

Personalisation Policy 2015

Adult Services

Policy

Northamptonshire County Council

Adult Social Services



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Feedback

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For public access on the Internet **YES** X NO

For NCC staff access on the Intranet **YES** X NO

Contents		
Item	Content	Page
	What is this document?	4
	Glossary	4
	Symbols which may be used in the document	4
1	Introduction	5
2	Purpose	5
3	Scope	5
	3.1 Adults in need of care and support	6
	3.2 Carers and Young Carers in need of support	6
	3.3 Young person with care and support needs in transition process	6
4	Policy Statement	6
5	Policy Principles	7
6	National Context	8
	6.1 Public Policy Transformation	8
	6.2 Social Policy Transformation	9
7	Outcomes in Adult Social Care	10
8	Personalisation	10
9	Legislative Policy	11
	9.1 Legislation	11
	9.2 Additional Statutory Guidance	12
	9.3 Impact of Care Act 2014	12
10	The Local Authority's Duty to Assess	13
	10.1 Adults who present with social care needs	13
	10.2 Carers who present with social care needs	14
	10.3 Destitute People from Abroad (No Recourse to Public Funds)	14
11	Equality, Diversity and Human Rights	15
	11.1 Equalities	15
	11.2 Human Rights	15
12	Northamptonshire's Adult Social Care Pathway	16
	12.1 Adult Social Care Pathway Diagram	17
	12.2 Information, Advice and Support	17
	12.3 Short-term support	18
	12.4 Longer-term support	18
	12.5 Is it working and what next?	18
	12.6 Pathway Assessment and Eligibility Process for adults and Carers	19
13	How does NCC measure the success of Personalisation?	21
	13.1 The national Markers for Change	21
14	Acknowledgements	22
15	Future Updates	22
16	Website address for this policy	23

What is the Document?

This policy is for Northamptonshire citizens and staff who work for and on behalf of Northamptonshire County Council and sets out the policy which governs how the Council works with adults with care and support needs in the county and their informal Carers. It brings together and consolidates good practice and incorporates values and principles that underpin the Council's work with individuals.

Glossary

For an explanation of some of the social care words in this Policy please go to the following website: [Think Local Act Personal](#)

Symbols which may be used in this Document

	Means a Council Policy or Document If the policy or document is blue and underlined then this will take you to a website where it can be found. All you need to do is place your cursor over the text, hold down the control (ctrl) key and left click with your mouse button, or press the return key on your keyboard
	Means a need to complete an NCC form. It is the responsibility of each member of staff to ensure the completion of the correct and most up-to-date form.
	Means Legislation or a national document If the legislation or document is blue and underlined then this will take you to a website where it can be found. All you need to do is place your cursor over the text, hold down the control (ctrl) key and left click with your mouse button, or press the return key on your keyboard
	Means an electronic recording requirement e.g. CareFirst is the electronic customer records system used by adults and children's services to record work done with and on behalf of individuals
	Means an external Internet website address (These will be highlighted in blue throughout the document, all you need to do is place your cursor over the text, hold down the control key (ctrl) and left click with your mouse button, or press the return key on your keyboard. This will take you to a website that we feel will be more helpful to you should you require more detail).
	Means an internal NCC Intranet website address (These will be highlighted in blue throughout the document, all you need to do is place your cursor over the text, hold down the control key (ctrl) and left click with your mouse button, or press the return key on your keyboard. Only internal staff and approved bodies will have access to these pages. Please contact your site designer where appropriate).

1 Introduction

Northamptonshire County Council (NCC) is committed to continuously improving the way we deliver care and support to adults with care and support needs who are ordinarily resident in our county and their informal Carers. We aim to achieve this through the ongoing transformation of adult social care by a personalised model of support so that people who come into contact with the Council have good outcomes of the highest quality and support services which are financially sustainable.

Personalisation means recognising people as individuals who have strengths and preferences and putting them at the centre of their own care and support. Personalisation is for people with a wide range of social care needs, regardless of whether the person may be eligible for public funding or not or whether support is received from the statutory, community, voluntary or independent sector.

This Policy is underpinned by belief in the combined values and principles of:

- Respect for individuals
- Self determination
- Independent living
- Participation
- Control
- Choice
- Empowerment.

