

My Support Plan

What is My Support Plan?

The Support Plan helps you to work out what support you need. The Support Plan concentrates on the things that you would like to change in your life, what you want to stay and how you will spend your individual budget to support the your needs, as shown in your supported assessment questionnaire.

When you fill in 'My Support Plan', you will be able to do the following:

- make a plan of the changes you want to make
- decide what support you would like to help you make these changes
- decide who will support you to do this and when
- include any risks or worries you have
- decide how to manage your individual budget

Who can help me?

You can fill in 'My Support Plan' with or without help. If you would like help, you can ask a family member, friend, carer or other support person to fill it in on your behalf. You may want different people to help you think about different parts of the Support Plan. You have already been informed about the number of hours of support that you will receive from the council and your support planner will have discussed with you how you can use them.

Filling in 'My Support Plan'

This section gives you some information to help you to fill in the Support Plan.

What is support planning?

A Support Plan says:

- how and what you want to change
- how you would like to use the resources and support available to you to make these changes

Support planning allows you to think about your life and decide what you want to change and what you want to stay the same. By filling in the Support Plan, you can make sure that you have planned the right support before you receive and spend your money (your individual budget).

The Support Plan will also help others know what you want so they can do their best to support you **but most importantly it is about you having more control over your support and meeting your needs.**

What do I put in 'My Support Plan'?

There are lots of ways you can plan your support. You may want to use pictures, drawings, writing, or, typing on some blank sheets of paper to help you think about what you want to change in your life to make it better. There are lots of ways to help you complete the Support Plan and you should discuss these with your support planner.

If you have a Person Centred Plan, this may also help you make a Support Plan. A Person Centred Plan is used as a way of supporting people to express what they want and need. You can use it to look at what and who is important to you and consider what you might want to change in your life and what support might be required to do this.

If you live in supported accommodation you may have a Service Support Plan, which you can use to help write your Support Plan.

Before you start filling it in, it may help you to start thinking about these questions:

- What is not working in your life?
- What can you not do now that you would like to?
- What is working well in your life and what would you want to keep and/or increase?
- What would improve your quality of life or make your life better and easier?
- What do you enjoy and what support do you need to do these things?
- What are your normal routines, do these work and do you want to change anything?
- Are there people or things that already help you?
- Who or what else do you need to help you?

The things you want to change or stay the same should be **clear, realistic and achievable**. This is so that we can see if the support is working or not. The Support Plan will not be agreed if your plan does not clearly say what you want to do and how. There must be clear actions which will help you improve your quality of life.

Here are some examples of changes that you might like to make:

- changing the services you already receive
- changing who gives you support
- changing how you spend your time.

You should not be afraid to put down things that might be hard to do as there are people who might be able to help you. The Support Plan is your chance to be **creative** about what you want to do and when.

What can I spend my individual budget on?

You can spend your individual budget on anything that helps you make your life better and meets your needs. We have not provided a list of what you can spend your individual budget on because everyone's Support Plan will be different but some examples might be:

- employing a personal assistant to help take care of you to buy things that will help you meet your needs in a better way e.g. a microwave or fridge to make sure you eat and drink regularly, or a computer and broadband so you can shop online
- joining a voluntary group or a new course to help you learn new skills and meet new people
- taking driving lessons to help you get out and about
- buying assistive technology to help keep you safe in your home e.g. an alarm
- agreeing more flexible times with your homecare providers so you can get up and go to bed when it suits you

There are lots of things that could help you. If you think of something that would help meet your needs, talk to your support planner, carer, family or friends. Some of the support you want might be free like support from friends or family, or free advice. If you need to buy support, you should think about where you can get it and who is best to provide it.

You can find out more about the support, services and activities that are available by accessing the Supporting Your Choice Services Directory online via www.lbhf.gov.uk/supportingyourchoice.

What can't I spend my individual budget on?

You cannot spend your individual budget on:

- **anything that does not meet your assessed needs and outcomes**
- anything that is against the law
- gambling
- NHS treatments
- to pay for services or care for your husband, wife or civil partner
- to pay your partner or close relatives that live in the same household as you (your support planner can advise what is included as 'close relatives')

What happens when I have filled my support plan in?

The Support Plan will need to be **agreed and signed off** before you receive your individual budget and support can be arranged. You and your assessor will review the plan early on to make sure you are happy with your support and it is meeting your needs. If you want to change your support, or you think your needs have changed, please let your assessor know as soon as possible.

Consent

By filling in 'My Support Plan and handing it in, I understand that I will be giving my personal information to you (London Borough Hammersmith and Fulham Council) and you will keep it safe and use it to help plan my support.

