

Support Plan

EXAMPLE

This is what the new Support Plan form will look like. During your training you will look in detail at how to fill in each section – this is just a basic example.

Leeds CITY COUNCIL support plan

1. My details
If your support plan is approved, you will be allocated a personal budget. To receive this money you will need to provide the following information:

Name: Reg Smith
Address: 5 Flowerpot Close
Hunslet
Post code: LS10 5NZ
Date of birth: 12 August 1938

Are you in receipt of additional funding such as ILF, Disabled Facilities Grants, Access to Work etc?
Yes If you please give details
No

The indicative budget identified from your SDAQ: £ 9,250

What would your preferred budget choice be?

Direct payment (DP)	DP to nominated person	Individual Service Fund	Trust	Local authority managed budget
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide your bank details:
NB: This must be a separate bank account in the customer's name specifically for customer's current account or an account of a family member.

Name of bank: Lloyds TSB
Name of bank account holder: Mr Reginald Smith
Bank sort code: 30-99-25
Bank account number: 11546875

Customer reference: 11000225

Add the person's details in this section.

Add the indicative budget amount here (which you will have used the RAS tool to calculate, after filling in the information from the SDAQ).

How does the person want to receive their social care money?

Ask for the person's bank details. This must be an account in the person's name, specially set up for direct payments – not the person's normal current account, or an account in the name of another family member.

Add the customer's reference number here. This could be their ESCR number.

Support Plan /continued

The information on this page should closely match what was said in the self-directed assessment form.

These will reflect the needs identified in the completed SDAQ.

2. My needs identified in my self-directed assessment questionnaire

1	Support to maintain personal hygiene and appearance
2	Support with routines of daily living
3	Support to maintain safety during the day and night
4	Support to maintain involvement in the community
5	Support to prepare meals and maintain nutrition
6	

Look below the surface to clearly identify a person's genuine, *eligible* needs. Don't be afraid to (politely and sensitively) challenge where you believe someone's choices are unrealistic.

3. My circle of support – who will help me and when?

For each area, decide how you want support to be provided. You might choose family and friends, community or other organisations to provide this. You may wish to pay someone or purchase a service. Perhaps equipment or a home adaptation will better support your independence.

Who?	When?	How do they help?	Do you pay them?
Care Agency worker	Monday to Friday	Help wash, dress and breakfast. Support with lunch. Undress and put to bed.	Yes
Fred Smith (son)	Weekend	Support with personal care and meals. Help around the house. Take me out in the community.	No
Tom Ng (neighbour)	Weekly	Can help with garden and goes to shops. Will provide additional help if Fred cannot visit.	No
PA	2 days per week	Take me out to pursue activities and help me continue to be involved in the community.	Yes

Customer reference:

This bit is about who is able to support the service user – this could be friends, family or paid support workers.

The information here should match up with what the person has said during their assessment – and what has been recorded in their SDAQ.

Don't forget to include the customer's reference number on every page.

Support Plan /continued

The information on this page should closely match what was said in the self-directed assessment form.

4. Who and what is important to me?

You might include:

- Your likes and dislikes
- Things about your past
- The things you have done or achieved
- The people who are important to you

Getting out, seeing my friends and being part of the community are all important. Family is very important to me even though they have had to move away. My health is important to me and the stroke made me think again about what I eat and how I live my life. I know I need to do more exercise and eat healthy food. I think if I felt happier about things generally then I would feel more motivated to do that. I want to feel safe, independent, and become more active.

Most of all I don't want people to feel sorry for me, or to feel as though I have nothing left to offer.

5. How I want my life to be

What do you hope to change in your life now and in the future? What do you want to stay the same?

How do you want your life to be?

I need support to maintain my daily routine, to keep me healthy, safe and well. I have developed a good relationship with the carers from the agency so I would like to keep them. I need support to get out and about and maintain involvement. However, I don't want to go to a traditional day centre which I find boring. I'd rather use a PA to take me out and do the things I used to do, like going to the painting class, bowls or to support me to visit friends and family. My daughter-in-law Fatima is pregnant and I would like to be an active part of my grandchild's life.

Customer reference: 110002223

Encourage the person to talk about what is important to them. What do they like? What kinds of things have they done in the past? Who are the important people in their life?

This question is more about how the person *wants* their life to be like. What would they like to change? What would they do if they could?