The above commitment contributes to the Council's vision for customers and Carers to take control of their lives.



Part 1 of the [Care Act 2014](#) is implemented from April 2015. It restates the personalisation principle and **introduces a new general statutory principle of 'wellbeing'**. Personalisation and the promotion of wellbeing both apply to all citizens. Promoting wellbeing involves actively seeking improvements in those aspects of wellbeing set out in the Care Act at any stage of contact with adult social care i.e. from first contact to the review of a care and/or support plan.

2 Purpose

This document outlines the principles and policy framework supported by Northamptonshire County Council to ensure the consistent and effective implementation of Personalisation in the county through the transformation of adult social care.

3 Scope

The policy is for adults with social care needs living in Northamptonshire and their informal Carers and for all staff working for or on behalf of NCC's Adult Social Care Directorate.

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3.1 Adults in need of care and support

The policy applies to adults aged 18 years and above with care and support needs and adults with social care needs who are at risk of abuse or neglect. It covers older people and people with physical, sensory or learning disabilities and those who experience mental ill-health.

It includes people who pay for their own care and/or support as well as adults with social care needs residing in prisons and other approved criminal justice premises which are located in the local authority area.

Adults in need of care and support **must be ordinarily resident in Northamptonshire** or, in the case of an adult with no settled residence, the person presents as having care and support needs at the time they are in Northamptonshire.



3.2 Carers and Young Carers in need of support

It applies to informal Carers aged 18 years and over who need or may need adult social care support and to informal Young Carers approaching adulthood. A Carer is someone who provides support to or who looks after a family member, partner, or friend who needs help because of their age, disability or physical or mental ill-health and could not manage without this help.

An adult Carer or Young Carer must be providing (or intending to provide) care for an adult with care and support needs who is ordinarily resident in Northamptonshire (even though the adult may not be known to adult social care or be eligible for local authority care and support or may have refused support). There is no requirement for the Carer to be ordinarily resident in Northamptonshire.

3.3 Young person with care and support needs in [transition from children to adult services](#).

Under [Care and Support \(Assessment\) Regulations 2014](#), linked to the Care Act 2014, an adult Carer of a young person with care and support needs may request an assessment of their own caring needs and those of their child when the young person enters the transition process (14 – 18 years) and the child's needs are likely to continue after reaching adulthood (18 years and over). The Council must carry out a transition assessment **under the adult statute** where it believes there is 'significant benefit' (i.e. it is the best/optimum time) to the young person or their Carer to do so and the consent condition is met.



4 Policy Statement

The following represents the policy of Northamptonshire County Council:

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The Council will build on the adult social care model introduced in 2010 further empowering people to make choices and take control of their care and support through Personalisation and community support.

The self-directed support approach will continue to provide the person-centred framework through which Personalisation will be delivered and will remain as the Council's core way to do business for the delivery of adult social care support. This will be for potential customers, existing eligible customers, and those new customers who need longer-term support and who are eligible under the new national minimum eligibility thresholds as an adult in need of care and support or a Carer in need of support [Care and Support \(Assessment\) Regulations 2014](#) & [Care and Support \(Eligibility Criteria\) Regulations 2014](#). The Personalisation Policy will be applied at any social care contact, assessment, reassessment or review.



The approach involves finding out what is important to people with social care needs and their families and friends. It supports people to plan how to use available personal and community resources, including financial resources, to achieve their aims. It is about focusing on the individual's personal desired outcomes and ensuring they have as much choice and control over arranging and directing their own support arrangements in order to meet their social care needs while enabling optimum health and wellbeing, independence and safety ([Northamptonshire Inter-agency Safeguarding Vulnerable Adults Procedures](#)).



Northamptonshire County Council has a strong commitment to have 'people at the heart of what we do' and expects citizens:

- To have a good experience of adult social care.
- To have access to good information and advice in various formats
- To find NCC to be open, honest, transparent, fair and equitable in our practice.

Northamptonshire County Council supports the concept of co-production in social care, working in partnership with all stakeholders and citizens to achieve positive outcomes for the benefit of individuals and groups.

