

# Personalisation



## Social Care (Self-Directed Support) (Scotland) Act 2013



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## What is Self-Directed Support (SDS)?

Self-Directed Support often referred to as personalisation is a Scottish Legislation that helped solidify the cultural shift from disabled individuals being passive recipients of services to active participants in controlling and choosing their own care. Personalisation explained by the government;

‘Enables the individual alone, or in groups, to find the right solution for them and to participate in the delivery of a service. From being a recipient of services citizens can become actively involved in selecting and shaping the services they receive.’

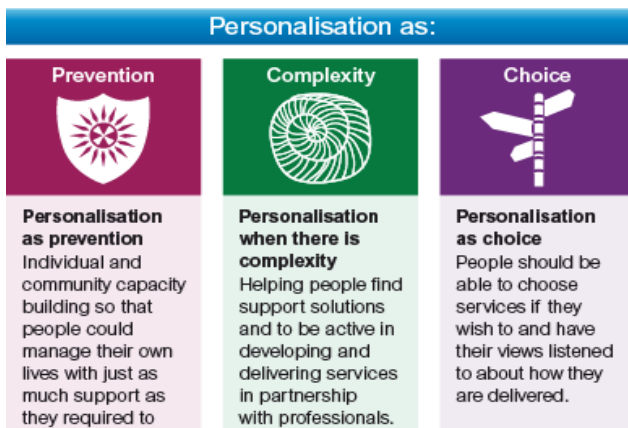
(Scottish Government, 2009, p. 10)

Personalisation has three core values at the centre of the concept:



(Figure 2.)

With three main principles underpinning the policy:



(Figure 3.)

## 4 Options of Self-Directed Support

These values and principles are demonstrated in the four options available for individuals assessed as being eligible to receive a budget to receive social care. The aim of SDS is to enable individuals to live an independent life and achieve personal outcomes.

The four options are as shown below:



(Figure 4.)

The decision is discussed with the individuals care manager and any trusted people they choose such as friends, family and support workers. The care manager will fully explain each option and the responsibilities attached to each option, particularly for receiving a direct payment. There is no wrong choice, the decision should be made based on what the individual believes to be right for their circumstances.

One size  
doesn't fit all.



(Figure 5.)

## Process of applying for SDS

**Step 1:** Contact social services to request an assessment of unmet needs which require services. Point of contact for Glasgow is Social Care Direct, contact details:

During office hours you can contact Social Care Direct by:

- phone 0141 287 0555
- text phone 18001 0141 287 0555
- email [socialcaredirect@glasgow.gov.uk](mailto:socialcaredirect@glasgow.gov.uk)

**Step 2:** Completion of a Support Needs Assessment. A social worker (also known as the care manager) will be allocated and they will complete a support needs assessment with the individual. There are six sections to the assessment and these are explained in more detail on Page 9. You can look at the Support Needs Assessment online:

<https://www.glasgow.gov.uk/index.aspx?articleid=17329> under 'paperwork' section.

Step 3: Resource allocation. The care manager will take the assessment to a resource allocation meeting with a service manager. When there an individual budget will be agreed for services. This budget will be based on level of need/risk identified – there are 4 categories of need/risk which are explained in more detail on Page 12.

Step 4: Making the Outcome Based Support Plan. Once an individual budget has been agreed a plan is made to organise the budget to use services to meet needs and reach outcomes. These plans could include a variety of services; day care, personal assistant, short breaks, community groups, care providers etc.

The plan will be made with the help of the care manager and any other people that the individual chooses – family, friends or support workers.

Step 5: Agreeing the Outcome Based Support Plan. The plan then needs to be agreed by the service manager based on the plan appearing sufficient to meet the needs and outcomes and keep the service user safe and well. Some changes may be needed to the plan for agreement.



Step 6: Living life with the support and review. The individual will proceed to live their life with the budget and support agreed in place. The support plan will initially be reviewed after 6 weeks to check that the plan is working, the support is sufficient and the person is well and safe. If this is not the case then changes will be made as appropriate.

After the initial review there will be a full review every two years.



(Figure 6.)

## Support Needs Assessment (SNA)

There are six sections in the SNA and below you can find out what the sections are:

Please note: \*we refers to social worker/care manager and \*you refers to the individual (service user) in which the assessment is being carried out.

Section 1 – Basic Information. We ask you about who you are and where you live and any dependents. We will also ask about your doctor and any other professionals you have contact with on a regular basis. We will also ask you about your housing situation, whether you are currently working or involved in training / volunteering and about how best to communicate with you.

Section 2 – Assessment Questions. This is broken down into 10 main questions about your needs. We will ask you about the support you

need to look after yourself. This will include the help you need with things like:

- Washing
- Getting up out of bed
- Going to the toilet
- Dressing
- Eating
- Cooking meals
- Taking medication
- Keeping healthy and well
- Maintaining the household that you are living in

We will also ask you about the support you need to:

- Stay safe
- Take part in the community - form social relationships and do things in the community
- Take part in employment, voluntary and training opportunities
- Be a parent or a carer

You will also be asked to identify your outcomes associated with the first eight Assessment Questions. The form will also ask you about the support you get from family and friends with your daily living tasks.

Section 3 – Risk Assessment. This is where we assess any risks in relation to you – for example Health Risks, Mental Health Risks, Wellbeing Risks and Adult Protection Risks.

