

## Planning and organising your care and support

This factsheet tells you how we help people over the age of 18 to plan and organise the care and support they need to remain independent, safe and well. This includes care and support for adults, older people, people with a learning disability and people with a mental health problem. We also provide support for carers, and for families with a disabled young person (as part of them moving to adult care and support).

‘Care and support’ is the help some people need to live as well as possible with their illness, disability or impairment. It can include help with things like washing and dressing yourself, preparing and eating meals, getting out and about, and keeping in touch with friends and family.

This is one of a range of factsheets about care and support in Sheffield (details on page 8).

### Introduction

If your assessment finds that you have eligible care and support needs we will help you to decide with you how your needs can be met and the outcomes you want to achieve. This is called care and support planning. The activities and services to be arranged to meet your needs are recorded on a form called a Care and Support Plan, including planning to cope with any problems (also called contingency arrangements).

If you have a Direct Payment, your social care worker will help you work out how much money is needed to cover these costs. This is called your contingency

Your social care worker will involve you as much as possible in planning your care and support, and you can complete as many of the planning tasks as you want and are able to do. Where appropriate the social care worker may arrange for other people to help you with your plan, they will discuss this with you during your assessment visit and before we start planning your care and support.

Your Care and Support Plan will record

- how you will stay healthy and well.
- how you will be helped to achieve your identified outcomes, to help you become as independent as possible.
- how your family, friends and community may be providing support to you.
- how you will organise the services you need, and the help you need to do that.
- how much it will cost to meet your assessed needs.
- how you will manage any money you receive.

The total cost of your care and support is called your Personal Budget. This is the money we set aside to spend on your care and support in the coming year.

## **Residential care or staying at home**

Your social care worker will talk to you about whether your needs would be best met in a residential care home, or having care and support to live independently.

We don't have a maximum rate for the cost of supporting someone to live at home. While we have a duty to make sure we provide care in the most cost effective way, we will listen to your views on how you want to be supported, whether this is help to live independently at home, or to be supported in a residential care home.

If you want to continue to live at home your social care worker will talk to you about how care support can be provided to meet your eligible needs and keep you safe.

If your needs can only be met by living in a care home your social care worker will talk to you about how this can be arranged. There are more details about moving into a care home in our Guide to Residential and Nursing Care (details on page 8).

## **Council arranged support, or a Direct Payment**

If you are getting care and support to live independently, we will discuss with you whether we should arrange and pay for the services in your plan (this is called Council arranged support), or whether you have money paid to you as a Direct Payment so that you can organise and pay for your care and support yourself. If you cannot manage your Direct Payment you can get someone else to manage it for you, such as a friend or relative. We will pay for a money manager to help you if you need help to manage your Direct Payment, and you have no family or friends who are available to help you, and you do not want the Council to arrange your support.

If you have Council arranged support, we will make all the arrangements for you, providing services from the care providers for your part of the city.

If you have a Direct Payment, you can choose your care providers. You must create an account to receive your Direct Payment, and keep records of how you have spent it (such as account statements and receipts).

Your plan can include Council arranged support and a Direct Payment.

You will need to have a Direct Payment for services that we cannot purchase on your behalf, such as employing a Personal Assistant (PA) or services from providers that we do not have an agreement with.

You can vary the days and times of your services, for example if you have different levels of needs at different times of the month. Your plan will describe how you can vary your services, but if you are in any doubt you can always contact us for advice on changing your care and support arrangements.

We will agree your plan if your choice of provider is suitable and cost effective. When agreeing the care and support costs in your plan we use as a general guideline the rates we pay our contracted providers. If you want to choose, rather than need, to buy services from a provider that costs more, we will pay up to the general guideline rates. You can choose to pay the difference above that rate, or choose a more cost effective provider.

You will need to manage your Direct Payment, or ask someone else to manage it for you like a relative or close friend. This includes creating an account to receive your payment, and keeping records of how you have spent it (such as account statements and receipts). Your social care worker will explain what's involved and your responsibilities. We will pay for a money manager to help you if you need help to manage your Direct Payment, and you have no family or friends available to help you, and you do not want the Council to arrange your support.

Your Direct Payment should be spent on the care and support described in your plan. You can change your arrangements, and the provider you use to meet the needs in your plan. If you want to purchase other things that are not in your plan you should ask us first. Any unspent money should be returned to us, and we will explain how to do this.

There's more details about what you can use your Direct Payment for, and how to manage your Direct Payment, in our Managing Your Direct Payment factsheet (details on page 8).

## Employing a Personal Assistant

You can use your Direct Payment to employ a Personal Assistant (PA). Having a PA gives you responsibilities as an employer, to have certain arrangements in place. Your social care worker can explain more about this, but they will not be able to provide detailed advice on contract contents or legality. You should

- have a suitable employment contract in place
- have a payroll in place and evidence of hours worked, such as timesheets
- have Employers' Liability Insurance in place, and that it is up to date
- have made appropriate security checks.