I also understand that you may need to share this information with professionals in other organisations or agencies, such as housing services, voluntary organisations and the health services to make sure that I can get the help I need. I also agree to health services providing information to the council about me to allow assessment for continuing health care purposes.

I am giving you my consent to share the information in 'My Support Plan' for this purpose, and I understand that I can take away my consent at any time.

I am aware that I can state in writing any organisation that I do not want to see my information, and you will not share this information with my relatives or friends without my knowledge or agreement.

Please print your name and give a signature if you agree to all of the above:

Your name:

Signature:

Date:

FOR COMPLETION BY THE SUPPORT PLANNER ONLY

Name:

Date of birth:

Date of assessment:

Name of support planner:

Name of assessor:

Indicative budget:

People present at Support Plan visit :

Other contributors to Support Plan (name, nature of contribution):

Basic information

If you are completing the Support Plan **on behalf** of someone else, e.g. a friend or family member please fill in your details here.

Title
Forename (s)
Surname
Date of birth (DD/MM/YYYY)
Ethnic origin (select from list below): White British <input type="checkbox"/> Irish <input type="checkbox"/> Any other White background <input type="checkbox"/> Mixed White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Any other Mixed background <input type="checkbox"/> Asian or Asian British Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Any other Asian background <input type="checkbox"/> Black African <input type="checkbox"/> Caribbean <input type="checkbox"/> Any other Black background <input type="checkbox"/> Chinese or other ethnic group Chinese <input type="checkbox"/> Any other ethnic group <input type="checkbox"/>
Gender: Male <input type="checkbox"/> Female <input type="checkbox"/>
Address
Telephone
Email address

1. What is important to me?

Please tell us what is important to you in your life. Is there anything we should know when thinking about your Support Plan?

2. What are my needs

This section is for your assessor to complete. They will list all the needs that we have identified from your supported assessment questionnaire. They will then give it a score. This score relates to the Fair Access to Care Services (FACS) levels of need. FACS, the guide produced by the Department of Health 2003, tells us how we can decide who is eligible for adult social care. There are five levels of eligibility - critical, substantial, greater moderate, lower moderate and low.

If you feel that you have other needs which have not been listed, please discuss them with your Support Planner who can add them to this list.

FACS area		Need	Level
Practical aspects of daily living	Shopping		
	Home environment		
	Laundry		
	Pension and benefit collection		
	Daily Personal care		
	Personal care task		
	Meals		
Getting in and around my home			
Developing and maintaining positive relationships			
Being part of the local community			
Complex needs			
Work and Learning			
Parenting			

3. What I would like to change in my life and what would I like to stay the same?

Please complete the table below. We want to know how you would like to change your life and how you would like to keep your life the same, in order to make it better and meet your needs.

What support/services/activities would help you make these changes and meet your needs, and who could support you in doing this?

A	B	C	D
<p>How would you like to change your life or keep your life the same?</p> <p>(Please write your personal goals)</p>	<p>Which of your needs (as listed above in section 2) does this goal relate to?</p> <p>(If your goal relates to more than one need, please list them all)</p>	<p>What support/activities/ service would help you do this?</p>	<p>Who could support you?</p> <p>(You may already have support that is helping you do this already. If so, you can write it in the next table)</p>

4. My action plan to meet my goals

Please complete the table below. Fill in all of the support and activities you wrote down in **Column C** in the previous table on page 10 and add when the services, support or activities will start, how frequent this will be and how much it will cost.

It is important when looking at the cost of the services, support or activities you would like, that you remain within your likely individual budget. Your support planner can help you work out the costs.

List all of the services/ support/ activities from Column C page 10	What date will you start this service /support/ activity?	How many hours will you be doing this each week?	Will you be doing this at night? (YES / NO)	How much will it cost each week?	OFFICE USE ONLY (a support planner will help you fill this in)
					Provider name and type
Total costs					
Likely individual budget					

5. Managing my individual budget

As well as having choice about the support, you can also choose how you want to manage your individual budget. There are a number of ways you can do this as explained below.

1 Direct Payment

- You may choose to manage your individual budget by a Direct Payment. This will let you arrange support yourself.
- You do not have to do this on your own. You can ask someone to help you to manage the arrangements. You can receive support from anyone you choose, such as family, friends or an independent trust.
- If you lack the capacity to receive a Direct Payment, it can also be paid to a third party.
- If you want to employ someone, there are things you need to know (e.g. employment laws) and your support planner can discuss this with you. Direct Payments are the most flexible way to manage your support.
- Before we give a Direct Payment we must be sure you want a Direct Payment and you are able and willing to manage the money, on your own or with help. If the Council finds you are mismanaging a Direct Payment, the Council can withdraw the payments.
- The law also says the Council can not give a Direct Payment if someone is subject to certain mental health or criminal justice legislation.

