

Introduction

Personalisation

'Personalisation' is the term used to describe the ability to tailor a range of support services to meet an individual's specific care needs and it is at the heart of the Government's drive to transform social care. It means that everyone who receives support, whether from the Council or funded by themselves, will be empowered to shape their own lives and the services they receive in all care settings, including their own homes. Independent living is one of the goals of personalisation. It does not mean living on your own or doing things alone, but rather it means having choice and control over the assistance and/or equipment needed to go about your daily life.

Self Directed Support

Part of the personalisation agenda, Self-Directed Support is a totally different way of providing adult social care. As the name suggests, Self-Directed Support allows you to design and tailor your own support package to meet your specific needs. This is a major change in the way adult social care services are delivered in Bradford District.

Individual Budgets

An important part of personalisation, an Individual Budget is an amount of money the council allocates to help people who due to disability, frailty or vulnerability, receive the support they need. Councils are now 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.

Direct Payments

All or part of an Individual Budget could in most cases consist of a Direct Payment should you be assessed as being eligible for services from Adult and Community Services (ACS). A Direct Payment is money paid to you by ACS to enable you to organise your own care to meet specific needs. Examples of which could be:

- Employing a personal assistant for home support and social inclusion
- Employing a Independent Domiciliary Care company
- Employing a live-in carer subject to certain criteria
- Day care
- Short stays in a care home for no more than 4 weeks
- Equipment to meet your care needs that would traditionally be provided by the Council.

Direct Payments are intended to support adults in independent living, so you cannot use them to pay for permanent accommodation in a care home or care home with nursing.

If you are applying for services for the first time, your social care worker should discuss the Direct Payments option with you when they assess your care needs.

Direct Payments can be paid by the following methods:

- To an accounting bureau who will hold the money on the service users behalf
- On to a debit card with 'chip and pin' technology that is best suited to online or telephone banking methods of making payments.

A Direct Payment forms no part of a service user's personal income, is not taxable and has no impact on benefits.

Any money paid to service users under Direct Payments scheme remains public money until it is used for the service user's assessed need and any unused money can be reclaimed by the Council.

Assessing your needs

If you are facing a major change in your life because of an illness or disability, Adult and Community Services (ACS) will talk to you and the people who matter to you so that they can help you decide what you want to do and how they can help. This process is called an assessment and is something everyone is entitled to and is free.

An assessment starts with a discussion to understand all your needs and what you want to achieve. Your social worker will ask you about:

- What difficulties you have now
- What you can do for yourself and what you think you need help with
- What you can't manage at all
- Who helps you now
- How best to achieve your goals

With your permission, your social worker will also talk to people closely involved with you, for example, your carer, family and friends. Other professionals, such as an occupational therapist, physiotherapist or district nurse may also be included as part of your assessment. This will make sure you are given the right information to make choices about your future. If you have health problems as well as other difficulties, you may get help from both the NHS (National Health Service) and from ACS.

If you are a carer (you provide regular and substantial care to a relative or friend, and are not paid for it), you are entitled to an assessment even if the person you look after doesn't have help or funding from ACS.

All information given during an assessment and afterwards, will be kept securely. ACS will share relevant information with professionals like a doctor or nurse unless you ask them not to. The assessment will take account of your religious beliefs and cultural practices.

If you are eligible for services you will also be asked to complete a financial assessment that will calculate what you can afford to pay towards the cost of services arranged to meet your social care needs ([see Paying for Care](#))

How to get an assessment

You or a friend, relative or a health professional like your GP can ask for an assessment by phoning Adult Services Access Point on 01274 435400. A social care worker will arrange to see you. If you are in hospital, the nursing staff can arrange for a social worker to contact you, either during your stay in hospital, or on your return home.

Drop in Customer Service Centres

One stop answers to your queries regarding all Council, statutory, voluntary and local services. Each of the following offices can be contacted on 01274 431000

Britannia Customer Service Centre

Britannia House, Hall Ings, Bradford, BD1 1HX

Bingley Council Shop

Bingley Library, Myrtle Walk, BD16 1AW

Keighley Customer Service Centre

The Town Hall, Bow Street, Keighley BD21 3PA

Manningham Customer Service Centre

Manningham Library, Bradford BD8 8AB

Shipley Customer Service Centre

The Town Hall, Kirkgate, Shipley BD18 3EJ