We have cost guidelines for Personal Assistants and services associated with their employment.

There's more information about employing a PA, your responsibilities and the costs involved in our Personal Assistant Handbook (details on page 8).

There are also providers you can use who can provide a PA service for you. This means that you would not have to be an employer. You would have a contract with the provider who would supply your PA, and they would work with you to make sure the PA can provide the support you need.

## Making good buying decisions

Before buying services or products it's best to find out as much information as you can about who you're buying them from.

It's good to check if the company belongs to a regulatory body or association. Many companies also provide information about what their customers say about them on their website, or use an independent service where people can give feedback and make comments about their experience using the company.

Some companies offer an extended warranty or guarantee, or an enhanced customer service, so it's best to check their returns policy and if they charge you a fee if you return an item you decide you don't want.

Make sure the company offers cover if their equipment breaks or stops working. Ask the company if they provide ongoing support or maintenance, and if they do how much extra this will cost.

If you're buying support from a company that provides personal care they must be registered with the Care Quality Commission (CQC). You can get a list of registered providers and check their quality on the CQC website [www.cqc.org.uk](http://www.cqc.org.uk).

## Recognised Provider List

In Sheffield the Recognised Provider List (RPL) allows people looking for support to choose from a list of providers who follow a clear quality framework. The RPL quality standard mark means the provider



- has met our standards.
- will be checked by us on a regular basis.
- will aim to give you a quality service.

We also check the provider's policies and procedures to make sure they meet the required quality standards.

The list of providers is available on the Sheffield Directory website. Visit [www.sheffielddirectory.porg.uk/rpl](http://www.sheffielddirectory.porg.uk/rpl).

## Care Opinion

You can find out what other people are saying about care and support services in Sheffield at the Care Opinion website [www.careopinion.org.uk](http://www.careopinion.org.uk).

## More advice

For more advice on making good buying decisions read the tip sheets at the end of this factsheet.

- Tips on buying support from a provider.
- Tips on buying, renting and owning equipment.

## Direct Payment - Value Added Tax (VAT) relief

If you have a disability or a long term illness you won't be charged VAT on products designed or adapted for your own personal or domestic use. Also, you won't be charged VAT on

- the installation and any extra work needed as part of this.
- repairs or maintenance.
- spare parts or accessories.

The product and your disability have to qualify – your supplier will usually know if their product or service qualifies. Get the HM Revenues and Customs (HMRC) guide to VAT relief [www.hmrc.gov.uk/vat/sectors/consumers/disabled.htm](http://www.hmrc.gov.uk/vat/sectors/consumers/disabled.htm) or call their helpline on 0845 302 0203.

## Help with travel

Your social care worker will also help you identify how you can travel to services and activities in your Care and Support Plan. For example

- If you have a Motability vehicle – we expect you to use it to get to services or activities. If you have family, or another named driver, we expect them to drive you to services or activities. This may mean changing the date or time of appointments and activities so they are available to drive you.
- If your Personal Independence Payment (PIP) or Disability Living Allowance (DLA) includes a Mobility Component – we expect you to use it to pay for travel to get to services or activities in your Care and Support Plan. If the travel costs are more than your allowance these additional costs will be included in in your plan.

There's more information on help with travel arrangements in our Help with Travel factsheet (details on page 8).

## Dealing with any problems

As part of planning your care and support your social care worker will help you to plan for any problems (also called contingency arrangements), such as if your carers do not turn up, or if your PA is unable to support you due to illness.

If you have a Direct Payment, your social care worker will help you work out how much money is needed to cover these costs. This is called your contingency money. If you later have a problem and need to use your contingency money, you can contact us on **0114 273 5985** to explain why you need this money. The contingency money will then be paid into your account within ten working days.

## Getting your Care and Support Plan approved

Your social care worker will arrange for your plan to be approved. The Council has a duty of care and a responsibility to make sure that your plan meets your needs and that it is affordable.

If we do not agree your plan, your social care worker will talk to you about the changes needed to make sure that all your social care needs are met and your plan is affordable.

If you're not happy with our decision speak to your social care worker about using our 'Look Again' process, where your plan is checked again. If this doesn't resolve the situation ask your social care worker how you can make a complaint.

## Putting your Care and Support Plan in place

Once it's agreed, we will send you a copy of your Care and Support Plan, together with your Assessment Questionnaire. The total cost of the support identified in your plan is called your **Personal Budget**. This is the money that we put aside to spend on your support arrangements in the coming year.

We will also carry out a financial assessment to work out how much you can afford to pay towards the cost of your care and support. The general rule is that you either pay for the total cost of your care and support, or you contribute what you can afford and we pay the rest. There are more details on this in our Paying towards your care and support at home factsheet (details on page 8).