Customer's reference number

Support Plan /continued

The final question of this section looks at outcomes and how the person plans to achieve them ...

Now, tell us what outcomes you have from the above, and how you will achieve them.

Outcome	How will I achieve it?	Who will support me and how much will it cost?
Get out more, maintaining links with my community	Support from an PA twice a week and some extra help from Fred at weekends	PA @ £8 an hour, 8 hours per week = £64 a week, £3328 per year
Support to maintain personal hygiene and appearance Support to assist with meal preparation and maintain nutrition	Support from agency with wash, dress and breakfast. Meals support and undress and put to bed	7.5 hours a week @ £14 = £105 a week, £5460 per year
Support to maintain safety during day and night	Care Ring and telecare - personal pendant alarm and falls monitor	Free
Support with routines of daily living	Support from son and neighbour	Free

1. Looking back at questions 4 and 5, work with the person to identify outcomes – that is, the things they would like to achieve. These will normally be things to help them improve their quality of life, live more independently or keep healthy, safe and well.

3. In this column, show who will provide support and how much it will cost.

2. For each outcome, ask the person how they plan to achieve it – this might be through support from another person, or use of equipment, or some other way.

Look below the surface to clearly identify a person's genuine, *eligible* needs. Don't be afraid to (politely and sensitively) challenge where you believe someone's choices are unrealistic.

Customer reference: 110002223

Customer's reference number

Support Plan /continued

Questions 6 and 7 are about risks, decisions and choices.

6. Keeping myself and others healthy and safe

How will your plan keep you healthy, safe and well? Dealing with risks is part of everyday life but you will need to write down any particular risks you face. What are the benefits for you in taking these risks as well as the possible consequences?

Think about your responsibilities to other people such as those providing your care or support e.g. are carers using safe moving and handling techniques.

Show in your support plan how you will manage the risks you have identified.

A personal alarm will help me feel safer in the house alone, knowing that if I fell, I could call someone. A falls alarm will raise help if I fall in the house during day or night.

Support of 1 care worker will ensure I am safe when washing and dressing. Support with meals will ensure I have a good balanced diet.

Smoke detectors will raise alarm if there is a fire in my home.

Ask the person what risks there might be in the outcomes they have identified in their plan. How will they manage these risks? What are the benefits in taking these risks?

7. Having choices and making decisions

Your plan should help you lead the life you want. It needs to include something about the big as well as the smaller things in your life.

If you need help with making decisions, say what kind of decisions these are and who you want to help you. Will other people be involved in making decisions with you and how will they take your views into account?

How will you make choices and take decisions?

At the moment I am confident in my ability to make choices and decisions. My son Fred, and sometimes my daughter-in-law, Fatima, help me take any big financial decisions, but I am confident that I can still make choices about my own life. As I get older I know I will rely more on Fred and Fatima, but I value their judgment.

Does the person need any help making decisions? What kind of decisions do they need help with? Is there anyone who helps make decisions now? Will someone help in the future? If so, how does the person feel about this? Will their views be taken into account?

Customer reference: 110002223

Customer's reference number

Support Plan /continued

Ask the person how they will manage if something goes wrong ...

8. How I will manage my life/care/budget if things go wrong

How will you manage if support is unavailable?

If my PA is unable to visit, my son Fred is usually able to come at short notice. However he will be working full-time soon. Luckily his job is flexible, but I will rely more on Tom, my neighbour and long-time family friend. Tom and his wife often help me if Fred is not available. If things went seriously wrong I know I could call on my daughter-in-law.

If support is unavailable, it is important that the service user has other ways to get support, even at short notice. Check if there are other people who can help, and people they can contact in an emergency.

Customer reference: 110002223

Customer's reference number

Support Plan /continued

This is where the person shows how they will spend their budget, breaking down individual support costs. If there isn't enough money for everything the person wants to do, help them identify what is really important to achieve the outcomes that will keep them healthy, safe and well.

9. How will I spend my personal budget?

You need to show how much everything in your plan will cost, such as the weekly cost of a personal assistant or a regular service. You also need to include the cost of one-off items such as equipment. You will need to make choices if there isn't enough money to do everything you want.

You might be able to add to your budget by exploring other sources of funding and support. E.g. Access to Work, Supporting People services and specialist charities. Adding to the money available to you will help you do more.