Section 4 – Assessors overview. This section is completed by your care manager

Section 5 – Existing Finances. This is where you tell us what services you currently receive and your care manager will find out how much these costs are.

Section 6 – Estimated Budget. This is where you tell us how your support and budget will be managed.

(‘Your Support, Your Way’ Glasgow, 2018)

## Eligibility: Categories of need/risk

Eligibility for social care support is based in needs and risk to independence. There are four categories of need/risk and these are used throughout the SNA to identify which category the individual falls into. The 4 categories are as follows:

- **Critical band:** Always needs support to express and exercise choices about essential activities of daily life
- **Substantial band:** Need some support to express and exercise choices about essential activities of daily living
- **Moderate band:** No immediate risk to health, safety, wellbeing or safety
- **Low band:** No presenting risk to health, safety, wellbeing or independence

Resources are allocated based on the level of need/risk identified for each individual. Resources are targeted at those with greatest need and therefore a budget is only allocated for those that fall into the critical or substantial categories. Those with low or moderate needs are provided with information, advice and guidance to find alternative ways to meet their needs and increase independence.



(Figure 7.)

## Useful websites:



(Figure 8.)

[www.gcil.org.uk](http://www.gcil.org.uk)



## **Self Directed Support** My Support My Choice

(Figure 9.)

[www.selfdirectedsupportscotland.org.uk](http://www.selfdirectedsupportscotland.org.uk)

### Legislation

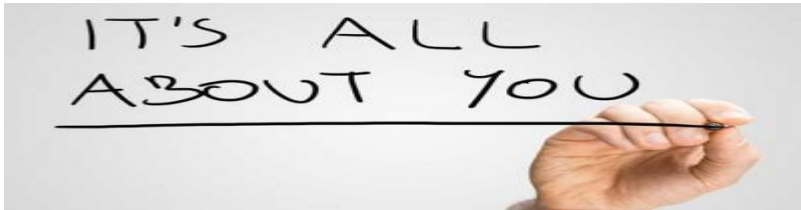
## **The Social Care (Self-Directed Support) (Scotland) Act 2013**

**in Control**  
Scotland



(Figure 10.)

[www.legislation.gov.uk/asp/2013/1/contents/enacted](http://www.legislation.gov.uk/asp/2013/1/contents/enacted)



(Figure 11.)

[www.scie.org.uk/personalisation/introduction/rough-guide](http://www.scie.org.uk/personalisation/introduction/rough-guide)



(Figure 12.)

[www.glasgow.gov.uk](http://www.glasgow.gov.uk)



(Figure 13.)

[www.yoursupportglasgow.org](http://www.yoursupportglasgow.org)



## References

Personalisation: A Shared Understanding (2009) [online] Available: <http://www.gov.scot/resource/doc/269193/0080033.pdf> [accessed 1 June 2018]

Social Care (Self-Directed Support (Scotland) Act 2013 [online] Available: <http://www.legislation.gov.uk/asp/2013/1/contents/enacted> [Accessed 1 June 2018]

Support Needs Assessment (2018) [online] Available: <https://www.yoursupportglasgow.org/glasgow-homepage/pages/personalisation-self-directed-support/content/personalisation-self-directed-support/> [accessed 1 June 2018]

## Images Used (in order of appearance)

Figure 1. Empowerment through choice image: <https://www.west-dunbarton.gov.uk/health-social-care/self-directed-support/> [accessed 1 June 2018]

Figure 2. Core values image: <http://www.open.edu/openlearn/ocw/mod/oucontent/view.php?id=18707&printable=1> [accessed 1 June 2018]

Figure 3. Principles image: <http://www.open.edu/openlearn/ocw/mod/oucontent/view.php?id=18707&printable=1> [accessed 1 June 2018]

Figure 4. Four Options image: <http://pilotlight.iriss.org.uk/blog/self-directed-support-substance-misuse-recovery-barriers-and-opportunities> [accessed 1 June 2018]

Figure 5. One size doesn't fit all image: <https://memberwise.org.uk/member-engagement-personalisation-key/> [accessed 1 June 2018]

Figure 6. It's Your Life image: <http://www.apasen.org.uk/gallery/> [accessed 1 June 2018]

Figure 7. Signpost image: <http://www.offthederech.org/tell-us-about-your-resources/> [accessed 1 June 2018]

Figure 8. GCIL image:  
<https://www.inspiringscotland.org.uk/charities/glasgow-centre-for-inclusive-living/> [accessed 1 June 2018]

Figure 9. My Support My Choice image:  
[http://www.shetland.gov.uk/community\\_care/Self\\_Directed\\_support.asp](http://www.shetland.gov.uk/community_care/Self_Directed_support.asp)  
[accessed 1 June 2018]

Figure 10. Legislation image: <http://slideplayer.com/slide/11309517/>  
[accessed 1 June 2018]

Figure 11. It's all about you image:  
<http://www.retailtechnology.co.uk/news/6569/research:-personalisation-now-a-necessity/> [accessed 1 June 2018]

Figure 12. Glasgow City Council image:  
<https://hijobs.net/employer/2922/glasgow-city-council> [accessed 1 June 2018]

Figure 13. HSCP image: <https://www.yoursupportglasgow.org/chooselife.aspx>  
[accessed 1 June 2018]