

Glossary of terms for Self-Directed Support

The following terms are used throughout the Self-Directed Support (SDS) process, including within the Self-Assessment Questionnaire and Support Plan.

Assessment

When data is collected and interpreted to determine a prospective customer's need for support.

Assessed Eligible Needs

These are the needs an individual has, as identified by the Council. The Council has a duty to meet these needs by providing support and/or other services, as they fall within the Council's eligibility criteria. These needs are identified during the assessment process. [See *Eligibility Criteria*]

Carer

This is someone who provides regular support to a person who is unable to manage without that help. A carer is often a relative or friend who is not employed to do so by an agency or organisation.

Community Care

Support provided to assist people in their day-to-day living.

Community Care Assessment

This is an assessment conducted by a local authority to determine the level of adult social care support that an individual requires. Councils have a duty to offer an assessment to people who may need support; this duty is not altered by the introduction of SDS.

Contingency Plan

During support planning, the SDS customer will be supported to develop a Contingency Plan which will explore how any risks arising from the customer's needs or proposed support will be managed and/or mitigated.

Critical Need

As described in the Fair Access to Care Services (FACS) guidance and the Council's eligibility criteria, a need is deemed critical when:

- life is, or will be, threatened; and/or
- significant health problems have developed or will develop; and/or
- there is, or will be, little or no chance or control over vital aspects of the immediate environment; and/or
- serious abuse or neglect has occurred or will occur; and/or
- there is, or will be, an inability to carry out vital personal care or domestic routines; and/or
- vital involvement in work, education or learning cannot or will not be sustained; and/or

- vital social support systems and relationships cannot or will not be sustained; and/or
- vital family and other social roles and responsibilities cannot or will not be undertaken.

Direct Payment

A cash payment made directly to a social care customer or their carer by the Council, so they can purchase goods and services to meet agreed support needs. A direct payment is just one way of managing the money allocated in an individual's personal budget.

Eligibility Criteria

Eligibility criteria provide the framework for evaluating the level of risk to an individual's independence, and therefore the structure for determining their eligibility for adult social care. In short, these help Merton Council to decide who can receive a Personal Budget for SDS.

Fair Access to Care Services (FACS)

This is the national framework for deciding eligibility criteria. Councils must follow the Fair Access to Care Services (FACS) guidance when determining eligibility criteria, which are set at four levels: critical, substantial, moderate and low. Merton Council regards needs as being eligible when the risks to a person's independence fall within the critical and substantial bands.

Fairer Contributions Policy

In accordance with Government guidance, the Council has discretionary powers to charge adults receiving non-residential social care services. The Fairer Contributions Policy will be used when calculating an individual's contribution to their personal budget allocation, and the level of contribution is calculated following a financial assessment. [See *Financial Assessment and Personal Contributions*]

Financial Assessment

This is a means test to decide whether an individual can make a financial contribution toward the cost of their support.

Home Care

When support services are supplied to an individual in their home by a care worker whose job it is to provide support. Home care is also known as domiciliary care/support.

Indicative Personal Allocation

This is an indication of what is a fair and reasonable amount to meet the customer's assessed eligible needs, as determined by the Resource Allocation System (RAS). Once an Indicative Personal Allocation has been determined, the customer can plan the support that will deliver the outcomes to best meet their identified assessed needs [see also *Resource Allocation System*]. An Indicative Personal Allocation can only be authorised and realised to the customer as their personal budget, once the support plan has been validated [see *Validation*].

Impairment

The loss or limitation of physical, mental or sensory function on a long-term or permanent basis.

Learning Disability

A learning disability affects the way someone learns, communicates or does some everyday things. There are many different types of learning disability. They can be described as mild, moderate or severe.

Merton Adult Access Team (MAAT)

MAAT is the first point of contact for anyone wishing to access advice, information and/or services from Merton Adult Social Care. It operates between 8.30am and 5.30pm Monday to Friday.

Merton's Adult Services Transformation Programme

Merton Council is committed to transforming the way adult social care is provided. The Council is establishing a more personalised system of support that better meets the challenges of the future and is more responsive to the needs of those who use social care services. As part of the overall transformation of adult social care, Merton has introduced SDS for customers with assessed eligible needs. Under SDS, instead of just being provided with a package of support, Merton social care customers with eligible assessed needs will be offered a personal budget to spend on meeting their social care needs. Customers will be supported to choose and organise their support in the way that suits them best.

Monitoring (Personal Budget)

The Council and the customer will decide the financial monitoring requirements needed from the Customer in regard to how they are spending their personal budget. This will be agreed at the support planning stage and detailed within the Resource Deployment Agreement.

Outcome

This is the goal you want to reach to meet your needs. One of the aims of SDS is to enable customers to achieve the outcomes they set during the support planning process. These outcomes form the basis for the review process, when customers reassess whether these outcomes have been achieved.

Personal Budget (PB)

Social care funds allocated to an individual to be used to meet their assessed eligible needs, in line with their support plan. In Merton the term personal budget will be used rather than individual budget.

Person-Centred Planning/Care

An approach to social care support that centres on the total care and well-being of the person. The individual is at the centre of the support planning process with the emphasis on the individual's choice and control. Under SDS person-centred planning and support is central to the assessment and delivery process.

Personalisation

This is the national policy to ensure you will have choice and control over your support options, if you receive support. Personalisation refers to the way in which services are tailored to the needs and preferences of the customer and carer. The Government's overall vision of personalisation is that the customer and carer will be empowered to shape their own lives and the services they receive.