5 Policy Principles

The policy also uses the following principles to strengthen independence, choice and risk management within self – directed support [NCC Risk Enablement Policy & Independence, choice and risk: a guide to best practice in supported decision-making DH2007a 2](#). The Council expects all staff to be familiar with and use these principles in their practice:



- Right to independent living
- Right to a personal budget



- Right to self-determination
- Right to accessibility (understand the systems and rules)
- Right to flexible funding (free to spend allocated budget in a way that makes sense to the person to meet eligible needs and agreed outcomes)
- Mutual accountability principle (the person and the local authority have a responsibility to each other to explain decisions and share learning)
- Mental capacity principle (the person will be assumed to be mentally capable of giving consent and making their own decisions unless it is proved otherwise) [Mental Capacity Act 2005](#) & [NCC/NHS MCA Inter-agency Mental Capacity Protocol](#)
- Wellbeing principle

6 National Context

6.1 Public Policy Transformation

Reform of the public sector has been a central feature of previous and present Governments since 2007. The need for reform of the whole public sector and, within it, the need to transform adult social care, is being driven by changes in the law, the financial situation and the expectations of citizens. This includes the need to make services more personalised to the individual.

Personalisation is the cornerstone of public policy and applies to all citizens. It is not just about adult social care. It is a key issue for all public services, including the National Health Service (NHS). It has been described as the “process by which services are tailored to the needs and preferences of citizens”.

All citizens need universal access to information and advice to ensure they can choose the best support available, regardless of how that is funded. Everyone should also be able to access universal services such as public transport /education and leisure facilities/housing/health services and employment.



In 2012, following a review of adult social care law by the Law Commission, the Government published the White Paper ‘Caring for our future: reforming care and support’ ([White Paper Caring for our future](#)) and the draft [Care and Support Bill](#). The latter went through Parliament during 2013/14, culminating in the Care Act 2014, providing further legislative push towards the ambition to promote the greatest possible independence, wellbeing and safety for older people and people with disabilities or mental health needs throughout their lives. The aim is to enable individuals to stay as healthy, safe and independent as possible for as long as possible and to exercise as much choice and control over their lives as they can manage. The Care Act 2014 has introduced the concept of the Local Authority ‘meeting needs’ as opposed to ‘providing services’.

The overall vision is that the role of central and local government is to empower people to shape their own lives and the individual support they receive. This national programme is aimed at shifting the balance of power and responsibility for ownership from public bodies over to the person requiring care and/or support. In doing this, it makes support more personalised, more preventative and more focused on delivering the best outcomes (**i.e. bringing a positive difference or benefit to the person's life**) for the individuals who use them.

6.2 Social Policy Transformation



The vision for the transformation of adult social care was first set out in a collaborative national agreement between central and local government, the regulator, providers and key leaders in “Putting People First: A shared vision and commitment to the transformation of Adult Social Care” 2007 ([Putting People First](#)). This was followed by two Department of Health circulars ‘Transforming Adult Social Care’ (LAC (DH) ([2008](#) & [2009](#))) which highlighted the expectation for people with social care needs to have better information; better quality of services; more focus on prevention and more personalised care and support.

The need for a complete change to the way social care is delivered has come about as a result of the combined pressures of a rising and ageing population, increasing demand on limited resources and severe financial challenges in the public sector which have taken place alongside higher citizen expectation. Northamptonshire faces the same challenges to its social care services and resources for all of the above reasons, requiring us to fundamentally change how we offer and deliver support.

The shared aims and values of the agreement to change from traditional services to more personalised care and support are underpinned by four universal and specific themes that there should be:

- Universal Services – e.g. transport/leisure/information/advice/advocacy
- Prevention and Early Intervention – helping people early enough or in the right way so that they stay well, healthy or recover quickly from illness and stay safe from avoidable harm.
- Choice and Control – people who need support can design it themselves, understand quickly how much money may be available for this and have a choice about how they receive support and who manages it.
- Social Capital – making sure that everyone has the opportunity to be part of a community and experience the friendships and care that can come from family and friends.

NCC welcomed and supports the government vision to reform social care and provide more choice and control. In Northamptonshire we recognise that the contribution of Carers is significant to society both in financial terms and in the



quality of life for those who are dependent on them as endorsed by the Care Act 2014.

7 Outcomes in Adult Social Care

In individual terms, a good social care outcome means the benefit or positive difference that contact with social care can bring to someone's life as defined by the person.



