

Direct Payments and Individual Service Fund Strategy 2021 - 2024



Hertfordshire



I RECEIVE SUPPORT TO VOLUNTEER FOR JOBS I AM INTERESTED IN



DIRECT PAYMENTS HAVE PROVIDED EMPOWERMENT AND CHOICE



I CAN EMPLOY PAS THAT UNDERSTAND MY RELIGION AND CULTURE

I CAN LIVE IN MY OWN HOME BY MYSELF



ALLOWS ME TO JOIN A CRAFT CLUB

DIRECTOR OF MY SUPPORT IN MY LIFE



ENABLING

WITHOUT DIRECT PAYMENTS I WOULD NOT BE ABLE TO LIVE AN INDEPENDENT LIFE



I GO OUT IN THE LOCAL COMMUNITY AND MEET OTHER PEOPLE



DIRECT PAYMENTS GAVE ME CONTROL OF MY LIFE



DIRECT PAYMENTS HELP WITH ACTIVITIES AND MY MENTAL HEALTH AND WELLBEING

CONSISTENCY

MY QUALITY OF LIFE IS SO MUCH BETTER AND THIS HELPS ME BE A BETTER PARENT.



WITHOUT DIRECT PAYMENTS I WOULD MISS OUT ON LIFE EXPERIENCES AND OPPORTUNITIES

CREATIVITY



TO EMPLOY THE PEOPLE OF MY CHOICE AT TIMES THAT SUIT ME

PERSONALISED

RECEIVE HELP TO DO THE THINGS THAT MATTER



FLEXIBILITY

DIRECT PAYMENTS HAVE BEEN A LIFELINE, THE DIFFERENCE BETWEEN COPING AND NOT



COMMUNITY SUPPORT



MEETING MY FRIENDS



Adult Care Services

Introduction:

We want people in Hertfordshire to live full and active lives in their local communities. This Direct Payments and Individual Service Fund Strategy sets out our ambition for people who wish to be in control of the support they are eligible to receive from Adult Care Services (ACS) and the people, professionals that arrange, deliver or have a supporting role in this. The vision and actions outlined in this strategy aim to give people real power and control over their lives, with self-directed support being the essential element to achieve this.

Direct payments and individual service funds are two ways to receive self-directed support and are available to people who have been assessed as being eligible for social care by Hertfordshire County Council. ACS will make good quality information about these options available to people eligible for adult care support.

A direct payment is money that is paid to a person (or someone acting on their behalf), so they can arrange their own care and support instead of Hertfordshire County Council. A direct payment is one way to receive a personal budget, which is a budget allocated to a person by Hertfordshire County Council to pay for support to meet

assessed, eligible needs and outcomes. Another way to receive a personal budget is through an individual service fund where a care provider, chosen by the person, manages the budget on their behalf.

This strategy aligns with our statutory duties under the Care Act 2014, Connected Lives model for social care and the ACS 3-year and 15-year plans. We will achieve our goals in this strategy and embed them in our practice. We will implement quarterly monitoring and an annual review of progress to ensure we are on track to meet our goals. The strategy will be updated if legislative changes make this a necessity.

