

## **Example Support Plan:**

### **Who is writing this plan?**

My Wife –on my instructions

### **About Me / What is important to me?**

I am married with no children and my wife is my main support and carer. I have been married for 44 years and have suffered from Bi-Polar disorder for 40 years. I have been unable to work for 30 years due to the traumatic nature of my illness.

My Wife has stood by me despite threatening to kill her on many occasions. She has to help me with everything and without her help and love I would not be still living. My home life and family and friends are very important to me to live as normal life as possible.

### **What is working (For Me) in my life?**

Living at home with lots of activities, outings and socialising with my wife and friends. Also trying to get physically fit which helps me feel better and keeps my mood stable. Getting help with maintaining my home and garden which I no longer have the confidence to do.

### **What is not working in my life?**

Having just spent 6 months in Hellesdon Hospital I am having to adjust to the outside world and I am not as mentally well as I was especially my memory and ability to concentrate therefore making me angry and frustrated as the medication has so many side effects being wholly dependant on my wife to motivate me and transport me everywhere and I feel lonely and isolated when she goes out and I dislike getting angry with her all the time.

We are unable to sleep in the same bed as I am shaking and very restless. I dislike seeing my wife worn out when we go on holiday I am not covered for my Bi-Polar illness so it is a constant worry for us both if I should become ill before or on holiday which is a terrible strain when we should be relaxing. My wife also worries if I go out alone because when I am ill I start drinking excessively and spend lots of money.

### **What are my intended goals/outcomes?**

I feel by having frequent breaks away (Day breaks and Holidays) would help my wife and myself and I would stop feeling guilty about wearing her out. I also would like to learn and have support for activities and regain the confidence and skills I had for looking after myself and achieving D.I.Y skills around the home.

I wish to lose weight (which my medication puts on) and become physically and mentally fit and well balanced. I need mental and physical stimulation which a gym membership and a computer and lesson would provide. I need to lift my confidence and self esteem and overcome the stigma which is attached to mental illness.

To get as many people and organisations involved in keeping me well and stepping in quickly at the first sign of my mood changing.

### **What I will spend my budget on?**

#### **1. Respite £5,000.00**

Short or longer flexible breaks away that can work with unpredictable changes in mood, behaviour and mental health.

Respite for my wife as the main carer to prevent stress and crisis.

Specialist holiday insurance to make the breaks away safe and accessible.

Paid in lump sums. Immediate payment of £1,500.00 into our supported account at Equal Lives.

A second lump sum of £1,500.00.

A third lump sum £1,500.00

A fourth and final lump sum of £500.00

Lump sums are available on request by calling the NCC's direct payment team on Tel: 01603 638 170

#### **2. Social and supported activities £5,000.00**

Gym Membership, Snooker Club, Laptop computer I.T. lessons

Easy to use mobile phone, Transport to social activities.

This will be paid as lump sums. An immediate payment of £1,500.00 into our supported account at Equal Lives.

Further lump sums are available on request by calling the NCC's direct payment team on Tel: 01603 638 170

A second lump sum of £1,500.00.

A third lump sum £1,500.00

A fourth and final lump sum of £500.00

### **3. Social and supported activities £8,320.00**

Mind Day Centre for £50.00 per day.

2 days per week = £100.00 x 52 weeks = £5,200.00.

One to one support worker £30.00 per session. One session per week for 52 weeks = £1,560.00.

Mind counselling, therapy and massage service £30 per session x 1 session per week = £1560.00

This will be paid as a four weekly direct payment into the supported account. Each payment will be for £640.00

### **4. Domiciliary care £2,500.00**

Twin/double beds. This will be paid as an immediate lump sum of £1,500.00. A second lump sum of £1,000.00. Lump sums are available on request by calling the NCC's direct payment team on Tel: 01603 638 170

### **5. One off payments £1,000.00**

Specialist annual holiday insurance This will be paid as an immediate lump sum of £1,000.00 into our supported account.

### **6 Transport £1,500.00**

This will be paid as an immediate lump sum of £1,500.00 into our supported account.

**How I will receive and manage my budget?**

All personal budget funds will be used as direct payments as a four weekly payment or lump sums from the NCC paid into the supported account at Equal Lives.

Claim forms provided by Equal Lives will be used to release the funds from the supported account at Equal Lives. All receipts and evidence of spending will be submitted to Equal Lives so that they can pass this information onto the NCC for monitoring purposes.

**How I will review my plan?**

We will review this with the care co-ordinator 3 months after starting the personal budget and 10 months after starting the budget.

## Keeping Yourself Safe

Life is full of risks. We all understand this.

Your support plan is about how this is managed.

You will need to work out what could go wrong and what can be done about it.

You and your assessor will need to agree a level of risk that is acceptable to both of you.

Some things to think about:

- Who would you speak to if you were being abused in any way?
- Could any planned activities perhaps result in an increased risk for you?
- Are you sure that you will be able to spend your Personal Budget as agreed in the support plan?
- Are there any signs to show you or other people that things might be going wrong?
- Does the support plan show details about how you will keep yours family safe including the health and wellbeing of your children?
- Who will you contact if you are worried that things might be going wrong?
- Does the support plan include employing anyone? Have you consulted an expert? e.g. Equal Lives
- What if the unexpected happens, for example your personal assistant or main carer becomes ill?
- How much money do you feel comfortable managing in one go?
- “What to do if you think a person is being abused, harmed, threatened

Have you had a copy of the leaflet Safeguarding Adults?

Yes or No?