The national high-level outcomes ([Adult Social Care Outcomes Framework 2015/16](#)) which NCC must evidence to the people of Northamptonshire are that Adult Social Care (ASC) has:

- Enhanced the quality of life for people with care and support needs and their carers
- Delayed and reduced the need for care and support
- Ensured people have a positive experience of care and support
- Safeguarded adults whose circumstances make them vulnerable and as far as possible protected them from avoidable harm.

8 Personalisation

The broad agenda of Personalisation is that everyone will have the maximum possible choice and control over how, where and when their support is delivered. Everyone should be confident that support services are of a high quality, are safe, and promote their individual requirements for health and wellbeing, independence, dignity and protection. Personalisation also promotes personal responsibility, fairness, equity and the transfer of power to individuals and communities. Personalisation starts with the individual and not the service (needs-led not service-led) - as someone with strengths and preferences, who may also have a network of support and resources, including family and friends. Carers are recognised as central to the success of Personalisation ([Carers and Personalisation: improving outcomes DH 2010](#)).



A person may have his/her own funding sources or be eligible for state funding but it recognises that people can be responsible for themselves. They are able to identify their own needs and make decisions and choices about how and when they are supported to live their life in their own way. Individuals are better placed to know their own needs and how these could be met, with access to good information and support to enable them to make informed decisions.

The idea of Personalisation is linked to related terms such as person-centred planning; person-centred care; person-centred support; choice and control and self-directed support.

For adult social care, Personalisation means:

- Tailoring support to people's individual needs whatever the care or support setting using the person's own written support plan. This should always be written by or with the person, taking account of the Capacity principle unless acting according to the outcome of a Best Interest decision where it is proven that someone lacks the capacity to take the specific decision at the required time.
- Ensuring people have access to information, advice and advocacy, including peer support and mentoring in order to make informed decisions about their care, support or the management of any allocated budget.
- Finding new collaborative ways of working which support people to actively engage in the design, delivery and evaluation of services.
- Developing local partnerships to co-produce a range of services for people to choose from and opportunities for social inclusion and community development
- Developing the right leadership and management, supportive learning environments and organisational systems to enable staff to work in emotionally intelligent and creative person-centred ways.
- Embedding early intervention, reablement and prevention so that people are supported early on and in a way that's right for them.
- Recognising and supporting Carers in their role, while enabling them to maintain a life beyond their caring responsibilities.
- Ensuring all citizens have access to universal community services and resources.

9 Legislative Policy

This policy and its associated procedures should be considered in the context of the consolidated and reformed statutory framework which supports the provision of adult social care services following the Care Act 2014.

9.1 Legislation

- [Care Act 2014](#)
- [Care and Support for Deafblind Children and Adults Policy Guidance](#) (under Section 78 Care Act 2014 for adults).
- [Children Act 1989](#)
- [Children Act 2004](#)
- [Children & Families Act 2014](#)
- [Data Protection Act 1998](#)
- [Equality Act 2010](#)
- [Freedom of Information Act 2000](#)



- [Gloucester Judgment \(R v Gloucestershire County Council ex parte Barry1\)- National Assistance Act 1948/ Chronically Sick and Disabled Persons Act 1970](#)
- [Health Act 2009](#)
- [Health & Safety at Work Act 1974](#)
- [Health Services and Public Health Act 1968](#)
- [Housing Act 1996 & 2002 Amendment](#)
- [Housing Grants, Construction and Regeneration Act \(as amended\) 1996 Health Act 1999](#)
- [Human Rights Act 1998](#)
- [National Framework for NHS Continuing Healthcare and NHS-funded Nursing Care](#)
- [The NHS Continuing Healthcare \(Responsibilities\) Directions 2013](#)
- [Manual handling operations regulations 1992 \(Amended 2002\)](#)
- [Mental Capacity Act 2005](#)
- [Mental Health Act 1983 & 2007](#)
- [The Management of Health & Safety at Work Regulations 1992](#)
- [Mental Capacity Act Deprivation of Liberty Safeguards April 2010](#)



9.2 Additional Statutory Guidance

Additional Government Directions, National Service Frameworks, Statutory Policy and Practice Guidance are in force to support the legislative framework. Some general policy and practice guidance is shared across customer groups as well as mandatory guidance being in place in relation to specific customer groups under Section 78 of the Care Act 2014 (adult statute).