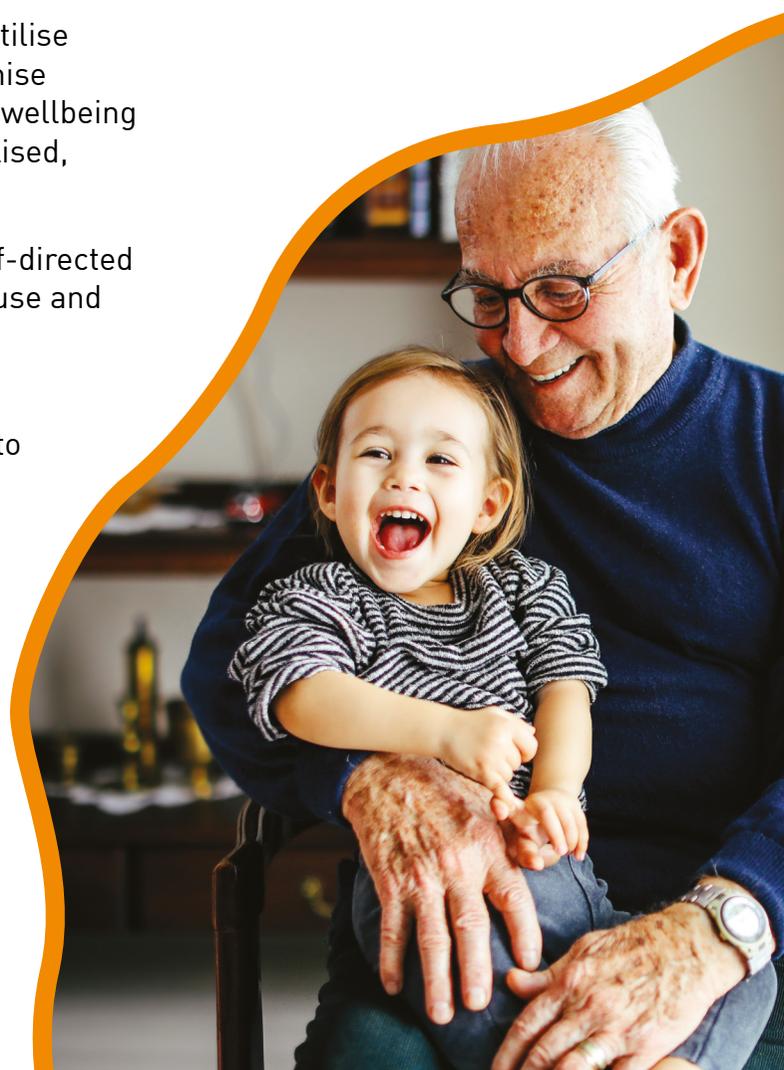


Our vision:

To create our vision, we have developed some guiding principles. By using these principles, we can work with people who are eligible to receive a direct payment or individual service fund to help them lead a life that promotes independence and citizenship.

Our vision has been influenced with the results of consultation with direct payment holders and ACS staff in 2020 through two direct payment surveys. We will:

- Hold conversations with Hertfordshire people who request social care support to make best use of their strengths, networks and community assets
- Work closely with partners, providers, families, carers, friends and the voluntary services in the person's community to develop care and support plans that promote the well-being of people
- Provide good quality information about self-directed support including personal budgets, direct payments and individual service funds
- Provide and promote ways to utilise self-directed support to maximise independence, citizenship and wellbeing so people can receive personalised, responsive support
- Ensure people who receive self-directed support are protected from abuse and neglect
- Ensure people receive the proportionate level of support to arrange and manage services that support them to achieve more independent lives and promote wellbeing
- Help people to feel connected and a part of their local communities



Information and advice:

People that are eligible for social care in Hertfordshire will have information and advice on the options available to receive their personal budget, including direct payments and individual service funds. Information will be available in accessible formats and communicated in an understandable, consistent way from ACS, our Direct Payment Support Service and partnering organisations.

Our information and advice will support people and those acting on their behalf to be confident in understanding their responsibility in managing both their care and direct payment money. Direct payment holders and people acting on their behalf will understand their obligations and how to meet them in line with our Direct Payment Agreement and Information and Guidance Booklet. Care providers will understand their individual service fund obligations and how to meet them in line with our Individual Service Fund Agreement. People and those acting on their behalf will know what support is available should they struggle with these responsibilities.

A person's decision to have all or some of their social care needs met from self-directed support will reflect a positive informed choice to do so. A person should not be excluded from receiving a direct payment or individual service fund based on cognitive ability and/or a lack of informal support networks.

We will work in collaboration with people to refresh the information we provide about self-directed support to ensure it is accessible and delivered in a range of formats. We will also review our direct payment templates and letters to ensure information is understandable, accurate and accessible.



Hertfordshire Adult Social Care Workforce

During 2021, we will develop training and guidance on self-directed support, so staff have the knowledge and skills to implement creative and personalised care and support planning with people. We will introduce governance structures to discuss, decide, and agree direct payment and individual service fund practice and policy ensuring clarity on approach and promoting consistent application across ACS. In this way people will be supported to fully understand the options available to them in receiving, managing and spending their personal budget.

