People should be able to have a six month trial; just in case things don't work out with the person who is working for them.

Flexibility: needs and aspirations change. There should be the opportunity for a regular review of support arrangements.

Providers should be able to demonstrate that they have a holistic understanding of accessibility both in terms of needs and barriers. Buildings, accessibility isn't the full picture. People have different ideas and experiences of accessibility.

There should be a website where people can comment on the quality of services in the same way people do on ebay or patient opinion websites.

Additional point

Town centre – it is very difficult for some people with a disability to get around – look at road and pathway makings; raised / dropped kerbs; hand rails and flag stones.

Choice and Control

People should have a greater choice of activities and providers of service. Support should be focused on enabling people to access the same services and activities that non disabled people do.

Some examples given were:

- Creative / art activities
- Holistic/ complementary therapies / medicine
- Learning to drive
- Teaching people how to use a computer
- A service that looks after peoples pets when they have an appointment or have to go into hospital
- More services which prevent the development of more serious conditions such as access to podiatry services.
- PA support to visit flower festivals, days out and go on holiday
- PA support to go to conferences and further education
- PA support to do voluntary work.

Agencies need to provide evidence of customer care and that their philosophy is one of enablement. This has to be demonstrated in practice - e.g. they ask questions and do not presume what people can and cannot do for themselves.

Issues and Concerns

The financial system is very complicated and there is a lack of consistency in the advice given depending on who you talk to.

There needs to be more information about what services are already out there to help people to make informed choices.

Concerns were raised about money – is it a case of ‘give with one hand and take with the other’? Choice and control depends on having enough money – people don’t realise how expensive services and activities are.

END

Appendix 7

Feedback from the Provider Workshop

A workshop for providers was held on the 19th May to look at the challenges faced by service providers if they are to meet the needs of local people, as for example, highlighted in the ‘What’s Your Dream?’ event run by Local Involvement Network in the previous week.

The providers were given a presentation on the challenges and some of the existing places that they can go to for support. The providers were then asked to work in groups to answer the following question

“What support do we need to meet the needs of individuals?”

Here are the points they raised, as they raised them:

Group 1

- Networking to ensure the messages about change get out to providers.
- Marketing Fayre (annually).
- Targeted events on particular issues or for specific groups of providers.
- Further work to understand the role of broker and how it would work, how would providers and brokers work together.
- Question and answer sessions at provider forums.
- Financial advice and the implications of changes on small business in both private and third sectors.
- Focus upon the needs of Older Adults.

Group 2

- Marketing of smaller groups.
- Sensitivity in marketing.
- Data Book to provide information.
- Resource Centre
- Partnership development to meet gaps in support.
- Financial planning for the third sector required.
- What can money be spent on? For example who will support care manager training?
- Examples of good practice happening now would help the private sector.
- CRB guidance and safety outcomes will be important.
- Flexibility of staff will be important and encouraging this culture.

Group 3

- Timely information and better communication within this appropriate timeframe.
- Follow-up sessions and more forums specific to client group are needed.
- More information on equal opportunities and explanation of implications as one size doesn’t fit all.
- Training for staff required.
- Workforce development – It is hard to recruit staff now with the necessary skills but if more personal assistant flexible staff are required how will we manage?

- How will paid staff compare to neighbours who do not have any registration processes to follow?
- Who will provide support over contractual issues?
- Brokerage needs to be looked at as a matter of urgency.
- How will providers link to service users, carers and families?
- Need clarification about what will happen to care of the individual if they use their entire personal budget early in the financial period? Will they be thrown out of a service even if in great need?
- Small businesses can't make large contingencies so how will they meet changes from block contract to individuals who may change services/providers regularly.
- There is a limited amount of information to families but they already choose service provision.
- Feels like the Council is cutting and running, opting out of it's responsibility.
- Support needed for auditing of services.
- Need a level playing field for all client groups with not an overreliance on disability.
- Need for forums to sell services in and ensure care co-ordinators know what is available and could be provided in the future.
- Need for a stop shop or brokerage.
- Safeguarding and monitoring need to be agreed together with a risk assessment process, clear agreement about where risk is placed to protect organisations and individuals.
- Care plans will be based on self-assessments and there is a need not to raise expectations that cannot be met.
- How do providers tell people signing off the care plan about services and value of them when they will be thinking in terms of budgetary value?
- Are capacity levels being considered?
- Information needs to be available for all client groups?
- Where is social service role in checking and monitoring if everyone deals with things privately?
- What is going to be the means tested level for receiving support and will it lead to a saving on budgets?
- If clients want higher standards then who will pay more for staff training and if the charges are more will clients still want these services?
- Individual budgets are lower than the current fees and this will impact on residential services as the personal budget doesn't provide enough funding.
- Concerned that the providers will find it hard to budget for an hourly rate, travel and insurance, accreditation, training and neighbours and still compete with neighbours who have none of this expense.
- Time frame for delivery to allow new providers to set up services is running out, Darlington is moving slower than anticipated.

Work is now underway to address a number of the issues above through a range of mechanisms. For further details contact the Business Transformation Team on 01325 346441 or on e-mail: transformingsocialcare@darlington.gov.uk

