

Working with Personal Health Budgets & Direct Payments

Information for the voluntary sector

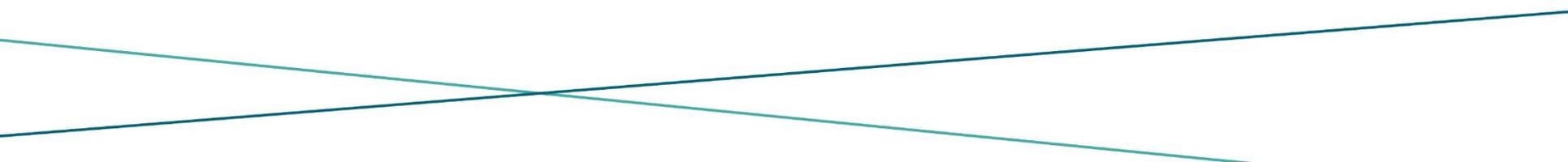


Community
Hertsmere

· Inform · Involve · Enable · Enrich ·

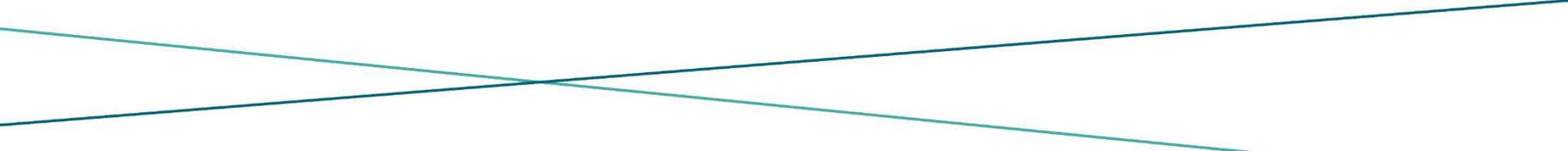


What's it got to do with us?

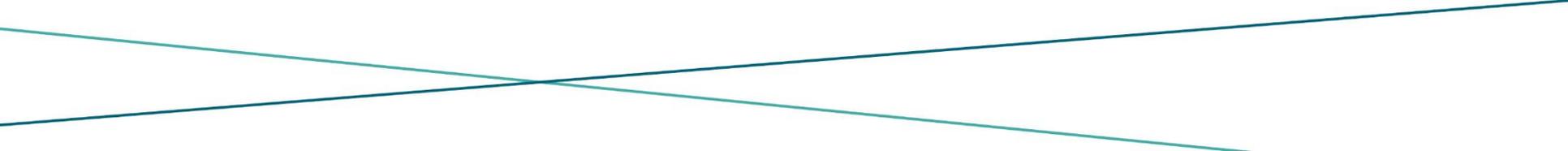
- Its about shifting power through choice and control from the state to the individual.
 - If organisations know about Personal Health Budgets and Direct Payments we can tell the people we work with and give them more choice and control over the care and support they need.
 - As other funding streams diminish this should grow.
- 

What's the toolkit for?

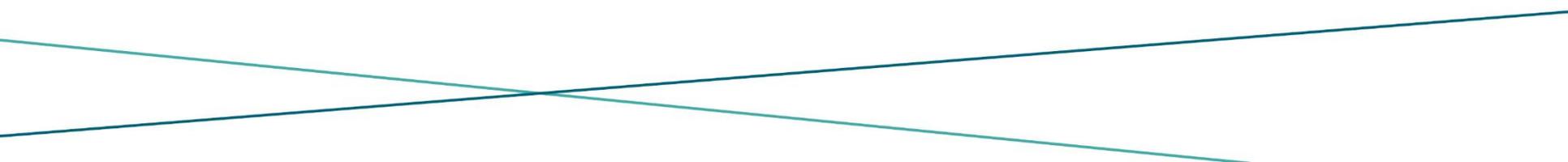
The toolkit is here to provide:

- basic information about personal budgets for both health and social care to help you inform people you are working with. This includes this presentation and links to case studies and personal stories.
 - information which can be used by infrastructure organisations supporting the voluntary sector to share information with their members.
 - information for organisations to enable their boards and CEOs to make an informed decision about the relevance of this funding stream to their organisations future.
- 