People receiving self-directed support will be able to access care and support from a range of provisions including, national, private and voluntary sector organisations and local community enterprises that can respond to their eligible needs and outcomes. A larger social care workforce which could be developed further is through increasing the number of personal assistants and community social care enterprises. The development of these will improve social care options available to people who choose self-directed support as well as those who fund their own care. Commissioning and workforce development officers will

work with partner organisations and stakeholders to increase and diversify the social care workforce.

ACS will continue to work closely with our strategic partners in Hertfordshire Care Providers Association (HCPA) and others including the University of Hertfordshire to ensure there is a well-trained social care workforce in provider organisations. Our social care commissioners will maintain their work with established

providers and new entrants to social care provision in Hertfordshire and beyond.



Personal Assistants (PAs)

Under a direct payment a personal assistant is someone a person chooses and employs to provide the support needed.

Under an individual service fund a personal assistant can be chosen by the person and the care provider managing the individual service fund will support the person to employ them. PA support may include cooking, cleaning, help with personal care such as washing and dressing, and other things such as getting out and about in the community. A personal assistant can be paid through direct payments or an individual service fund.

ACS wants to increase its awareness of the number, skills, and knowledge of people working as PA's in Hertfordshire. During 2021, ACS will work towards a position where it has better oversight of the PA's working in Hertfordshire. We will explore how we can best support PA's including learning and development. This will enable us to develop a professional standard for PAs, offer a greater level of assurance about the standard of care they deliver to people receiving self-directed support and provide ways for people to spend their personal budgets on their needs and outcomes.

Safeguarding

We will safeguard people who receive self-directed support from abuse and neglect.

Working with people who use services, carers, and partner organisations, we will take action to address situations that cause concern. We will continue to recommend that direct payment holders who employ a PA should take up the offer of a Disclosure and Barring Service (DBS) check at no cost to themselves. DBS checks help people make better-informed decisions about whom they employ to provide their care.



Direct Payment Support Service

In Hertfordshire, the direct payment support service (DPSS) is funded by Hertfordshire County Council to provide a service that provides people receiving support and carers information and guidance on direct payment related issues such as safe recruitment and employment practices, contingency planning, insurance, and pension provision.

We want this support for direct payment holders to continue and to be available to even more people than use it now. In future, the Direct Payment Support Service will give a wider range of people considering a direct payment, information that can help them make an informed decision on whether to use one. More guidance and support will be available to people to develop contingency plans, so they continue to receive care and support when this is not available from their usual provider.

Personal Health Budgets

A Personal Health Budget is a sum of money from the NHS to meet a person's assessed health and wellbeing needs. Having their Personal Health Budget paid to them, enables the person to exercise choice and control and to decide how to meet their needs.

In Hertfordshire, some people have used personal health budgets to organise their own health and wellbeing services. In line with government expectations, our health partners are working to broaden their availability to more people with healthcare needs and their carers.

Our integration team, together with our health partners, are working to achieve our aspiration over the period of this strategy to develop mechanisms to support the integration of social care personal budgets and personal health budgets. This will enable us to offer integrated personal budgets to people who have social care and health care needs.

Performance Measures

We are committed to ensuring excellent self-direct support practice and performance to benefit people who use services and carers. We want to understand how well we are progressing towards this goal.

This will enable us to focus on areas that need further development, share learning where performance is excellent, and ensure consistency across ACS. We will introduce a range of quantitative and qualitative measures so we can assess how well we are doing. These will add depth and rigour to the measures currently used including the Adults Social Care Outcomes Framework (ASCOF) which helps us compare our progress on direct payments with national, regional, and comparable authorities.

Summary

This strategy sets out the ACS aspirations for self-directed support in coming years.

In accordance with the Care Act, our 3 and 15 year plans and our aspiration to support more people and carers who use services to exercise more choice and control over the services they receive through self-directed support. Direct payments and individual service funds will be our two options for self-directed support in Hertfordshire and will remain a core part of our offer.

To achieve our aspirations, we will work with people who use services, service providers, the voluntary and charitable sector, partner organisations, and the wider community. We will implement an action plan to maintain a clear focus and ensure we achieve the objectives set out in this strategy in a timely manner. We will work to ensure we have in place the structures, systems, and support needed to achieve good quality self-directed support.



For more information on adult social care and direct payments please visit www.hertfordshire.gov.uk/adults

If you would like more information on this strategy please contact: sam.wood-edel@hertfordshire.gov.uk



Connected **Lives**

