

Working with Personal Health Budgets & Direct Payments

Tools for the voluntary sector

Personal Health Budgets - WHY BOTHER!

I think my first comment to make is 'Why *not* bother!'

I believe that the majority of the voluntary sector organisation are working with vulnerable clients of which many could have complex needs and face many barriers. The clients do not always know where to go and how to apply for help and this is the first barrier they could be facing.

By informing clients about Personal Health Budgets (PHBs) and Direct Payments (DP) we will give them more choice and control over the care and support they need which could also help with family situations. Clients are being given the opportunity to choose how they want to spend their PHB or DP but if the voluntary sector is not aware of this (which many are not) then their own clients may slip through the net by not getting access to new activities, health care etc.

[Social Prescribing](#) is another new initiative. Both agendas go hand in hand. Many of the voluntary sector clients are regular attendees at the local GP and if the voluntary sector works closely with local GPs then the voluntary sector could be '**The Social Prescription**'.

Sometimes as a small organisation/project we do not always have the capacity or funds to implement new initiatives but we, as the voluntary sector, must be in a position to support and empower our clients, keeping them informed. When we empower our clients then we are indirectly empowering our own services which in turn will empower the voluntary sector. This surely has to be a 'win win' situation - doesn't it!

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So what does this mean for voluntary organisations?

It is the government's intention that over time more and more needs will be met within the voluntary and community sector. However Direct Payments and Personal Health Budgets will shift some of the funding for this activity from grants or other arrangements with the statutory sector to a more direct relationship between individuals and voluntary organisations.

There is no requirement for voluntary organisations to get involved, or offer services funded in this way, and any organisation considering looking at drawing in funding from this route needs to consider carefully the pros and cons of doing so.

The diagram in Appendix 1 shows the 4 areas the group working on this resource see as the ones where organisations are most likely to be involved with personal health budgets and direct payments and suggests the information you may need to have to get involved.

About this toolkit

This toolkit will evolve over time. It does not currently have all the answers, but it is intended to provide a hub of information for voluntary sector organisations in Hertfordshire relating to Direct Payments and Personal Health Budgets which when combined are referred to as integrated personal budgets. Any and all organisations are welcome to contribute their expertise and any useful resources they have to the toolkit by contacting Susan Jessop at [Connect Hertfordshire](#).

This toolkit does not intend to reinvent resources that others have already produced and are freely available. Therefore, in some sections it links to resources on other organisations websites.

It is intended to achieve the following.

- Provide basic information about personal budgets for both health and social care to help you inform people you are working with. This includes a presentation and links to case studies and personal stories.
- Provide information which can be used by infrastructure organisations supporting the voluntary sector to share information with their members.
- Provide 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.

- This includes information relating to providing services for those with personal budgets about:
 - How people are assessed
 - Eligibility
 - How they are funded
 - Help with formulating a development plan if you think it is relevant to your organisation
 - Information on the risks and work involved from the perspective of a voluntary organisation already working with personal budgets both health and social care funded

What are Direct Payments and Personal Health Budgets?

Personal Health Budgets

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. The vision for Personal Health Budgets is to enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the health care and support they receive.

The [People Hub](#) has a series of resources that explains what continuing healthcare is and what a [Personal Health Budget is](#). They are designed for citizens so are a good place to start. The resources also include individuals own stories.

An organisation called [Purple](#) has been involved in producing an [information leaflet](#) for people in Herts and Essex about Personal Health Budgets Direct Payment in social care.

(Information from Care Choices website <https://www.carechoices.co.uk/personal-budgets-and-direct-payments/>).

Direct Payments

Direct Payments are a central part of the personalisation agenda, personal budgets are an amount of money councils can allocate to help people who have disability, frailty or vulnerability, get the support they want. Councils will be working in a different way in order to give people who use services more choice and control over how money they are entitled to is spent.

A Direct Payment is the way an individual receives that budget if they choose to manage it themselves.

The local authority will complete a Care Needs Assessment to identify any care and support in the first instance. If there is an assessed care and support need, then there are options as to how individuals receive their care/support. If eligible, an individual could be offered a regular Direct Payment which would allow them to arrange and purchase their own care/support in order to meet the outcomes detailed in the Care Needs Assessment. A Direct Payment is the council's contribution to care and support, an individual may also be required to make a contribution towards their care/support packages (Client Contribution). A Direct Payment is issued on a Pre-paid card, the Client Contribution (if applicable) is also added too.