An example of the latter is in respect of Deafblind children and adults which states, among other things, that local authorities must ensure that the assessment of social care needs is carried out by a specifically trained person or team [Care and Support for Deafblind Children and Adults Policy Guidance](#).

9.3 Impact of Care Act 2014



The Care Act 2014 brings changes to existing legislation from April 2015. It provides a reformed and consolidated legal framework for social care and/or support. It draws together certain existing and new duties, powers and responsibilities under a single, modern adult statute. It became law in May 2014 and Part 1 is enacted from 1 April 2015. The remainder should be enacted from April 2016 (funding reform).

The Care Act 2014 includes provision for:

- A new national assessment framework for adults and Carers

- New support entitlements for Carers
- A national minimum eligibility threshold
- A new system for funding and charging for care and support
- A new statutory framework for adult safeguarding.
- A new power (i.e. discretionary) for local authorities to delegate certain care and support functions to a third party (including assessment)

The Care Act signifies a shift towards the concept of '**meeting needs**'. This is the core legal entitlement.

The Care Act 2014 and the Children and Families Act 2014 are intended to work together and address the needs of Young Carers.

10 The Local Authority's Duty to Assess



The Care Act 2014 introduces a new national assessment framework for adults and Carers [Care and Support \(Assessment\) Regulations 2014](#).

Assessment is a statutory duty on the Local Authority and a service in its own right which is separate from the later decision about determining eligibility for publicly-funded support. Both are separate from the care and/or support planning stage when agreements are reached as to how assessed eligible needs and outcomes will be met.

Assessment is not just a gateway to care and/or support. It is a critical intervention which can:

- Help people understand their situation and the needs they have.
- Reduce or delay the onset of greater needs.
- Help people to access support when they require it.

10.1 Adults who present with social care needs

The Care Act 2014 states that the Local Authority must undertake an assessment for any adult who '**appears to have any level of needs for care and support**'. This is regardless of whether the Local Authority thinks the person has eligible needs and irrespective of their financial situation.



The adult must be determined as being **ordinarily resident in Northamptonshire** or, in the case of an adult with no settled residence, the person presents as having care and support needs at the time they are in Northamptonshire.

The local authority then has a **duty to decide**, having regard to the results of the assessment, **what, if any**, services they should provide to meet the individual's needs.

10.2 Carers who present with social care needs

The Care Act 2014 states that the Local Authority must undertake an assessment for any Carer of 18 years or over who **'appears to have any level of needs for support'**. This will be regardless of whether or not the Local Authority thinks the individual has eligible needs or the person's financial situation.

The Local Authority responsible for assessing and meeting a Carer's eligible needs is the Local Authority in whose area the 'cared for' person is ordinarily resident. The Carer assessment is not dependent on the 'cared for' adult having an assessment or having eligible needs.

Under the new legislation Carers have entitlements to support if assessed as having eligible needs and will follow the same process as adults in determining eligibility and support planning.

The Care Act 2014 and the Children and Families Act 2014 both address the duty to identify and respond to the needs of Young Carers.

10.3 Destitute People from Abroad – No Recourse to Public Funds (NRPF)



No Recourse to Public Funds refers to destitute people from abroad who are subject to immigration control and have no entitlement to welfare benefits, Home Office support for asylum seekers or public housing and are 'destitute plus' ([National Asylum and Immigration Act 1999](#)). Under Section 21 of the National Assistance Act 1948 ([National Assistance Act 1948](#)), Schedule 3 of the National Asylum and Immigration Act 2002 ([National Asylum and Immigration Act 2002](#)) and the Human Rights Act 1998 ([Human Rights Act 1998](#)) all local authorities have a duty to advise people who have NRPF on their personal circumstances and to assist them in finding a solution to their destitution.

In limited circumstances Councils can provide support, including accommodation and subsistence, if the eligibility criteria is met and the person is 'ordinarily resident' in their area.



