

Personalised Care and Support Charter

Our personalised Care and Support Charter sets out our clear commitment to deliver person centred care and support that puts people in control and keeps them independent.

Information

1. People who use services and carers will be given information and advice about ways to get their care and support needs met, as well as options for the management of their support and finances, use of assistive technology, and voluntary and other community organisations.

You should be able to say: "I have the right information and support I need in order to become and remain as independent as possible."

Assessments and Care and Support Plans

2. By understanding the outcomes you want to achieve, building on your strengths and skills, and together with your family and community assets, we will assess where the support gaps are and help you to design a support plan to enable you to achieve your independence and wellbeing goals.
3. All people eligible for support will be given help to design their Care and Support plan. A range of options will be available for you to produce your plan, including options that enable you to do this yourself, with your carers and family, or with support.

You should be able to say: "I am in control of planning my care and support." "I can decide the kind of support I need and when, where and how to receive it."



“I have the support I need to help me to live the life I want.” “I am enabled to take risks and take responsibility for my wellbeing.”

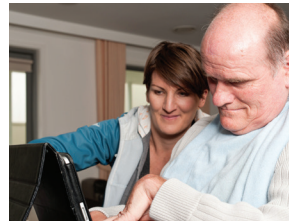
Personal Budgets

4. Everyone eligible for on-going Adult Social Care funded support will have a personal budget allocated to them to meet their needs.
5. Different options will be available for you to choose how to manage your personal budget. These include direct payments, which you can manage yourself or ask someone to manage for you; or a personal budget, which is managed by the Council. In future, there will also be the option of a personal budget managed by providers – this is called an Individual Service Fund.
6. A personal budget taken as a Direct Payment ensures that you will have maximum choice and control as you will know the cost of the services you receive and the provider will become directly accountable to you to deliver what you want to achieve.
7. We commit to ensuring the allocation of resources is fair and to keeping referral, monitoring and review processes along with restrictions on use of budgets to a minimum.

You should be able to say: “I know the amount of money available to me to find solutions to my care and support needs, and I can determine how this is used to address those needs, whether it’s my own money, direct payment, or a council managed personal budget.”

This Charter will be regularly reviewed. Feedback welcome via Healthwatch Somerset: 01823 751403.

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If you need to talk to someone about help with care and support for you or someone you know please phone:

Somerset Direct
0845 345 9133

www.designedbybird.co.uk