Direct Payments can only be used to cover a specific assessed need, here are some examples:

- Personal care (regulated care)
- Employing a Personal Assistant
- Day services (socialisation)
- Respite (short stay)
- Equipment

Direct Payments can be also be issued as a 'one off' transaction and to support Carers in their roles (Carer's Direct Payment).

Individual Service Funds (ISFs)

An ISF is used when someone's Personal Health 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 personal health budgets. Voluntary organisations could potentially be the 'provider' in these arrangements.

Who is eligible for one of these budgets?

The first people to receive Personal Health Budgets are adults receiving NHS Continuing Healthcare, which is NHS-funded long-term health and personal care provided outside hospital. Children who are eligible for continuing healthcare also have a right to have a Personal Health Budget.

There is now a national drive to support NHSE organisations to offer Personal Health Budgets to other people if they think an individual will benefit. It is the government's long-term aim to introduce a right to a Personal Health Budget for anyone who will benefit from one, for example people with mental health needs.

Direct Payments are offered to everyone that has an assessed care and support need, the assessments are completed by the local authority.

If someone is a Carer they have a right to a Carers assessment and possibly a Carer's Direct Payment to support their wellbeing and the vital job they do.

How are Direct Payments and Personal Health Budgets assessed?

Direct Payments can only be issued once a Care Needs Assessment has been completed by a Social Care professional. The local authority completes the assessments and determines eligibility for a Direct Payment (using a Financial Assessment if a person has below £23,250 in savings (or other available capital).

The Care Act made provision for individuals to start the process for a social care assessment themselves with or without support. Individuals can self-refer for a Care Needs Assessment online by going onto the Hertfordshire County Council website:

<https://www.hertfordshire.gov.uk/services/adult-social-services/care-and-carers/arranging-and-paying-for-care/self-referral-form/ask-for-social-care-help.aspx>

NHS Continuing Healthcare (NHS CHC) is a package of care for adults aged 18 or over which is arranged and funded solely by the NHS. In order to receive NHS CHC funding, individuals have to be assessed by Clinical Commissioning Groups (CCGs) according to a legally prescribed decision-making process to determine whether the individual has a 'primary health need'. This process is set out in the National CHC Framework.

How are Direct Payments and Personal Health Budgets funded?

An information leaflet aimed at people who may use a Personal Health Budget about how it can be held is on the People Hub [website](#).

Social Care personal budgets work in a similar way to the personal health budgets in that they can be notional, taken as a direct payment or in some cases an Individual Service Fund (ISF).

How does the money move?

Direct Payments

In Hertfordshire the County Council uses a payment card system for paying people their Direct Payment. It works like a debit card. More information is on the County Council [website](#). They pay the Direct Payment amount onto the card using a 4-weekly cycle. Where applicable, the Client Contribution is added to the card too.

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.

Similarly, with **Personal Health Budgets**, these can be notional, whereby the money is directly used to commission a service by the CCG or taken as a direct payment into the individuals account. As Personal Health Budget offer expands, there is more focus now on how third-party organisations can support the individual to maintain control and choice over spending, whilst managing the accounts for them. One of the important differences between health and social care personal budgets is that in a Personal Health Budget there is not the option to top up agreed funding. Once assessed as eligible for a Personal Health Budget the NHS are bound to assess and agree the care plan and outcome required and fund this fully.

There is currently no process in place to pay Direct Payments to a debit card, although naturally as we move towards more integrated funding between health and social care, this will also develop.

There is funding for provision of information and advice by organisations to individuals in relation to Direct Payments. It is a commissioned service currently provided by Leonard Cheshire and there are opportunities for other providers to become involved during procurement of a new service (providers that are interested should be registered on Intend/Supply Hertfordshire). The current contract runs until March 2019.

In relation to Personal Health Budgets the contract is currently held by Purple.

There are links to case studies on the [Connect Hertfordshire website](#) and on the websites linked to in this document.

Help with formulating a development plan.

If you are thinking about setting up a separate charity or social enterprise to offer services to people with Personal Health Budgets, Direct Payments or integrated personal budgets, there are a range of resources online that you can use to help set up a 'micro enterprise'. You will need to identify what type of structure is the most suitable as well as a short business or development

plan. You will also need to understand how to cost your services appropriately. The following resources may help you do this:

- How to Cost Appropriately with Personal Health Budgets - www.ncvo.org.uk/images/documents/practical_support/public_services/acevo_how_to_cost_appropriately.pdf
- Start Up Lancashire Social Enterprise Toolkit - www.selnet-uk.com/social-enterprise-toolkit/
- Unlimited Social Enterprise Toolkit - www.unltd.org.uk/socialentrepreneurshiptoolkit/
- Community Catalysts - The project aims to work with local people who want to develop small enterprises offering homecare or help at home to older people and those with disabilities in their area. The initial focus will be in the St Albans, Hertsmere and Dacorum areas where increasing the number and range of homecare and help at home options available to local people is seen as real priority. Enterprises in other parts of Hertfordshire that fit well with local priorities can also be supported. For more information contact [Tom Watkins](#).