"What could go wrong?"	What can be done about it?
<p>Change in mood and behaviour, becoming unsafe or harm to ones self.</p> <p>Managing paper work and monitoring responsibilities</p> <p>Responsibilities of employing</p>	<p>My wife is able to alert my G.P and my care coordinator. We hope that by being able to take short and flexible breaks this can alleviate and support with changes in mood. We can ask for an unscheduled review with our care co-ordinator if we have serious concerns.</p> <p>My wife can support me with this and seek advice from Equal Lives' Advice line on Tel 01508 491 222</p> <p>We have chosen to use agency care instead of directly employing a personal assistant. If we change our minds about this, my wife is happy to act as a Nominated Representative and become the employer on my behalf.</p>

Personal Budget Recipient:

Dated: \_\_\_\_\_

Care Manager/Co-coordinator

Dated: \_\_\_\_\_

## How will you put your plan into action?

The last part of your support plan should draw together all the things that need to be done, who will do them and when they will be done. This will help make sure things happen as they should. Whatever you decide, we will need to know what arrangements you want to make to receive your money. This can be regular payments or one off payments or a combination.

Suggested things to also think about:

- Do you need to open up a separate bank account?
- Do you need help to buy goods or arrange a service?
- Have you taken into account any oncosts if you are employing someone

<b>What needs to happen?</b>	<b>Who will do it?</b>	<b>When/how often?</b>
We need to ask if we need to make a personal contribution to the personal budget	My wife will ask our care co-ordinator	A financial assessment is done by Social Services Joint Visiting Team.
We can only start our budget once the funds called direct payments have been released into our supported account	NCC will write to us to inform us of when this will be. Equal Lives will ring us too.	We can ring Equal Lives' payroll & finance department to check our supported account balance between 08.30am and 16.30pm Mon to Fri on Tel: 01508 491 222.

## Personal Budget Summary Support Plan

<b>Name</b>	Mr S	<b>CareFirst ID</b>
<b>Address</b>	1 The Street, New Town	<b>Postcode</b>
<b>Telephone</b>	01101 112211	<b>Date of Birth</b>
<b>Key Contacts</b>		
<b>Person</b>	<b>Name</b>	<b>Telephone</b>
Emergency Contact	Emergency contact name	01101 999999
GP	Dr Watson	01101 123456
GP Practice	Dr Watson & Partners	01101 123457
<b>Plan Overview</b>		
<b>Type of Plan:</b>	PB Summary Support Plan	<b>Status:</b> Current <b>Version:</b> 1.1
<b>Assigned To:</b>	A Primary Worker	<b>Team:</b> Business Systems - Adult Care
<b>Personal Budget and Funding</b>		
This plan sets out your eligible needs and how they will be met - please keep your plan		

Support Need	Activities/Support	Cost(£)	Outcome
<b>Needs support with personal care</b>	Personal assistant to support with personal care and transfers twice a day.	£xxx	<b>Planned Outcome</b> Mr S would like to keep clean.
Support required to assist up and out of bed, washing, dressing and to get into bed.			
<b>Related Service</b>		<b>Provider</b>	
Direct Payment - Day Support		Direct Payments Team	
			<b>Planned Outcome.</b>
<b>Related Service</b>		<b>Provider</b>	
			<b>Planned Outcome</b>
			<b>Planned Outcome</b>
			<b>Planned Outcome</b>
<b>Related Service</b>		<b>Provider</b>	
<b>Support Need</b>	<b>Activities/Support</b>	<b>Cost(£)</b>	<b>Outcome</b>
			<b>Planned Outcome</b>
<b>Related Service</b>		<b>Provider</b>	



If you would like this document in large print, audio, Braille, alternative format or in a different language please contact Customer Service Centre on Tel: **0344 800 8020** Textphone: **01603 763585** and we will do our best to help.

## Your Summary Support Plan

**Your Assessment:** We have asked you about your needs, and assessed that you are eligible for help – this is

**Your Plan:** The next step is to write down the needs that you have, the support/activities that will meet them, the action should the support not occur. The Local Authority will record the information you provide us, as a Summary Support Plan may be arranged by Community Services (Adult Care), by another provider on behalf of Community Services (Adult Care), or by a responsible person managing a Direct Payment.

- If there is a problem with the care you receive – e.g. your home support carer has not arrived – please contact our Customer Service Centre (Adult Care).
- If the service provider is unable to help, check your Summary Support Plan and put in place the plan of action.
- If your plan of action does not help and you require support, please contact our Customer Service Centre (Adult Care).
- If you need to make changes to arrangements – for example, if you are due to be away and need to cancel your Summary Support Plan and either contact the Customer Service Centre 0344 800 8020 (option 1 – Social Care), or contact the person managing your Direct Payment.

**Your Finances:** If you are going to be in receipt of any services arranged through Community Services (Adult Care), we will carry out a financial assessment to explain what charges you will have to pay and what benefits you are entitled to.

You will be given a written statement of the actual charge to be made for the budget/services given in your plan. The charges will be calculated. Should you need any further information about the charges or your benefits, please call the Customer Service Centre (Adult Care).

**Your Review:** The help you get will be looked at again in the future to make sure you remain eligible for help, and that the budget/services continue to meet your needs. This will be called your review.

We will agree with you on when your needs will be reviewed, and this will depend on the type of services you are receiving. Your plan will be reviewed at least once a year.

**Please tell us what you think.** We try to do the best we can. If we have done really well, please tell us. If you have a problem with any of your workers, it is all right to complain. If you want to make a compliment, comment or complaint,

- About an organisation listed in your plan – you can contact them directly
- About Community Services (Adult Care) – you can talk to us by calling the Customer Service Centre on 0344 800 8020 (option 1 – Social Care), or write to our Compliments & Complaints Manager at FREEPOST IH 2076, Norwich, NR1 2BR or e-mail us: [complimentsandcomplaints@norfolk.gov.uk](mailto:complimentsandcomplaints@norfolk.gov.uk)