However, this is a complex area of work involving the interface of immigration (**new Immigration Act 2014**), human rights law and community law and the Council expects staff to consult with its Legal Services Department, sources of expertise on national legislation and the NRPF Network ([NRPF Network for Guidance for LAs](#)) in relation to individual situations.

11 Equality, Diversity and Human Rights



Personalisation is underpinned by a human rights framework and should be delivered within the framework of the Equality Act 2010 ([Equality Act 2010](#)). The European Court of Human Rights (ECHR) produced seven broad principles to guide social care transformation:

1. Care and support based on clear outcomes and founded on human rights and equality.
2. Access to publicly funded care and support based on clear, fair and consistent criteria.
3. Individuals and their families in control of their care and support.
4. The right balance between safety and risk to promote choice and independence.
5. Local strategic partnerships that play a central role in developing and maintaining local care and support.
6. Funding that balances affordability and sustainability with fairness.
7. Equality and human rights law and practice accurately adjusted to respond to our ageing society.

[\(Equality and Human Rights Commission\)](#)

11.1 Equalities

Northamptonshire County Council believes in the dignity of all people and their right to respect and equality of opportunity and life chances. We value the strength that comes with difference and the positive contribution that diversity brings to our County.

Under the Equality Act 2010 NCC and its staff are fully committed to the public sector equality duty to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity
- Foster good relations

We recognise and accept that discrimination means some people may not have had equal access to support or universal services or fair chances in life.



[NCC Equality Policy Statement 2012](#) & NCC's Equality Statement of Required Practice (SORP) – the latter is for staff guidance).

11.2 Human Rights

The Human Rights Act 1998 imposes a legal obligation on all public authorities to exercise their powers and to interpret laws and rules so as to be compatible with the fundamental human rights contained in the European Convention on Human Rights 1950. These will include matters such as the right to family life, the right to privacy in



home and correspondence. All staff should be familiar with the contents of the various Articles of the Convention, which set out every person's human rights and know where to access a copy of the [Human Rights Act 1998](#).

Staff should always bear in mind the principles of the Human Rights Act and take into account the human rights of the individual whenever recording information, processing information, making professional judgements about people and reaching decisions about assessments and arrangements for support.

It can be lawful to interfere with an individual's human rights provided this can be justified as a proportionate response to the need to safeguard certain other principles such as the rights of others or the economic well-being of the country. Such issues will of course be very complex. The principal guidance to staff must therefore be to ensure that they are familiar with the provisions of the Human Rights Act and that all decisions in the area of adult social care are fully recorded and reasoned so that any interference with an individual's human rights can be tested and justified by reference under such a record ([NCC Recording with Care Policy 2010](#) & NCC's Information Management SORP - latter for staff guidance).



12 Northamptonshire's Adult Social Care Pathway

In the context of Personalisation, the promotion of wellbeing and customers being in charge of their life, Adult Social Care made changes to its adult social care pathway to address the four transformation themes of universal services; choice and control; prevention and early intervention; social capital in Northamptonshire. In doing so, this meets the policy intentions and matches the core purpose of the Council to:

- Help people to help themselves
- Help people when they can't help themselves
- Be a trusted advocate

The customer pathway reflects how adult social care will work with people who make contact with the Council or require adult social care support, including informal carers and people who fund their own care or support. It was developed in discussion with individuals, informal Carers and families using their experiences in anticipation of the Care and Support Bill 2013 receiving Royal Assent and becoming law as the Care Act in May 2014.

12.1 Adult Social Care Pathway Diagram



The person's journey begins when the individual, carer or someone authorised to act on their behalf contacts the Council. At any point along the pathway the person may feel able to manage more for themselves to meet their social care needs and the need for formal adult social care support can be reduced or removed.

12.2 Information, advice and support

When people make initial contact with adult social care, the Council will encourage individuals to maintain their independence, choice and control. This will be regardless of the person's financial circumstances. We will look at personal and community strengths and networks, ensuring there is good quality guidance to enable individuals to make their own arrangements to meet their personal needs.

The availability of good quality information, advice and support which is accessible enables adults and Carers to make informed decisions and encourages self-determination.

NCC believes that this is an example of a universal service available to all citizens which fits with NCC's core purpose of **'helping you to help yourself'**.