You can also contact your local council for voluntary service (CVS) or support organisation, some useful ones are listed in Appendix 3, for help with setting up a separate business entity.

Risks for organisations.

These tips about the risks to organisations in working with personal health budget or direct payment holders and being funded directly by them. They are based on learning from Herts Mind network who already work with personal health budgets and direct payments. Please see the case study.

- Funding services or activity via Personal Health Budgets or Direct Payments is dependent on individuals knowing about and wanting to use your provision. If they stop using them, or their budget is reviewed and stopped, the funding stops.
- This funding route requires a different approach by trustees to managing an organisation on the basis of blocks of money for example a grant and potentially additional systems for financial planning and management.
- There is a time implication involved if you support existing clients to access Personal Health Budgets and Direct Payments and then the further support they may need if they are refused, or the funding is stopped, or the amount changed, at the annual review.
- Don't underestimate the time needed to do the research and get the correct systems in place to work with this type of funding. See help formulating a development plan (above).

Appendix 1

Different Roles

The following diagram attempts to show the different Roles the VCS can play in supporting those with a Personal Health Budget or Direct Payment and highlights in the arrows the things you need to think about before you start to do or develop anything.

Resources you will need to do this may include:

- Connections to other people in your community
- Knowledge about the aims and purpose of Personal Health Budgets
- Board agreement
- Clear idea about the costs and resources involved
- Business plan

Raise Awareness

- People are supported to understand what Personal Health Budgets are
- Work with other VCSE organisations, peer support networks and community groups to ensure that local people have the opportunity to benefit from a Personal Health Budget

Identify potential beneficiaries

- Eligibility criteria and checklist
- Flowchart/process map in order to signpost effectively once potential eligibility has been identified

Inform and advise - helping people secure a budget or find services (this service is currently commissioned county wide)

- Clear description of role and remit of VCS organisation
- Information about how this advisory service can be funded
- Information about support planning
- Training pack and guidelines for those involved
- Templates for support plans and correspondence with individuals using the service (starting, reviewing and finishing the service)
- Guidelines for accessing information about available services

Provide services which people can purchase with their budgets or own resources

- Legal guidelines around charging for services
- Financial systems for receiving payments from people/pre-payment cards
- Ways to market the services.

Appendix 2

Relevant County and District Strategies

Taking note of local strategies and initiatives like Compact is important for any organisation wanting to develop new support offers or services. You will be expected to be able to explain how what you are planning meets the intentions expressed in these documents if you want support from public sector colleagues.

Hertfordshire County Council has a '[Community First' strategy](#). The strategy outlines the approach adopted and the commissioning approach that the Integrated Community Support Team (Older People) has been leading for a number of months on behalf of health and social care. The principle of the strategy is that people can be better supported by and in their community, and that doing so prevents, reduces or delays a statutory health or social care intervention.

District councils also have local strategies relating to the voluntary sector which can be found on the district council websites. The links for these and other useful organisations are all on the [Connect Hertfordshire Fundraising page](#) and below in Appendix 3.

The [Hertfordshire Joint Strategic Needs Assessment](#) (JSNA) is county wide and a good place to start if you are thinking of developing a new service and want to check what evidence there is as to the possible need for it.

Appendix 3

List of useful councils and other support organisations

District

[Broxbourne & East Herts - Broxbourne & East Herts CVS](#)

[Dacorum - Community Action Dacorum](#)

[Hertsmere - Community Hertsmere](#)

[St Albans - Community Central: St Albans](#)

[Stevenage & North Herts - North Herts CVS](#)

[Watford & Three Rivers - Watford & Three Rivers Trust \(W3RT\)](#)

[Welwyn & Hatfield - Welwyn & Hatfield CVS](#)

County

[Connect Hertfordshire](#)

[Hertfordshire Community Foundation](#)

[Herts Sports Partnership](#)

[Wenta](#)

Regional/National

[Social Enterprise UK](#)

[Social Enterprise East of England](#)

[Community Catalysts](#)