Personal Contributions

A financial contribution by the customer toward the cost of their support. Where a person is assessed as having the means to make a financial contribution to the cost of their support, they will be required to contribute. The amount an individual must contribute towards the cost of their support is determined by a financial assessment. [See *Financial Assessment*]

Resource Allocation System

The system by which resources are allocated to those eligible customers with long term support needs. It translates support needs into a resource allocation. The Resource Allocation System (RAS) consists of three main components:

- A self-assessment questionnaire (SAQ) that seeks to identify a customer's eligible support needs and is used as part of the council's community care assessment;
- A points allocation system which translates these eligible needs into points to reflect the relative scale of meeting these needs; and
- A 'pounds per point' calculation that converts the points into a sum of money, known as the indicative personal allocation.

Resource Deployment (PB)

This describes the ways in which an individual or their appointed representative can decide how to manage their personal budget. The resource deployment options currently available include:

- Direct Payment:
 - To the customer – paid as a monthly Direct Payment into a bank account that is set up for this purpose.
 - To a third party – this may be a family member or friend who has agreed to act on the customer's behalf, or as a Merton Managed Account where the Council will work on the customer's behalf to act as a bridge between their decisions and the services they wish to buy.
- Indirect Payment: Merton Council manages the customer's personal budget and arranges services from its current contracted providers
- A combination of all/some of the above

Resource Deployment Agreement

This is a binding agreement made between the Council and the SDS customer, which details the actions and requirements of both parties as it relates to the deployment of the Personal Budget. This must be signed before the release of the PB can be authorised.

Reablement

The use of short-term intensive therapy and support in a person's home following an illness or an accident, so that people can maximise their long-term independence. This approach focuses on reabling people within their homes so they achieve their optimum stable level of independence with the lowest appropriate level of ongoing support/care.

Reviews (Support Plan)

A review is a scheduled event carried out (or commissioned) by the council, for the purpose of establishing how far the services provided/commissioned by the Council have achieved the outcomes, as set out in the Support Plan. This may include a reassessment of the needs and circumstances of the customer to help determine the individual's continued eligibility for support, confirm or amend the current support plan, or lead to closure. The review schedule will be decided with the customer at the support planning stage.

Risk Enablement

Merton Council recognises that risk is an inevitable consequence of people making decisions about their lives. The development of SDS highlights the need to effectively manage risk, balancing the need to protect vulnerable people and empowering and promoting the rights of the individual. Merton Council will adopt a positive approach to risk for all its customers, developing a fair and just approach to risk which will treat people proportionately and equitably. The Council will ensure that people who use Merton Adult Social Care Services are allowed to take informed risk by helping them to understand their responsibilities and implications of their choices including any risks.

Self-Assessment Questionnaire

The Self-Assessment Questionnaire (SAQ) is used to identify and evaluate an individual's needs in order to deliver an indicative personal allocation with enough resources to enable a customer to meet their identified eligible needs. It forms part of the community care assessment, and is the first component of the Resource Allocation System. [See *Resource Allocation System*]

Self-Directed Support (SDS)

Self-directed support is a new model for enabling people to meet their health and social care needs. Under SDS, customers with assessed eligible long-term needs are offered a personal budget to spend on meeting their needs. Customers will be supported to choose and organise their support in the way that suits them best. The overarching objective of SDS is to promote independence, health and wellbeing by giving the customer more choice and control over planning and managing their support. SDS is a seven step process:

1. Initial contact
2. Self Assessment – checking & verifying
3. Indicative Personal Allocation calculated
4. Support Planning
5. Authorisation and Validation

6. Go live/service implemented and commenced
7. Monitor and Review

Substantial Need

As determined by the Fair Access to Care Services (FACS) guidance, a need is deemed substantial when:

- there is, or will be, only partial choice and control over the immediate environment; and/or
- abuse or neglect has occurred or will occur; and/or
- there is, or will be, an inability to carry out the majority of personal care or domestic routines; and/or
- involvement in many aspects of work, education or learning cannot or will not be sustained; and/or
- the majority of social support systems and relationships cannot or will not be sustained; and/or
- the majority of family and other social roles and responsibilities cannot or will not be undertaken.

Support Plan

This is a document highlighting how an individual's support needs are to be met using their indicative personal allocation. It should bring together their goals and outcomes, and identify what type of support a customer requires to meet their assessed eligible needs. This is drawn up following the SAQ and is part of the assessment process by the Council working in partnership with the individual.

In general the individual will complete the support plan, but if this is not possible a support planner will be available to help. The key characteristic of the support plan is that the customer has ownership of the plan and they should agree it, wherever possible.

Support Planner

An individual employed and/or contracted by the local authority, or chosen by the customer to help them develop their support plan.

Validation (Support Plan)

The process by which an individual's support plan, and therefore their indicative personal budget, is agreed or not agreed by the Council. The process involves authorisation of the personal budget by presenting a completed support plan for validation to the SDS panel. The SDS panel will review the support plan, ensuring that it meets agreed criteria:

- **Lawful** – the proposals are legitimately within the scope of the funds and resources that will be used. The proposals are lawful and regulatory requirements relating to specific measures proposed have been addressed.
- **Effective** – the proposals will meet the assessed eligible needs and support the customer's independence and well-being. A risk assessment has been carried out and any risks identified in the contingency plan have been addressed. The proposals make effective

use of the funds and resources available in accordance with the principle of best value.

- **Affordable** – All costs have been identified and can realistically be met within the personal budget.

In the majority of cases, it is anticipated that a Team Manager from Merton Adult Social care will validate the support plan. Where the support plan cannot be validated, the plan should be returned to the customer and/or their support planner with details of what further development is needed before the support plan can be re-submitted for validation.