12.3 Short-term support

When someone's social care needs change as a result of an accident, illness or a change of circumstances NCC will support the interventions which will prevent individuals requiring more intensive and longer-term support. We will do this to enable people to retain optimum health, wellbeing and independence. To achieve this we will work closely with individuals, family and other statutory, voluntary and community agencies.

Following an initial assessment, **reablement** will be the starting point to help people to maintain or regain skills and confidence in order to avoid needs from increasing or developing reliance on specialist support. Short-term support includes things like short-term assessment and rehabilitation, technology and equipment and crisis response services as well as NHS Occupational Therapy and Physiotherapy and other health services.

Short-term support may also assist carers to sustain their caring role and promote their wellbeing for example: training (e.g. moving and handling or dementia training); equipment; learning relaxation or stress-management techniques; sitting service.

NCC believes that support for a short period of time fits with its core purpose of 'helping you when you can't help yourself'.

12.4 Longer-term support

NCC will ensure that those people who do require longer-term support have high quality support which is tailored to meet their assessed needs and agreed outcomes.

A similar assessment focused on personal desired outcomes will take place when people can no longer help themselves or, in the case of Carers, need ongoing support to sustain their caring role. The appropriate eligibility framework will be applied – **please see:** NCC Assessment and Eligibility Policy for Adults and Carers 2015 and its partner document: NCC Assessment and Eligibility Policy Guidance for Adults and Carers 2015 on [Personalisation Page Intranet](#).

When people need longer-term support NCC thinks that this fits with its core purpose of 'helping you when you can't help yourself'.

12.5 Is it working & what next?

At regular intervals, NCC will review the support provided to ensure that it is still needed and is meeting the outcomes agreed. NCC will seek, listen to and learn from customer feedback given at a Review and under other circumstances [Customer Feedback webpage](#).

We will also use the annual adult social care survey, telephone surveys and the evidence from performance indicators and national progress markers to measure satisfaction and performance.

NCC will continue to engage with Northamptonshire people to find out how they think adult social care is doing and use this information for further improvement.

NCC believes that this fits with its core purpose of 'being a trusted advocate'.

12.6 Pathway Assessment and Eligibility Process for adults and Carers

The process will normally follow the stages of first/initial contact; initial assessment; proportionate assessment; determination of eligibility; support planning; meeting needs; review. The principles of personalisation, wellbeing, choice and control will be applied at each stage.

Throughout the process and where relevant, NCC will consider opportunities to intervene early in order to prevent, reduce or delay the need for care and/or support developing or escalating.

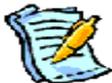
The process involves:



1. Throughout contact with the Council, NCC will promote wellbeing and encourage individuals to maintain their independence, choice and control to enable self-determination and self-reliance. Access to information and advice, universal services, early intervention and preventative services or reablement will be promoted alongside maximising personal, community or voluntary resources and local networks.
2. A comprehensive, appropriate and proportionate **assessment of presenting needs** between the assessor and the person, using an **outcome-focused** approach.
3. The application of the appropriate national **eligibility framework** ([Care and Support \(Assessment\) Regulations 2014](#) and [Care and Support \(Eligibility Criteria\) Regulations 2014](#)) to identify eligible needs, outcomes and the impact on wellbeing to **reach an eligibility determination**.
4. A personalised **Integrated Care and Support Plan (adults) or Support Plan (Carers)** being created **by/with** the person to **record** agreed eligible needs and clear outcomes.
5. The Care and/or Support Plan detailing how eligible needs will be met and the potential cost to the local authority of providing any support to meet unmet



eligible needs. **All options and alternatives to meet eligible needs must be fully explored before deciding if public funding is required to meet any remaining unmet eligible needs.**

