

# Personalisation

- ▶ THE FUTURE OF PROVIDER FUNDING CANNOT BE GUARANTEED.
- ▶ THE TRADITIONAL SERVICE-LED APPROACH HAS OFTEN MEANT THAT PEOPLE HAVE NOT RECEIVED THE RIGHT HELP AT THE RIGHT TIME AND HAVE BEEN UNABLE TO SHAPE THE KIND OF SUPPORT THEY NEED.
- ▶ PERSONALISATION MEANS ENSURING THAT PEOPLE HAVE WIDER CHOICE IN HOW THEIR NEEDS ARE MET.

THE CARE AND SUPPORT REGULATIONS STATE:

- ▶ ***“DIRECT PAYMENTS HAVE BEEN IN USE IN ADULT CARE AND SUPPORT SINCE THE MID-1990S AND THEY REMAIN THE GOVERNMENT’S PREFERRED MECHANISM FOR PERSONALISED CARE AND SUPPORT. THEY PROVIDE INDEPENDENCE, CHOICE AND CONTROL BY ENABLING PEOPLE TO COMMISSION THEIR OWN CARE AND SUPPORT IN ORDER TO MEET THEIR ELIGIBLE NEEDS.”***
- ▶ ***“THE AMBITION IS FOR LOCAL AUTHORITIES TO INFLUENCE AND DRIVE THE PACE OF CHANGE FOR THEIR WHOLE MARKET, LEADING TO A SUSTAINABLE AND DIVERSE RANGE OF CARE AND SUPPORT PROVIDERS, CONTINUOUSLY IMPROVING QUALITY AND CHOICE, AND DELIVERING BETTER, INNOVATIVE AND COST-EFFECTIVE OUTCOMES THAT PROMOTE THE WELLBEING OF PEOPLE WHO NEED CARE AND SUPPORT.”***

# Direct Payments

- ▶ Direct payments are payments made to individuals who prefer this method to meet some or all of their assessed eligible care and support needs.
- ▶ Direct payments can only be used on what has been agreed in their Care and Support Plan and not on anything else. This may include, support provided by a care agency, employing a personal assistant, other support services and equipment.
- ▶ Direct Payments can be managed by the individual or a third party such as a family member or friend.
- ▶ Payments are made into the designated account by the council every 4 weeks, with any assessed contribution deducted at source.
- ▶ A Direct Payment Agreement must be signed by the individual and/or suitable person/third party before payments can be made, which explains the terms and conditions of receiving a Direct Payment.

Payments can be paid:

- via a prepaid card provided by the council
- into a separate bank account which has been set up solely for the use of the Direct Payment
- to a third party through a managed funds service who will manage the money on the individual's behalf

# What does this mean for providers?

- ▶ Service users, carers, the community, providers and the council needs to work together to focus on identifying and achieving outcomes.
- ▶ Providers should design services around the service user, not fit them into a service that already exists. People want to be treated as individuals, listened to, and made to feel important.
- ▶ Providers should develop their offer and provide training to staff to expand their skills and understand the true meaning of a person-centred approach.
- ▶ Providers will have the opportunity to get creative. This will increase both service user and staff satisfaction.
- ▶ Increased choice and service user satisfaction will generate business for the provider.