



# Adult social care

## Take control of your support

### Personalisation



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## What is Personalisation?

Personalisation is a new way of supporting people to have more control over their lives.

Instead of social services deciding what support is best for you, you get to choose how your support needs are met.

You get an amount of money to spend on support, and you decide how to spend it. You are at the centre of the care and support planning process.

Personalisation uses a system called 'Self Directed Support'.

## How does Self Directed Support work?

1. First of all, you will need to contact adult social services to see if you have needs we could meet. Not everybody will be eligible for support from us. You can call us on (01254) 587547.
2. You help us complete an assessment of your needs.
3. You agree with us what your support is going to achieve.
4. We will say how much money we can give you - this is called your 'Personal Budget'. We will also say how much, if anything, you need to contribute.
5. You make a 'Support Plan' which tells us how you want your Personal Budget to be spent - you can get help with this if you need it.
6. Your Support Plan tells us how much control you want to have. It also tells us who will support you, when this will be and what they

will be supporting you with. You can arrange your support yourself or you can have help with this.

7. We agree this Support Plan with you.
8. You then get on with living your life. You see your social worker every so often to see how things are going and to change anything that you need to change. You will need to tell us at your review if you are achieving your goals.

### **Why could Self Directed Support be better for you?**

The assessment fully includes your views.

You tell us about your own support needs using a simple process.

We agree with you what your support is going to achieve.

You will be told how much money could be available and you make your support plan with this figure in mind.

You decide how best to spend the money to meet your needs.

You choose how you get your support and who is going to support you.

You choose how much control you take over your own support.

### **What if you need help with Self Directed Support?**

You can get advice from people who know you well and who you trust.

You can get advice from the Council at any time during the process.



You can get advice from your family, friends, or local community groups.

But if you know what you want, you can go right ahead.

## What can you spend your personal budget on?

You can use it to pay for services from the Council.

You can use it to pay for support from other organisations or people.

In fact, you can spend it on anything that meets your support needs.

You cannot use the money on anything that breaks the law.

We do have to check to make sure your support is meeting your needs. We care more about you getting the outcomes you need than exactly what you spent the money on.

## How can you find out more information?

For more information on Personalisation, Self Directed Support and Personal Budgets, please call (01254) 587547 and they will put you in contact with someone who can help.

اگر آپ یہ معلومات کسی دوسری زبان یا طریقے سے سمجھنا چاہتے ہیں تو براہ مہربانی لنڈا اینڈرسن کو (01254) 588980 پر فون کر کے انتظامات کروالیں۔

আপনি যদি এই তথ্যটি অন্য ভাষায় বা আকারে বিস্তারিত জানতে চান, তবে দয়া করে যোগাযোগ করুন: লিন্ডা হ্যান্ডারসন কে: (01254) 588980

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