

## Questions from Carer's Event 9<sup>th</sup> December 2009 – The Brite Centre

<b>Finance/Money</b>	
What is the limitation of the pot for: The County Council? The individual? What happens when the pot runs out?	Peoples budget will allocated according to the outcomes identified
Who will help/support/teach parents/carers/individuals to control and look after their financial budgets?	Support is given by the Direct Payments Support Service
Will there be yearly returns and who will do them?	Individuals who have cash payments will have to provide annual monitoring
What if you can no longer manage your own budgets and support?	There are 4 ways in which people receive a personal budget.  Cash payment Managed budget (by the Council this is similar to that which happens now) Individual Service Fund (third party manages the budget) A mixture of any or all three above.  Hence if you can not manage your budget your self then the council will or an Individual Service Fund can be set up.
People with high support needs will need a lot of money, will they get the support they need?	Everyone will eventually be RASed and their outcomes agreed, this will include those with complex needs. The Department will ensure that those who need help in developing their package will get it.
Is there a maximum amount of money per person	No

## Questions from Carer's Event 9<sup>th</sup> December 2009 – The Brite Centre

<p>What are the current costs or services like day care/respite/transport and can individuals get to know what they are currently getting?</p>	<p>When you are RASed you will be told what your budget is. If you are an existing service user and receiving a direct payment also you will know what your budget is as we will give you the cash. When we roll out PBs to existing service users you will be told what is being spent on you.</p> <p>Costs are still being determined</p>
<p>Some people need 2:1 support, will the budget reflect this in the costings so they don't lose out in numbers of hours of support?</p>	<p>Your support plan should reflect how you will meet your agreed outcomes. If you need more than one paid carer to achieve this it should be reflected in the plan and costs adjusted accordingly</p>
<p>If someone goes to a day service will they need to contribute financially to it?</p>	<p>If you are eligible for a service then you may well be charged for it subject to your income. However, at the moment we do not charge for day care.</p>
<p>If specialist services are needed, will sufficient funding be put in place to ensure individuals will have adequate support?</p>	<p>Your support plan should reflect how you will meet your agreed outcomes. If you need specialist services to achieve this it should be reflected in the plan and costs adjusted accordingly. Adults and Communities will only pay for social care needs.</p>
<p>What contingency plans are in place to manage budgets, support for vulnerable people?</p>	<p>When creating the support plan you will be asked to think about contingency issues.</p> <p>If this is a budget question not all of the councils social budget is put in the RAS pot. Some is left to deal with contingency issues such as high cost placements</p>
<p>Is the budget linked to the rising cost of living?</p>	<p>The budget are usually up rated annually</p>

## Questions from Carer's Event 9<sup>th</sup> December 2009 – The Brite Centre

<b>Personal Assistants</b>	
Where do all the Personal Assistants come from?	They can be recruited from the general population as with any job or from an agency.
Is there a training budget for P.A's?	Statutory training is available, such as, moving and handling and Food Hygiene. We are working to develop a local standard for PAs

<b>Resource Allocation System</b>	
How is the Resource Allocation worked out fairly?	This is complicated to answer here. But RAS is used to work out people's needs and outcomes. It is a transparent process which will be clear as people go through it.
Will the Resource Allocation reflect parents/carers in work?	Yes
Will it be a fair assessment, not just <b>an</b> assessment? Will the social worker know the person's needs?	The whole point of Personalisation is the shift in power from the professional to service user. Assessment will become a shared process.
Will there be lots of paperwork, such as assessments, returns, job ads etc?	There will obviously be forms but there will be workers around to help complete these.
Will someone guide you through the process and give you information about what's available?	Yes. Commissioning workers will help as will brokers

--	--

## Questions from Carer's Event 9<sup>th</sup> December 2009 – The Brite Centre

<b>Services</b>	
Can I buy services in the City if I live in the County?	If you receive a cash payment you can buy your service from any where you want to.
Are there services in place to do all these things?	We are working to develop the market to be able to provide personalised services. This a big job but we have been working with providers to develop a strategy to achieve this.
Will personalisation work if someone is living in residential care? How will it work?	At the moment RAS does not apply to people in residential care but it will in the future. As people are reviewed they will be given some options about how they want to spend their budget. This will eventually apply to people in residential care.
Will there still be services available provided by the Council, such as day services and if there is a low need will they close?	Like all Councils we are reviewing the services we provide. However, the Council has no plans to close its services at present.
What will happen with day centre transport?	
Who is looking out for people who don't have a family? Who will be their advocate?	The Council currently funds a number of advocacy services. We are currently developing an Advocacy strategy which will be implemented later in the year. The Council is committed to continue to provide advocacy services.
Will young people going through the transitions process go seamlessly into the personalisation budget?	We are working with colleagues in the Children's service to make the transition to adult services reflect the use of personal budgets.
Are services developing social enterprise schemes – not the same services that are available now?	There are a number of social enterprises developing at the moment which will increase the choice available to people.
If services/agencies do not meet their stated levels of support how will this be dealt with?	If they are a care provider they will probably be registered with the care quality commission who will investigate complaints. If

## Questions from Carer's Event 9<sup>th</sup> December 2009 – The Brite Centre

	they are not we will ask questions about the quality of services bought when we review a care package. We would want to be assured that people's outcomes are being met and that people are spend their budget wisely. If this is not the case we may stop a cash payment and arrange a managed service.
--	--

<b>General</b>	
How does it work for an individual who wants to live independently?	If a person is eligible for a service and their support plan reflects their need to live independently, then they may receive a personal budget to achieve this.
What is the "hidden agenda", we need to hear all the bad things that could happen as well?	There is no hidden agenda here the Council has been quite public in that it is rolling out personalisation and also that it is has to make savings and is consulting with the public about how to do that.
We don't want things to change, we are happy with things the way they are, can they stay the same?	If you wish for the your care to be delivered in the same way as now then yes you can carry on with it. The difference being though you will still have an individual budget and will know how much your care is costing.
We would like "one place only" to get all the information and would like a "named" person each.	Many services users have said this and our aim is to reduce the number of people who you have to contact. It is very hard to achieve though, as people leave, have holidays and move around the department. The new Customer Service Centre will be better at dealing with information and should reduce the time people it takes to get a service from us.
If it's not broken why are you trying to fix it?	Personalisation is a Government agenda not a local initiative. It will eventually improve the lives of many people

## Questions from Carer's Event 9<sup>th</sup> December 2009 – The Brite Centre

What are the back up plans for families if things go "pear shape"?	The Council will always retain its "duty of care". Hence we will not leave people in crisis but will deal with emergencies as we always have done.
If a plan or support needs to change how quickly can ASC respond?	If it is an emergency then the Council will respond quickly and not leave people in crisis
For someone living independently what support will they get with everyday tasks such as managing money etc?	We will not leave people vulnerable. The Direct Payment Support Service supports people in making arrangements for the administration of their care. Personal budgets is not just about having cash, your budget can be managed by a third party (individual service fund) or by the Council.
What support can people get to learn the skills to become more independent even at home, and support for people to get around, using public transport, opening and coping with a bank account to manage the direct payment etc?	Community Opportunity Services should provide services to enable people to cope in the community.
Can carers get together with other carers to share good ideas and work together?	Yes this sounds like a good idea. We are developing a Co-operative in South Leicestershire which might help facilitate this.
What help will be available to people who are borderline?	
Who is responsible for organising everything? Is this left to the carer?	Social Workers and the Direct Payments Support Service can offer support when setting up a cash payment.
Can people share a house together if they want to as housing is a big problem?	In principal this is possible it does depend though on each individual case.