2 A council managed budget

- You may decide that you prefer not to receive a Direct Payment, and you would like to ask the Council to make arrangements on your behalf. **Your assessor will arrange the services as agreed in your Support Plan through the council's procurement process.** You can use your individual budget to receive statutory support from our in-house services and agencies that work with us or from other service providers.

3 A combination of a Direct Payment and a council managed budget

- You may prefer your individual budget to be a combination of a Direct Payment to buy your own services and a council managed budget where you can buy and arrange some of your support and the Council can help arrange other parts of your support from statutory services.

The way you choose to use your individual budget should help you make sure your Support Plan suits your lifestyle and needs.

Please identify in the table below how much of your individual budget you would like to receive from a Direct Payment, or Council managed budget. You can have a one or the other, or a combination of both. Could you also indicate who will manage the individual budget e.g. you, a carer, friend/family or the Council.

	The amount (£)	Who will manage the individual budget (e.g. You, carer, Council)
Direct payment		
Council managed		

6. Making sure my Support Plan will work and be safe for me and others

The Support Plan needs to show that you have thought about risks and difficulties that might arise with your support. For example, you need to think about:

- Are you at risk of a fall or accident?
- Are there people you do not feel safe around?
- Are you safe in your home?
- Are you safe in your community, or out and about?
- Is there anywhere, or anything, that makes you feel unsafe?
- How do people know if you are unwell or need help?
- Do you have contacts for emergencies?
- Do you have any concerns around your health?

The table on the next page asks you to think about what you can do to try to avoid these problems or difficulties, how likely is it that they will happen and what needs to be done if they do happen.

A support planner can then discuss with you how best to manage these possible difficulties and problems.

What difficulties might there be with your plan?	How likely is it that these difficulties will arise? (Please answer with unlikely, possible, likely, very likely)	What will be the impact if these difficulties do arise and what can we do to prevent them happening?	What will need to be done if the difficulties still arise? (What are the contingencies?)	OFFICE USE ONLY What actions are being taken to manage the difficulties? (change to support plan, or responsibility of consequences accepted by user with contingencies)

8. Agreeing the Support Plan

Before you can receive your individual budget and support, we need to check and agree your Support Plan. Once we have agreed your Support Plan, you will start to receive your individual budget.

If you agree with the Support Plan, please give your name and contact details and sign in the following table. Then get the people who helped develop and agree your Support Plan to give their contact details and sign below.

We agree the Support Plan.

Name (in block capitals)	Contact details (Full address, postcode and phone number)	Signature
My name		
My carer, family member, friend		
My support planner		
My assessor		
My care manager		
Other		

9. My Feedback

Where **10 = maximum level of choice** and **1 = no choice**, how far do you feel that you have control and choice over your own care arrangements? (Please circle one answer)

1

2

3

4

5

6

7

8

9

10

**No choice
choice**

Maximum

Please tell us what you thought of the Support Plan and the support planning process? Is there any thing that could be made better?

Comments, compliments and complaints

If you have any comments, compliments or complaints about this service, please discuss with your support planner or contact:

Customer care and complaints manager,
Cambridge House,
100 Cambridge Grove,
London
W6 0LE

Telephone: 0208 753 5101
Email: csdcomps@lbhf.gov.uk

Safeguarding

If you have been mistreated or abused, you can contact your social worker or another professional directly, or telephone H&F Advice on 0845 313 3935 (out of office hours 020 8748 8588) or e mail h&fadvice.care@lbhf.gov.uk. Your concern will be treated sensitively. In an emergency, telephone 999

Thank you for completing 'My Support Plan'

10. Approving the Support Plan *(For office use only)*

This section is for a care manager to complete. To approve the Support Plan, the care manager will need to make sure the following features have all been covered in the Plan:

Points for approval	Tick for approval	Comments by care manager (including any actions required)
The support provided is clearly linked to the critical and substantial needs as identified in the SAQ.	<input type="checkbox"/>	
The support identified clearly relates to the outcomes set.	<input type="checkbox"/>	
It is clear that the service user does not have a primary health need (Continuing Health Care).	<input type="checkbox"/>	
The support identified is legal.	<input type="checkbox"/>	
Risks have been identified and appropriate mitigation and management arrangements have been recorded and put in place.	<input type="checkbox"/>	
Appropriate monitoring and review arrangements have been put in place.	<input type="checkbox"/>	
Other information has been used where appropriate to inform the Support Plan e.g. Person Centred Plans	<input type="checkbox"/>	
Other parties (e.g. friends, family, carers and other professionals) have been consulted where appropriate.	<input type="checkbox"/>	
The cost of the support identified remains within the estimated individual budget.	<input type="checkbox"/>	