6. Meeting eligible needs is the core legal entitlement. How needs will be met will differ from person to person. Needs can be met in a variety of ways and not solely through direct provision from the local authority. Every effort will be made to maximise an individual's independence using the local networks of support and existing service provision. Public funding may not always be required and will only be used if the other forms of appropriate support are not available.
7. Where public funding is required to meet any remaining unmet eligible needs a **Personal Budget** will be identified. A Personal Budget is a first guide to the estimated cost to the Council of meeting the **unmet eligible needs and outcomes as agreed** between the individual and the assessor.
8. Any support delivered by the local authority to a person to meet their unmet eligible care and/or support needs will always be proportionate to their needs (i.e. at the right level required to maintain health and wellbeing and keep people safe) and cost-effective (i.e. delivering agreed outcomes with value for money).
9. Once the **Integrated Care and/or Support Plan*** has been signed off by the local authority any final public funding will also be agreed where relevant.
-  10. A **financial assessment**** will be carried out (where appropriate and relevant) of the person's financial resources to work out the level of **contribution** he/she will make towards the cost of their care and support (link to [Fair Contribution Policy 2014](#)).
11. Clear **outcomes** will be identified and **reviews** will be carried out to **evidence** whether the needs remain and agreed outcomes are being or have been delivered. The review will also evidence if any **changes** need to be made to the **level of support** required or if the support still required warrants local authority funding.
-  12. **Changes** in the **level of need** will require a **reassessment**.

* **Please note:** the local authority has a **statutory duty of care** and a responsibility **not** to agree to sign-off a care and/or support plan **if** there are serious concerns that it will not meet an individual's needs **or** if it places an individual in a dangerous



situation ([Independence, choice and risk: a guide to best practice in supported decision-making - Department of Health 2007a 2](#)).

**** Please note: For the financial year 2015/16 the County Council has decided not to charge for services to Carers. This decision will be reviewed during the year.**

13 How does NCC measure the success of Personalisation?

In order to check the progress of adult social care towards achieving change and positive outcomes for individuals, NCC will use local Performance Indicators and the national 'I am' progress markers of Think Personal, Act Local's (TLAP) outcomes framework 'Making It Real'. The latter are mapped against the Adult Social Care Outcomes Framework (ASCOF) provided by the Department of Health, which the local authority must report on.

13.1 The national Markers for Change

13.1.1 Information and Advice: Having the information I need, when I need it

- I have the information and support I need in order to remain as independent as possible.
- I have access to easy-to-understand information about care and support which is consistent, accurate, accessible and up to date.
- I can speak to people who know something about care and support and can make things happen.
- I have help to make informed choices if I need and want it.
- I know where to get information about what is going on in my community.

13.1.2 Active and supportive communities: Keeping friends, family and place

- I have access to a range of support that helps me to live the life I want and remain a contributing member of my community.
- I have a network of people who support me - carers, family, friends, community and if needed paid support staff.
- I have opportunities to train, study, work or engage in activities that match my interests, skills, abilities.
- I feel welcomed and included in my local community.
- I feel valued for the contribution that I can make to my community

13.1.3 Flexible, integrated care and support: My support my own way

- I am in control of planning my care and support.
- I have care and support that is directed by me and responsive to my needs.

My support is co-ordinated, co-operative and works well together and I know who to contact to get things changed.

13.1.4 Workforce: My support staff

- I have good information and advice on the range of options for choosing my support staff.
- I have considerate support delivered by competent people.
- I have access to a pool of people, advice on how to employ them and the opportunity to get advice from my peers.
- I am supported my people who help me to make links in my local community.

13.1.5 Risk enablement: Feeling in control

- I can plan ahead and keep control in a crisis.
- I feel safe, I can live the life I want and I am supported to manage any risks.
- I feel that my community is a safe place to live and local people look out for me and each other.
- I have systems in place so that I can get help at an early stage to avoid a crisis.

13.1.6 Personal Budgets and self-funding: My money

- I can decide the kind of support I need and when, where and how to receive it.
- I know the amount of money available to me for care and support needs, and I can determine how this is used (whether it's my own money, direct payment, or a council managed personal budget).
- I can get access to the money quickly without having to go through over complicated procedures.
- I am able to get skilled advice to plan my care and support, and also be given help to understand costs and make best use of the money involved where I want and need this.

14 Acknowledgements

We would like to acknowledge the feedback from the Personalisation Challenge Board and the two Staff Reference Groups in the original development of this Policy.

15 Future Updates

Northamptonshire County Council is committed to reviewing this policy annually or earlier, according to relevant changes at national or local level.

We welcome feed back on this policy which will be collated and considered at the next point of review (**see page 2 for contact details**).

16 Website address for this Policy



Public: [Adult Social Care Policy and Procedures Internet page](#)

NCC Staff: [Personalisation Page Intranet](#)

