

**Who would have a Care & Support Plan?**

Someone who has been assessed as being eligible to receive services and a Personal Budget from Social Services would be required to create a Care & Support Plan, which sets out how they would use their Personal Budget to meet their care needs. A Carer's Support Plan is created following an assessment of the needs of any informal carer.

**What is a Care and Support Plan?**

A Care & Support Plan is a document setting out how someone will use their Personal Budget to manage their difficulties and improve their situation. It would include details of the choices made regarding who will provide support, when it will happen, how it will be delivered and any costs. It is usually written by the Council in consultation with you, but people can write their own Plan as long as it contains the key areas which enable the Council to agree it and release the Personal Budget.

**What should a Care & Support Plan include?**

The Plan should include details of your care needs which have been assessed and meet the National Eligibility Criteria for community care services. This would include those needs which are being met by someone else such as an informal carer. The Plan should provide details of how you would like your support provided and ensure it's in a way which feels beneficial to you and your individual life style and preference. The Plan will also need to set out the costs of your chosen services and support.

**What sort of help is available to complete a Support Plan?**

The support plan can be completed with help from a family member or friend, a Support Facilitator from Connection Support, or a Social Worker or Health Care Professional from the Council. An Independent Advocate may become involved in supporting someone who lacks capacity to make decisions themselves and has no-one else to act on their behalf.

**How can I find out what services and support are available for me to buy?**

Either the Council, or a Support Facilitator from Connection Support can help you think about your options and what services and support might be available for meeting your needs. This would include researching what's available and finding out costs. You can also receive help to advertise and employ a Personal Assistant if you wanted to consider this option.

**Can the Council arrange my care services rather than buying them myself?**

Yes, the Council can provide support from a care agency and/or a day service if you don't wish to receive all or part of your Personal Budget as a Direct Payment. It will limit your options with the type of support available and you may find you do not have as much flexibility and control with how it's provided.

**How much choice do I have with the services and support I want to buy?**

The Care Act 2014 guidance promotes the importance of beginning with the assumption that the individual is best placed to judge their own well-being and their wishes, feelings and beliefs and have control with their day to day life including how support is provided to them. As such, your support arrangements should be arranged in a way which can accommodate your views towards your personal dignity, physical and mental health and emotional well-being, engaging in work or training opportunities, your domestic and family relationships and your contribution to society.

**Are there any restrictions with how I choose to spend my budget?**

Your options may be limited if you choose to use a very expensive service which results in you needing more money when a less expensive one will act in meeting your needs just as well. You will also have less

choice with the type of services and support you use if these act in putting your needs at further risk or don't work in improving your situation.

### **Who Agrees my Care & Support Plan?**

You or someone representing you would need to sign the Plan and the Council would need to check that the Plan will be appropriate in managing your care needs and not put you at further risk. It will need to be agreed by them before your costs of services and final Personal Budget can be released.

### **Top Tips to Completing a Care & Support Plan**

#### **Personal Details:**

This should contain personal information, date of birth, any other contact, and the amount of Personal Budget. The Plan should identify the people and places important to someone; this could be who they live with, where they live, their local community, neighbours and friends etc. This could also include any difficulties with their environment at home, such as keeping it clean or being able to use areas of their home safely.

#### **Short Term Aims and Longer Term Aims:**

The plan should describe the things that someone would like to improve in their lives, an example could be an older person suffering from depression might want to get back to going out of the house more; the person would need to think about what they would need to help them achieve this and when they want to achieve this. It might be that they would have someone visit them in their home to start with and then build up to a short trip out, it could be that this aim is worked on over a period of 3 to 6 months.

In the same way as the short term aims, the longer term aims can look at something that might be more difficult to achieve or take a longer time to complete, such as going on an assisted holiday or attending a local club, perhaps an advancement on the shorter term aim of going out of the house for short trips or shopping.

#### **Things Important to the person & which they want to keep the same:**

This should cover things around activities or something else important that someone wants to keep the same. It should also explain who can help them with a task and if they are paid or unpaid. This could include any tasks that the person wants to do themselves such as opening post and dealing with correspondence.

#### **Important tasks that have to happen:**

The plan should describe the tasks that need to happen and include any risks if they don't. This could be things like taking medication, or needing someone to help cook meals due to leaving a cooker switched on.

#### **Things that someone would like to change or achieve:**

The Plan should describe what someone would like to change or achieve. It could be their present support, environment or to be more enabled to do things and/or do things in a different way to what they presently do. The other important area to cover relates to how someone will do this, such as a change in care agency, or having more time and help with planning a weekly menu and preparing and cooking meals etc and when they would like this to happen, e.g. asap or in the next 6 months.

**A Weekly Support Timetable** - This can describe how someone's day will look with all their support in place and can include informal care from family members, any paid support and any other activity. Basically, this should give a good description of the person's week.