

Case Example 2:

North Somerset Personalisation Team

Type of organization: Local authority personalisation team.

User group: Social care service users with complex and severe needs.

Client numbers and location: Everyone who receives social care in North Somerset has a personal budget, including people with complex and severe needs.

Staffing: Two Personalisation Planning Managers and a Direct Payments team

Services:

- The Personalisation Planning Managers work at a strategic level supporting the implementation of personalisation and delivering training
 - The Direct Payments team provides support to set-up and manage support arrangements
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Evaluation

This service has not been formally evaluated.

Features of Good Practice

Person-centred ways of working

The approach to support planning is person-centred. People are encouraged to create their own support plan, sometimes in pictures, sometimes in writing. This, together with the use of advocates, ensures that people with complex needs have choice and control over their support.

The team works with the person and their family to come up with creative approaches to meeting needs, recognising that two people can have a very similar condition but be affected in very different ways. They work closely with the person to understand not only their functional ability, but also wider factors, including their levels of motivation, and how their needs can be met.

Key workers and coordination

People are encouraged to think of the team as a 'key service', in that the team as a whole, rather than any particular worker, is an ongoing source of support.

The Direct Payments team provides support to set up and manage support arrangements. They also help with recruitment of personal assistants where necessary, as well as identifying training needs for personal assistants, and helping with ongoing supervision.

If people need extra support to manage their package, the local authority could put in a broker to help them (funded through the individual's personal budget). The team can also help self-funders to set-up and manage their support, and the broker will act on their behalf for a small fee.

Informing commissioning

Commissioners work in zones throughout North Somerset, and call meetings with local providers and others in local communities, including schools, and pubs. They work together to find creative solutions within these zones. Commissioners in one zone, for example, identified that they had a small number of isolated men and, with their consent, arranged for these men to meet each other. The men now book a taxi and travel somewhere for lunch together, rather than each having a separate agency lunch call.

Further Information

For further information contact Christine Jupp, Planning and Development Manager, North Somerset Council, on christine.jupp@n-somerset.gov.uk