

Your Support, Your Way

Giving you choice and control
over your social care

May 2010



Adult and Community Services

A responsive County Council providing excellent and efficient local services

What is Your Support, Your Way?

Your Support, Your Way is North Yorkshire County Council's way of giving you choice and control over how your **social care** is planned, organised and delivered.

We recognise that you want to live independently with maximum choice and control. Your Support, Your Way means:

- you can tell us about your situation and what help you need;
- you know how much money we will give you to pay for your support;
- you can take control and look after this money yourself; and
- you can choose support that is best for you.

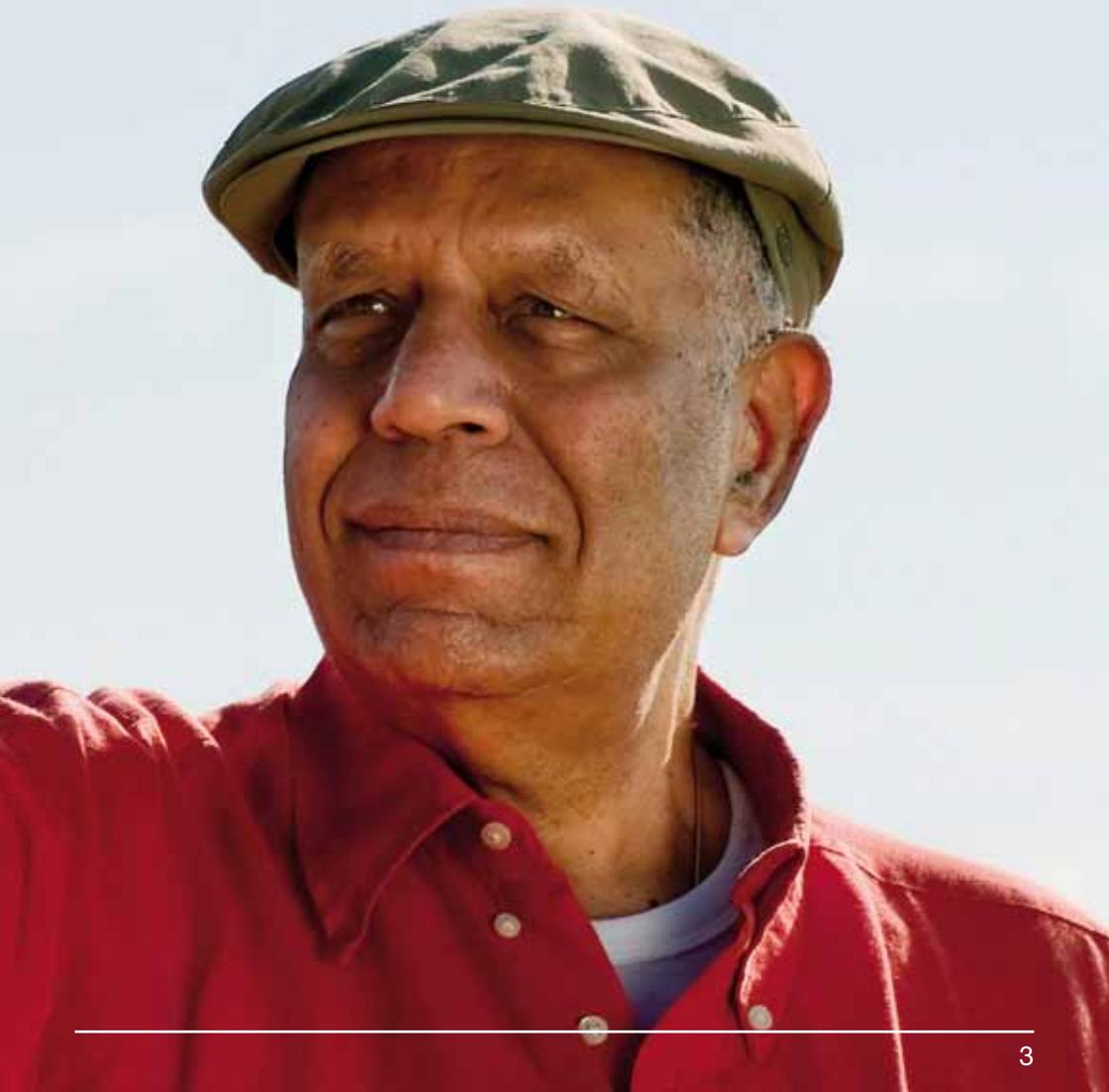


It is for adults aged 18 or over who have difficulties managing on their own because of a permanent disability, illness or problems linked to ageing.

