

# Transforming Social Care



## Testing Personal Budgets in Kingston - What you said



**You first** . . . .

## Introduction

Adult Social Services in Kingston is changing in 3 important ways:

- Information & Advice Service: the way people can get it is changing.
- Short term Support Service: is available as a new service
- Long Term Support Service: has changed so that people can get more control about how they are supported
- Personal Budgets – an amount of money allocated to people to choose their own services.

These changes are detailed in the 'Putting You First' leaflet

## What is the Personalisation Pilot?

Before the changes were made available to everyone, we wanted to test some of them out on a small number of people first. There were some people who were interested in changing the way they are supported and so they agreed to test Personal Budgets and some staff volunteered as well.

This testing exercise was called the 'Personalisation Pilot', and the people involved experienced the process of getting a Personal Budget. This leaflet tells you what these people said about Personal Budgets, the process and their experiences.

## How did we get the results?

There were 70 people involved in the pilot, and 45 interviews / questionnaires were completed.

When interviewing people, we had the following themes in mind:

- What difference did having a Personal Budget make for people?
- How did this compare to having a traditional service?
- What was the process like for people and for staff?
- What might these new ways of supporting mean for everyone in the long term?
- What do we need to do to make Personal Budgets available for everyone?

The results:

## What worked well for people?

- People were very satisfied with both the support they bought with their Personal Budget and from staff
- Most people (including carers) said that having a Personal Budget improved the quality of their lives; and that it gave them more independence, choice and control.
- Over half of the people involved in the Pilot said their health had improved
- A third said they felt safer at home
- Most said they had no worries managing their money or their support
- Almost everyone knew where to get help if they needed it.

People also said that the 3 best things about having a Personal Budget were:

- 1) “Choice and flexibility”
- 2) “Being in Control”
- 3) “Getting the help I need and not having to worry”

## Mrs W’s Story:

Mrs W is 96 years old and has dementia. She has lived in her house for over 72 years and, has continually said that she wants to stay at home. Mrs W and her family were worried about how she could continue living at home but wanted to make sure her wishes were respected. They were also concerned about the funding of her care so they worked with Mrs W’s Care Manager to plan how she could spend her pension, benefits and Personal Budget to stay at home and get the most out of life. Mrs W is now living at home with all the support she needs.

## What staff said

Care Managers felt very positive about Personal Budgets. They also said that sometimes it felt stressful because they were learning lots of new ways of working in a short time.

## What didn't work so well and how we could do better

What didn't work so well	What we plan to do to improve
Some people said the process was too confusing and repetitive	Make the process easier and simpler
Some people said they were unsure about what they could buy with their Personal Budget	Provide better information to people about what they can buy and how they can arrange it
Staff also needed better information	Create an information pack for everyone to explain all you need to know about Personal Budgets.
Some people felt worried about things like handling the money and employing staff	Make sure there is plenty of support and advice available to people when they need it

## What Happens Next?

We are introducing Personal Budgets for everyone who needs support from Adult Social Care. The testing of Personal Budgets showed many important things and there are still some improvements to be made, which we will be working on over the next year. However the main thing is that people who took part in the pilot have told us that having a Personal Budget has made a positive difference in their lives.

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