Personal Health Budgets, Personal Budgets and Direct Payments

- A Personal Health Budget is an amount of money to support a person's health and wellbeing needs, planned and agreed between the person and their local NHS team.
 - Personal Budgets are an amount of money councils can allocate to help people who have disability, frailty or vulnerability, get the support they want.
 - A Direct Payment is the way an individual receives that personal budget if they choose to manage it themselves.
- 

Individual Service Funds (ISFs)

- An ISF is used when someone's Personal Budget (or a proportion of that budget) is lodged with a chosen provider on their behalf. The individual remains in ultimate control of how their money is spent. These can be used with either social care or health budgets.
 - This is a good way of managing personal budgets when a person does not want or is not able to manage it themselves but still wants the control.
 - Voluntary organisations could potentially be the 'provider' in these arrangements.
- 

Personal Health Budgets and Personal Budgets

Adults and Children eligible for social care funding have the right to have a Personal Budget.

As of October 2014 Adults eligible for NHS Continuing Healthcare and Children eligible for Continuing Care have the right to have a Personal Health Budget.

People have a choice as to how they receive their PHB or PB:

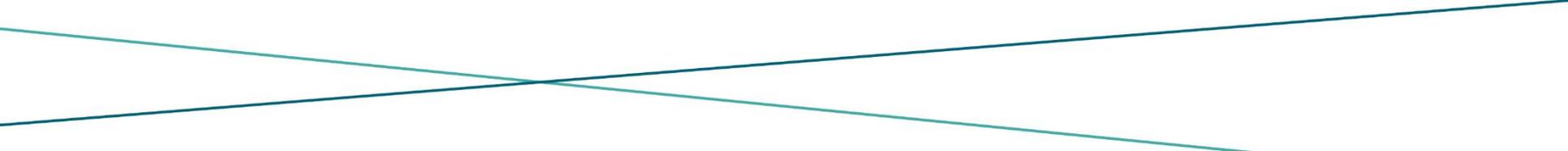
- Notional Budget
- Direct Payment
- Third Party Management

Why do people choose to have a PB or PHB?

- To have more choice, control and flexibility
- To employ personal assistants directly
- Consistency of staff
- Maintain support through transition

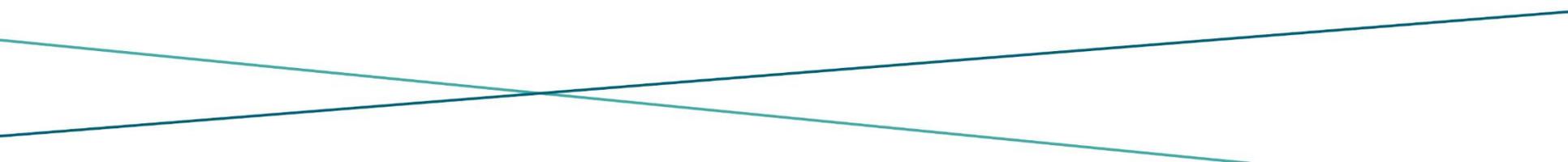


How does the money move?

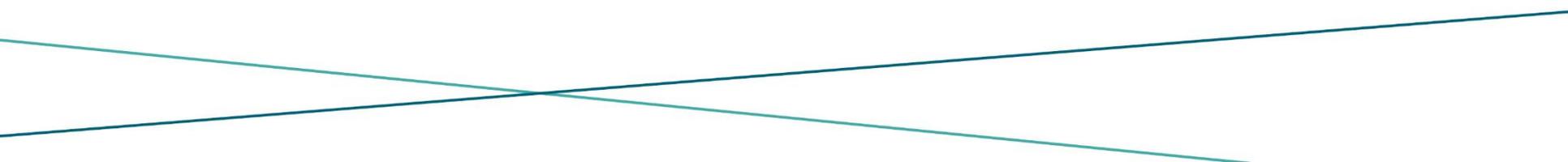
- Personal Health Budgets and Direct Payments are paid directly to the individual on a pre-payment card on a 4 weekly cycle.
 - This means that any voluntary organisation which is providing a service paid for by a Direct Payment will need to be able to accept electronic payments into a bank account and keep appropriate records. It also means they may want to consider how they set their payment cycle to fit with this 4-weekly cycle.
- 

What's Missing?