If you have Council arranged support we will then invoice you every four weeks for your contribution. If you have a Direct Payment you will need to pay your contribution into your Direct Payment account every four weeks, or weekly if you prefer.

We will then help you to arrange the care and support in your plan. Your social care worker will involve you as much as. You and your family can complete as many of the arrangements as you want and are able to do.

We will check with you after a few weeks to make sure your care and support is working and meeting your needs. This will provide an opportunity for you to let us know how your arrangements and services are working.

## Reviewing your care and support

We will review your Care and Support Plan regularly to make sure you still need care and support, and that it is meeting your needs. You can also ask for a review if you find you no longer need care and support or your situation changes. Our Reviews factsheet has more details about this (details on page 8).

## Tell us what you think

If you have a suggestion, comment or complaint about any Council service you can tell us what you think:

- Telephone: (0114) 273 4567.
- Website: [www.sheffield.gov.uk/tellus](http://www.sheffield.gov.uk/tellus)
- Write to: Customer Services, Sheffield City Council, Town Hall, Pinstone Street, Sheffield S1 2HH.

## Where can I get more information?

If you have a question about this factsheet, want a printed copy to be sent to you, or want to speak to someone you can contact us.

Factsheets can be downloaded from our website: [www.sheffield.gov.uk/factsheets](http://www.sheffield.gov.uk/factsheets).

Information can be provided in alternative formats and other languages on request.

- Prevention and enablement
- Getting care and support
- Help for carers
- Children's Transition to Adult Social Care
- Independent Advocacy
- Planning and organising your care and support
- Help with travel
- Paying for your care and support at home
- Paying for your care and support in a residential or nursing home
- Managing your finances
- Managing your Direct Payment
- Disability Related Expenditure
- Deferred Payments
- Personal Assistant Handbook
- Reviewing your care and support

You can also download copies of our guides:

- Guide to independent living in Sheffield
- Guide to residential and nursing care in Sheffield

## Contact us

- Email: [adultaccess@sheffield.gov.uk](mailto:adultaccess@sheffield.gov.uk)
- Telephone: 0114 2734908
- Write to: First Contact, Howden House, Union Street, Sheffield, S1 2SH



## Tips on buying support from a provider

Before choosing a company for your care and support, think about

- what tasks you need care and support with.
- what type of help you're looking for.
- what you would like to get from the care and support you receive.
- what days and times you need care and support.
- how flexible you need the care and support to be.
- what training the staff who help you may need.

Always contact more than one company to check what they can offer before you make a decision. Tell them what you want and ask them how they can support you. Remember, you're the customer.

### Questions

Here are some examples of questions you may want to ask.

- ◆ How will you provide the care and support that I want?
- ◆ Will you make sure that you listen to me and include my wishes in the care and support that you provide?
- ◆ What training do you provide for your care and support workers?
- ◆ Can you provide workers at short notice?
- ◆ How much flexibility can I have around changing the times and days that I want care and support?
- ◆ Do you have back-up plans in place if I would like to change my worker or if they don't turn up?
- ◆ How much say do I have about who the worker is, when they come and what they do?
- ◆ How much will my care and support cost?
- ◆ Do you charge an administration or management fee? If so how much?
- ◆ Will you provide a written breakdown/agreement of what care and support is agreed?

Take some time to think about what other questions you would like to ask.

## Tips on buying, renting and owning equipment

Before you use your Direct Payment to buy or rent equipment talk to your social care worker about other funding you could apply to help pay for it, such as a Disabled Facilities Grant, or help available from our Equipment and Adaptations Service.

### Tips when buying equipment

Make sure what you buy meets the needs described in your Care and Support Plan. The equipment should be able to do what you need it to. For example, if you need a computer that you can control with your voice, make sure the computer is compatible with the software you need.

Think about whether the equipment will meet your long-term needs, or whether there could be problems later because of it being outdated, for example with computer software.

Avoid buying second hand equipment, as you can't guarantee the quality or condition of it, and often there's no cover for repairs.

Keep your proof of purchase for your equipment, such as the official receipt from the company you bought it from, or an invoice or delivery note, or a copy of an account statement showing the purchase from your account.

### Tips when renting equipment

If you would rather rent the equipment you should make sure you read the small print of the rental agreement, so you know what you're signing up to, especially if it is long term agreement like a yearly contract.

### Tips when renting equipment

When you buy equipment using your Direct Payment you take on all legal and contractual responsibilities as the owner of that equipment. You're responsible for paying the company who provided the equipment the full cost, and are then responsible for the general upkeep and servicing of it. You're also responsible for purchasing insurance for the equipment, so check your existing home insurance to see if it will cover this equipment as well.

Once you have the equipment make sure you use it safely and keep it secure. For example, make sure it is kept in a safe place, and only allow responsible people to use it. If it is specialist equipment check whether training is required to use it.

If the equipment is lost or stolen report it to the police, and keep a record of the incident or reference number.