Some sources of funding such as the Independent Living Fund require that their contribution is spent only on certain things. You will need to show how your budget meets these rules.

Support Service	Hours/Cost	Total
Personal Assistant	PA @ £8 an hour, 8 hours per week	£3328
Care Agency	7.5 hours per week @£14	£5460
		£
		£
		£
		£
		£
		£
		£
		£
Total cost of support plan:		£8788 per year

Customer reference: 110002223

Remind the service user that they might be able to add to their budget through other sources of funding and support, e.g. Access to Work or Supporting People.

List types of support here, along with the hours required and the cost per hour. Add the total at the end.

Again, remember to look below the surface to clearly identify a person's genuine, eligible needs ...

Add the overall cost of the support plan here.

Customer's reference number

Support Plan /continued

Question 10 is for Adult Social Care use only. Indicate whether the person's needs in areas such as physical and mental health, personal care, family responsibilities etc. are low, moderate, substantial or critical.

10. Level of need (to be completed by Adult Social Care)

Needs relating to your physical and mental health				
Low	Moderate	Threshold for services	Substantial	Critical
<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>

Needs relating to your personal care/domestic routine/home environment				
Low	Moderate	Threshold for services	Substantial	Critical
<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>

Needs relating to your family and social responsibilities				
Low	Moderate	Threshold for services	Substantial	Critical
<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Needs relating to carers				
Low	Moderate	Threshold for services	Substantial	Critical
<input checked="" type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

Has the service user's capacity been assessed in line with the Mental Capacity Act?
 Yes No
 If you have answered Yes to the above question please attach the capacity assessment.

Has the risk assessment screening tool been used?
 Yes No

Is there a risk management plan in place?
 Yes No
 If you have answered Yes to either of the above questions please attach the risk assessment and/or management plan. Please note, support plans will not be agreed unless all identified risks have clear, robust and agreed plans in place to manage those risks, as well as agreed contingency plans.

Tick/check the boxes as appropriate ...

If you answer YES to any of these questions you must attach the supporting paperwork as appropriate.

Customer reference:

Customer's reference number

Support Plan /continued

Question 11 is for Adult Social Care use only. This is where you show the full breakdown of the personal budget, and how the person would like to receive it.

11. Breakdown of personal budget (to be completed by Adult Social Care)

Date: 1 April 2010 Name of referrer: James Harris Tel: 0113 xxxxxxxx

Name of customer: Reg Smith BSCR No: 110002223
 Customer's D.O.B: 12 August 1938 BSCR care option: XX-XX-XX

Does the customer currently receive direct payments?
 Yes No

Has the customer previously received direct payments?
 Yes No

Is the customer an existing personal budget user?
 Yes No

Date support plan approved: 13 April 2010 Support plan authoriser: R Griffith
 Date of personal budget agreement: 16 April 2010 Start date of support: 1 May 2010

Has Fairer Charging Assessment been applied? Yes No
 What is the client contribution? £ No charge

What is the customer's chosen budget option?

Direct Payment (DP)	DP to nominated person	Individual Service Fund	Trust	Local Authority managed budget	Mixed
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Approved personal budget cost:	£8788
minus client respite contributions	-£-
minus managed budget (for directly provided services)	-£-
minus one-off payments	-£-
Remainder of budget	£169
Remainder of budget divided by 52	-£-
minus Fairer Charging client contribution	-£-
Weekly amount to be paid to customer, their representative or provider:	£169

Additional information: N/A

Customer reference: 110002223

Include the person's details here ...

Does the service user receive direct payments or use a personal budget already?

Add the dates as appropriate, and the name of the support plan authoriser ...

Indicate the person's preferred budget option here...

Show the budget breakdown here ...

Here is the weekly amount the customer will receive.

Any additional information you feel is relevant?

Customer's reference number

Support Plan /continued

Question 12 is a summary of the approval process, showing the dates the support plan was completed, agreed by the team manager, considered by the gatekeeping panel – and the outcome.

There is also space to include the date and outcome if the plan has been sent to a specialist panel.

12. Approval process

Date support plan completed:	1 April 2010	
Date agreed by team manager:	5 April 2010	
Date considered by EGP:	13 April 2010	
Outcome:	Agreed YES	Returned
Date considered by specialist panel (if applicable) :	N/A	
Outcome:	Agreed	Returned

Fill in the dates as appropriate ...

Customer reference: 110002223

Customer's reference number