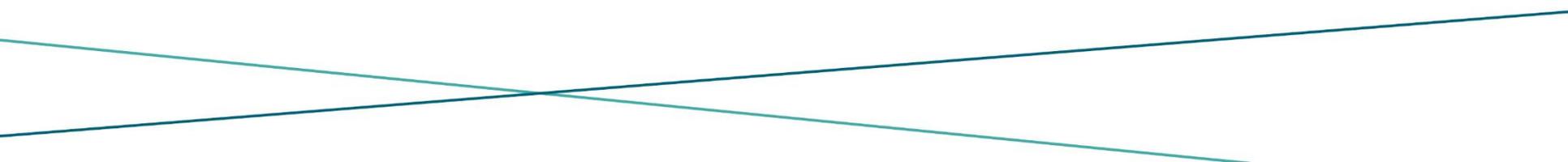
**How can voluntary sector and
community organisations support?**

The bottom of the slide features two thin, teal-colored lines that cross each other. One line slopes downwards from left to right, while the other slopes upwards from left to right.

Support to develop a Personal Health Budget

- Information, Advice and Guidance (IAG)
 - Signposting and triage
 - Support Planning
 - Specialist “Brokerage” Sourcing
- 

Support to maintain a Personal Health Budget

- Recruiting Carers and Personal Assistants
 - Payroll/HR
 - Managed account services
- 

Services, resources and activities for budget holders and self funders to buy

Counselling

Drumming lessons

Training for Carers and Personal Assistants

Hydrotherapy

Technology

Zoo memberships

Personal Training

Carer/ PA support

Singing lessons

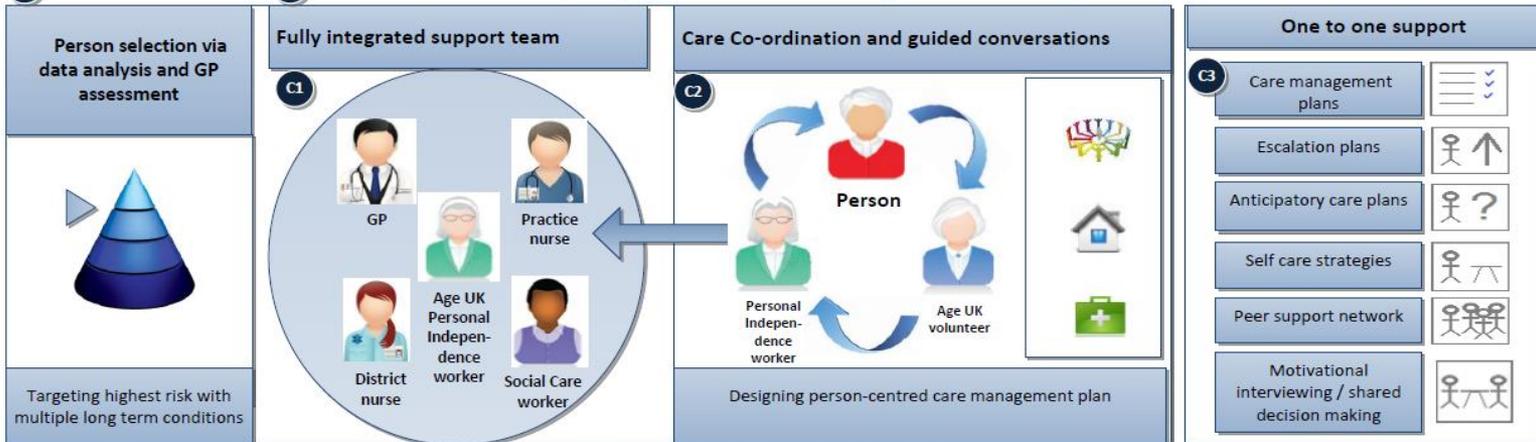
Club/ group memberships

The key features of the Age UK PICP model



A Whole system change: Local voluntary organisation at centre of person's health outcomes