This leaflet explains who is eligible for this support and how it works in North Yorkshire.

Some of the words in this leaflet are highlighted in **bold**. At the back of the leaflet is a list explaining what these words mean.

**“I feel my needs are fulfilled
and my opinion counts
for everything.”**



Who is eligible for Your Support, Your Way?

You may have already had social care, delivered by **START** (the Short Term Assessment and Reablement Team).

The aim of START is to help you quickly get back in control of your own life. For example, they might provide you with equipment which will help you do daily tasks independently.

If you need longer term support than START provides, you will need to complete an **assessment**.

Following an initial period of assessment and reablement delivered by START, your needs will be reassessed to establish your eligibility for an ongoing social care service. North Yorkshire County Council will arrange for this to take place within 2 weeks from the decision being made that you are likely to be eligible for an ongoing service.

An assessment is when you talk with one of our social care workers about what you can do for yourself and what you have difficulty doing. Your social care worker will ask you what help you need to live the life you want.



As part of the assessment your social care worker will ask about any help you get from **carers**. Carers are your friends or family members who give you unpaid support.

Someone you trust can help you with your assessment.

We then use **eligibility criteria** with your completed assessment to find out whether you are eligible for support. The eligibility criteria are set rules which make sure that people most in need of our help receive it. We follow national guidance to make sure we treat everyone fairly.

You may need support which the NHS will provide. In this case your social care worker will explain this further.

If you are not eligible for support from us then we can give you advice, such as information about other organisations that may be able to help.

““The social care worker who visited me was extremely helpful... the service was excellent”

“It is nice to know that Sam can have a choice and a say in what he likes doing.”



How do you decide how much money I can have?

If you are eligible for support then we will work out your **personal budget**. Your personal budget is the amount of money needed to pay for your support.

- We estimate your personal budget using the information in your assessment and will confirm the final amount with you when we agree the support you will receive.
- We tell you your personal budget so that you are fully informed and in control.
- We will tell you how much North Yorkshire County Council can contribute towards your personal budget. The amount we contribute is based on your financial circumstances, because we will always make sure that you have enough money to get the support you need.



You may be able to get financial support from other sources, which you can discuss with your social care worker.

What can I spend my personal budget on?

You use your personal budget to pay for support which meets your assessed needs. Your **assessed needs** are the areas of your life which you need help with and were agreed in your assessment.

You have a lot of choice and control over what you can spend your personal budget on. Two ideas are:

- you could employ one or more **personal assistants**. Personal assistants can help you with things like getting dressed or going shopping; and
- you could join a local club or society to meet other people.



This is recorded in your **support plan**. Your support plan shows how you will spend your personal budget to get the support you need to live the life you choose. It also shows how your support will be organised and what you want to achieve from receiving it.

Your social care worker can help you make your support plan. If you want, your family and friends can help too.



There are some things you cannot spend your personal budget on, such as health or residential care. Your social care worker will be able to explain this to you.

Your social care worker must agree to your completed support plan before you receive your personal budget. They will make sure that everything you are planning to spend your personal budget on is legal and helps meet your assessed needs.

“My support plan is the best thing that has happened to me in a long time. Because it has helped me it has made life better for my two boys.”

How can I organise my personal budget?

There are two ways of looking after your personal budget:

1. You can choose to receive the money yourself as a **direct payment**.



A direct payment means that you receive your personal budget straight into a separate bank account you control. This means you can arrange your own support.

To receive a direct payment you must be able to take responsibility for managing the money and your support either yourself or with help from someone else.

Our Direct Payments Support Service can give you more advice on direct payments. This includes information on becoming an employer and organising support. The Direct Payments Support Service can be contacted through our Customer Service Centre on 0845 8727374.

“Direct Payments have really had a great effect on my life”

2. You can choose for someone else to look after the money for you. This could be:

- a trusted friend or family member who receives and looks after a direct payment on your behalf;
- an **independent broker**, which is someone you pay to organise your support for you;
- an organisation which provides a lot of your support. They will spend your personal budget on the services they provide for you; or
- North Yorkshire County Council.
In this case we can arrange and pay for your support on your behalf.



If you want you can receive some of the money as a direct payment and have the rest of the money looked after by someone else.

