



Self Directed Support: Frequently Asked Questions

What is personalisation?

Personalisation means that services are tailored to your needs, aspirations and outcomes.

Personalising services aims to provide people with greater choice and control over the services they receive. Personalisation should provide you with a broader choice of how your needs are met. For example, you might want support to help you socialise more, or to learn a new skill.

Personalisation and self directed support therefore have similar aims. Personalisation is a broad aim, and self directed support is a specific way of giving you more control.

What are the options for Self Directed Support??

People can choose from four different options of support via Self Directed Support:

1. **Option 1** – You get a Direct Payment and organise services yourself to meet your outcomes.
2. **Option 2** – You get an Individual Service Fund, which is the budget for services needed to meet your outcomes. This fund can be managed by the Council, a voluntary organisation or a service provider on your behalf.
3. **Option 3** – The Council organises support for you (which is how most people currently get support).
4. **Option 4** – Any mix of the options above.

Do I have to use Self Directed Support?

If you are happy with the support you currently receive from your existing service provider, you don't have to change provider to go down the Self Directed Support route.

What can the money allocated to me be spent on?

People may get help with cooking, cleaning, managing finances or support to get out of the house, join in activities or go to work, volunteering or college.

You should also be able to use part of your allocated funds for other things too, for example, a short-break or attending a course to gain new skills.

What is an outcome?

Outcomes are the results that you want to achieve that would help your recovery, make you feel better and help you get on with your life

If my Council offers me self directed support, can I refuse?

Yes. You do not have to direct your own support if you don't want to. You can have services arranged by your Council.

Or you can have a mixed package where you direct only some of your support. People sometimes try out self directed support this way to see if it suits them.

Can I change my mind?

After Self Directed Support has been set up, it is reviewed with you a few weeks after and at yearly intervals. During these reviews you can choose to change your mind about how you receive support.

How do I buy services?

You can make arrangements yourself and employ your own staff and they will report directly to you. Or you can buy services from an agency, a private service provider or voluntary organisation.

Some people have a contract with a service provider to provide any emergency cover they may need should any problems arise.

Being an employer

If you decide to purchase services, you may need to employ a service provider or individual to provide your care.

Employing a Personal Assistant (PA) can be a way to get a flexible package of support which suits you, because you choose who comes into your home to support you and exactly what they do. You can work with a Care Manager and local support service to sort out some of the more difficult things.

If you employ a member of staff, you will have legal and other responsibilities. You need to be aware of, and comply with, these responsibilities. You can read more about this in the 'How do I plan my support' leaflet.

Is SDS not just about cuts?

SDS is first of all about giving people a better life. It is about supporting people to think how they could lead their lives and gives them the chance to control them.

Also, SDS isn't a cheaper option, but it can be more creative and make better use of the money available, so that someone gets more for their money. It is possible for people to direct their own support without new monies being found. Experience in other countries shows that, for the amounts of money people would have received, SDS enables them to create the support which suits them better.

What do I do if I think my budget is not enough?

If you think the money you are offered is not enough, you do not have to accept it. You can dispute the amount offered.

You will need to discuss with the Council what will happen while your complaint is being worked on. You can accept the offer while your complaint is being dealt with. If you do not want to do this while your complaint is being considered, you can choose to get arranged services instead.

What if I want to complain about the service I receive?

You can complain to your care manager, service provider, or local councillor. You can also complain to the Care Inspectorate about any registered service.

Care Inspectorate

Compass House, 11 Riverside Drive, Dundee, DD1 4NY

Telephone 0845 600 9527

Website: www.scswis.com

E-mail: enquiries@careinspectorate.com.

Where does the money come from to pay for Self Directed Support?

There is no new money for SDS. If SDS could only happen when large amounts of new funding became available, it is unlikely that it would happen at all. So the money will come from that which social services are already spending on social care. However, a better focus on outcomes should also help people identify and use other sources of funding (Benefits, Employment, Community Services, Health, Education and grants).