B Cohort identification **C** Person-centred multidisciplinary team and the role of the Age UK Personal Independence worker



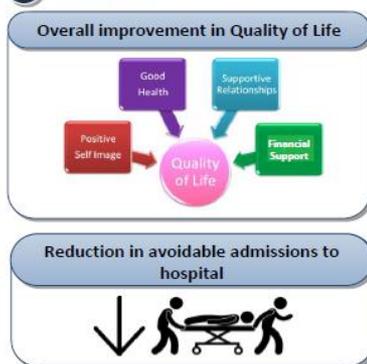
D Wrap-around local support services



E Age UK's integrated care pathway development

- E1** Collective accountability across integrated care team (Age UK, clinical and social care services)
- E2** Volunteer-led. Access to community services. Clinical coordination: medication, appointments etc.
- E3** Assessing immediate needs and addressing barriers to improve quality of life
- E4** Enabling self-care. Peer support. Tackling social isolation
- E5** Aligned incentives. Financed directly by local bodies or through innovative social investment financial model

F Outcomes



Improved Wellbeing

Wellbeing has been improved by:

- Helping older people to become aware of their own needs and empowering clients to make purposeful choices and to be in control.
- Enabling independence and wellbeing through practical support.
- Reducing isolation and raising ambition by motivating clients to re-engage with interests and become more socially connected.
- Providing an 'extra arm' of support for older people.

SWEMWBS Value		
n = 932	Guided Conversation	Goal achieved
Mean	21.66	23.91
Standard Error	0.14	0.15
Median	21.54	24.11
Mode	19.25	26.02
Standard Deviation	4.34	4.51
Range	28	25.49
Minimum	7	9.51
Maximum	35	35.00
Confidence Interval (99.90%)	+/- 0.47	+/-0.49

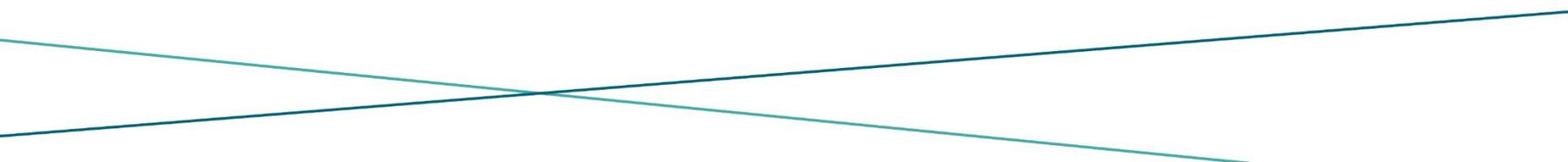
Di's Diamonds Redbridge Barking and Havering

One of the emerging needs for people with multiple long term conditions has been to reduce loneliness and isolation cause by poor health and diminished social circles of support.

Di Diamonds

This was established by two volunteers in Havering who set up a programme of activities and outings for older people including coffee mornings, knitting group, bowling, Irish Dancing, theatre and museum outings, daytrips, restaurant outings, etc. This has grown in the last 3-4 years and it currently has a reach of 400 older people mainly living in Havering.

Programme of activities includes:

- Two Coffee mornings every month one at the Bravo Café in Romford and one at the Queen's Theatre in Hornchurch
 - A knitting group at the Queen's Theatre
 - One Bowling group in Romford on the first Tuesday of every month
 - Irish Dancing in Forest Gate on the first Thursday on the month.
 - Several outing to theatre, concerts, museums, gardens, walks each month
- 

What next?

- Scope services you currently offer that could be bought by budget holders.
 - Identify unit costs.
 - Scope new services/ resources that could be offered.
 - Build a plan for sustainability.
 - Marketing
 - Prepare to receive funds directly from budget holders.
- 