You can discuss these choices with your social care worker.

What happens after my support plan is agreed?

Once you have agreed your support plan with your social care worker then you will begin to receive the help you need to live your life the way you choose.

Your social care worker will check regularly to make sure that you are safe, secure and happy with your support. This includes discussing with you whether there have been any changes to your assessed needs. This may mean that your personal budget changes too.

If you are receiving a direct payment your social care worker will also need to know how you are spending it. This means you will need to keep records of your spending.

You can contact us at any time. This includes if you are worried about your safety and security, how your personal budget is being spent, or if your assessed needs have changed.

What if I do not want to organise my own support?

Your Support, Your Way is all about what works best for you. If you want we can plan and organise all your support on your behalf, and will check regularly with you to make sure that your support is best for you.

“We are very happy with the support plan as Ruby is doing different activities and likes them all”



What if I am not able to make decisions for myself?

Your assessment will look at whether you are able to make decisions yourself, or if someone else needs to make some of your decisions on your behalf. This person could be in your family, a friend or someone involved in your care. We work within the Mental Capacity Act 2005 to make sure that these decisions are in your best interest.

Can my carer get support too?

Carers are an important part of social care and if you have any carers we want to help them too.

During your assessment your social care worker will ask if anyone regularly provides you with unpaid care. We may be able to give them support, such as a direct payment for carers.

How do I make a complaint or compliment about my assessment or support plan?

Please tell us if you are unhappy about our services or your support plan. We will try to sort out the problem.

Talking to your social care worker is often the quickest and best way to solve a problem. If you do not feel able to do this, or you are unhappy with your social care worker's response, you can contact our Complaints Manager at 0800 515875 or by emailing social.complaints@northyorks.gov.uk.

We would also like to hear from you if you are happy with any part of the service you receive or if you have a comment or suggestion on how we can improve our service.

Please talk to a member of staff or the Complaints Manager about your comments and concerns.

What the words mean

Assessment

An assessment is when you say what you would like to be able to do and what you have difficulty doing.

Assessor

Could be one of a range of workers from Adult & Community Services. For example, Social Care Co-ordinator or Occupational Therapist.

Assessed needs

Your assessed needs are identified during your assessment. They are the areas of your life where you need support.

Carers

Carers are people who give you unpaid support. They might be family members or friends.

Direct payment

A direct payment means you take responsibility for looking after some or all of your personal budget yourself. This means you can organise your own support.

Eligibility criteria

Eligibility criteria are what we use to work out whether you are entitled to receive support from North Yorkshire County Council. We follow national guidance to make sure that we treat everyone fairly. Your assessor will be able to give you more information.

Independent broker

An independent broker is someone you can pay to organise your support for you.

Personal assistants

Personal assistants are people you pay to provide you with support.

Personal budget

Your personal budget is the amount of money necessary to pay for your support. It could be a mix of our money and your money, depending on your financial circumstances.

What the words mean

START

START is the Short Term Assessment and Reablement Team. They provide you with a short period of concentrated social care. START aim to help you quickly get back in control of your own life. This might mean receiving equipment so you can live independently. If you require longer term support than START provides then we will assess your eligibility for this.

Social care

Social care describes how North Yorkshire County Council supports you to live your life.

Support plan

Your support plan shows what your personal budget will be spent on to make sure that your assessed needs are met. It also shows what you want to achieve from receiving support.

Your Support, Your Way

Your Support, Your Way is North Yorkshire County Council's way of giving you choice and control over your social care. It follows a period of support provided by START.

How do I find out more?

For more information on Your Support, Your Way and other useful websites go to:

www.northyorks.gov.uk/yoursupportyourway

For information on other social care services provided by North Yorkshire County Council go to:

www.northyorks.gov.uk/healthandsocialcare

Your social care worker will be able to help with any questions you might have.

Contact us

**North Yorkshire County Council, County Hall, Northallerton,
North Yorkshire, DL7 8AD**

Our Customer Service Centre is open: Monday - Friday 8.00am - 8.00pm
and Saturday 9.00am - 5.00pm

Tel: **0845 0349417** Minicom: **0845 603 6391**

email: **social.care@northyorks.gov.uk**

Or visit our website at: **www.northyorks.gov.uk**

If you would like this information in another language or format
such as Braille, large print or audio, please ask us.

Tel: 01609 532917 Email: communications@northyorks.gov.uk

