

Welcome to Social Care Services

# Personalised Approaches

## Self Directed Support

An approach that puts  
you in control



People come to  
Social Care Services  
for lots of reasons.  
This booklet will  
help you to know  
if you have come  
to the right  
place.



## How Does Social Care Work?

**Social Care Support within Northern Ireland works through Self Directed Support (SDS) which promotes choice, control and independence and makes sure your human rights are respected.**

When you are faced with unexpected difficulties it can be hard to find a way forward on your own. Social Care Services can support you to find solutions to the difficulties you may face. As highlighted in the recently published Power to People Proposals (designed to reboot adult care & support in N.I.) this support can help you stay as independent as possible:

**'... around the person  
to help them achieve what they want.  
It starts with the person and their strengths  
and then makes what there is around  
them fit around them better.'**

## I Need Help Now

People sometimes have needs that require a quick response. We will work with you to see that you have the right support at the right time.

## Am I In The Right Place?

Yes, if I need support in my day-to-day life, Social Care support will be decided by how my difficulties affect me, my family and friends, my Carers, where I live, and how I get out and about and meet with other people.

As a first step, I may qualify for support but if not, we may find help from other places. Your own supports and resources are explained below.

## What Do I Have Already?

As well as looking at what is not working well, we will help you to look at what is working well in your life. We will ask you about your own strengths and any family, friends and community support you may have. These things can help you stay independent and do things that are important to you.

This includes my own supports and resources such as:

- **My strengths, skills, abilities and interests;**
- **Finances (I could ask for support to check if I am receiving all the benefits I am entitled to);**
- **Family, friends, neighbours or carers.**

## What Other Help Is There For Me?

Other help for me could include my local:

- **Community - organisations and clubs;**
- **Government departments - Education, Culture and Leisure, Housing etc.;**
- **Health Service websites;**
- **Health Service;**
- **Voluntary organisations;**
- **Advocacy Groups (where somebody can act on your behalf).**

I could start to put together a plan to do what is important for me and stay independent.

I might like help with this and I can choose who provides this.

If I still need more support, I can ask Social Services.

## I Still Need More Support

Some of the following things may help me stay living independently:

- **Meals;**
- **An alarm service to call for help following a fall;**
- **A simple piece of equipment;**
- **Membership of a local group or club.**

## My Situation Is Not So Simple

I have a number of support needs which I want to see if I am eligible for support through Social Services:

- **My Key Worker will assess and help me to identify the support I need and to help me with planning;**
- **I have information about the resources I may receive from Social Services;**
- **I know that I will need to look at what is most important to me.**

You can choose to involve someone else such as a family member or friend in planning your support. After an assessment of my needs, the Trust will let me know

whether I am eligible for a Personal Budget and if so, how much of a Personal Budget I will receive. This Personal Budget can be money in the form of a Direct Payment or a budget to arrange services.

You can choose to get your personal budget in these 4 ways:

- 1. A Direct Payment is money given to you instead of the services which would have been provided, or purchased by the Health & Social Care Trust;**
- 2. A Managed Budget allows you to have flexibility and choice without becoming an employer and managing the paperwork;**
- 3. Trust Arranges Support. This is where you as the Service User asks the Health & Social Care Trust to arrange your support;**
- 4. Choose options 1, 2 or 3 or you can choose a mix of 1, 2 or 3 to best suit you.**

## My Plan

With information and support, I can now develop my plan. I can choose who I want to be involved in putting my plan together and how it is going to look.

My plan will show:

- **Things that are most important to me and how I am going to achieve them. This may be things like your appearance, your home and how you spend your time and social life;**
- **How I will use the supports and community opportunities I already have;**
- **How I will use resources from Social Services;**
- **How much the support I am asking for will cost and whether I have chosen to have some support provided to me directly;**
- **How I will manage all my resources;**
- **How I will be supported by other people;**
- **How I am going to stay safe and healthy;**
- **An agreed timescale for reviews to my plan.**



## The Role Of Social Services

Social Care Services will be involved with me as I develop my plan. They will support me to look at the full range of options that will enable me to achieve my goals.

## My Plan Is Complete

- **I need a person in Social Services to make sure nothing is missing in my plan;**
- **I will be advised if I need to make some changes to my plan and given clear information about what will happen next;**
- **I will have full information about other support available to me which will help to make sure that my plan works well once it has been agreed.**

## Agreeing My Plan

My Key Worker and I will agree my plan which will be signed off by their manager. I will be informed about what needs to happen next after a decision has been made about my plan.

## Moving Forward

I can now put my plan into action by:

- **Arranging my support to help me;**
- **Having help from the people who are important to me and from a person in Social Services who can signpost me to get free advice and assistance for anyone who wants to employ their own carers or personal assistant;**
- **Having as much control over my support as I can;**
- **Living my life.**

## Reviewing My Plan

My plan needs to be reviewed to make sure it is working well. This will:

- **Make sure I have enough support, but not too much – as the recently published Power to People report states:**

**'It's not just about what someone needs but about what they can give too. Evidence suggests that people, irrespective of their needs, appreciate being able to give as well as receive, and it's good for us.'**

- **Involve people who are important to me and a person from Social Care Services;**
- **Be an opportunity to see if my plan has worked.**

We want the support that you receive have to make a real difference in your life. We will ask how the important things in life, that you told us about, have been helped by your support plan. This could include developing your skills, experiences, confidence and independence.

We will continue to work with you to make sure that your support is right for you.

We will look with you again at your own supports and how these may be used with other supports to help you stay independent.

Speak to your Key Worker for more information.

**Key Worker Contact Details:**

## Looking for information?

We will provide you with up to date and accurate information (or support you to find help from other places) via:

[www.hscboard.hscni.net](http://www.hscboard.hscni.net)

[www.westerntrust.hscni.net](http://www.westerntrust.hscni.net)

[www.belfasttrust.hscni.net](http://www.belfasttrust.hscni.net)

[www.northerntrust.hscni.net](http://www.northerntrust.hscni.net)

[www.southerntrust.hscni.net](http://www.southerntrust.hscni.net)

[www.setrust.hscni.net](http://www.setrust.hscni.net)

