



**ACTIVE LEARNING**

**SELF-DIRECTED SUPPORT  
AND PERSONAL BUDGETS**



# Self-Directed Support

Self-Directed Support puts people at the centre of their care and enables activities and supports to be flexibly designed so that high quality, outcome focused help is delivered, often in a more cost-effective way.

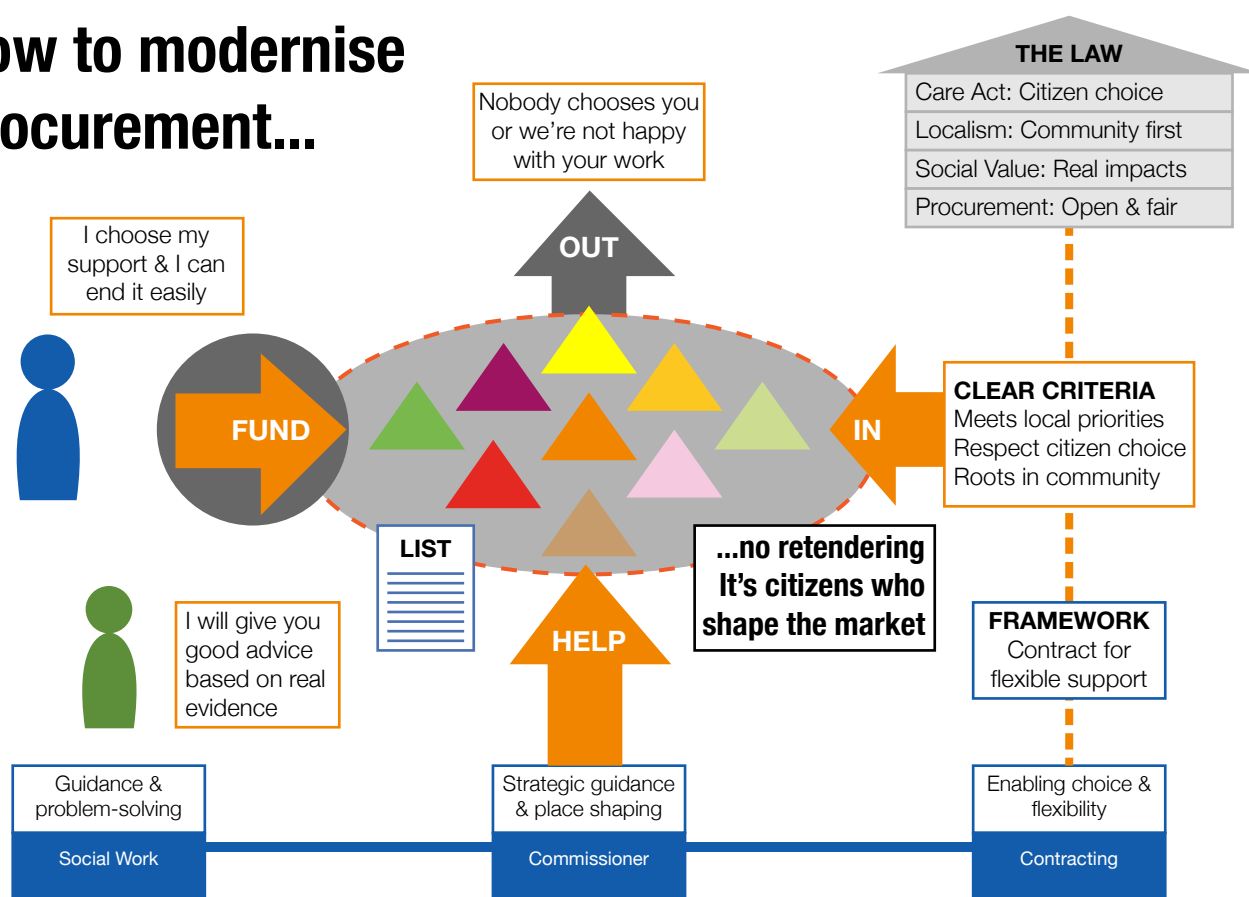
We believe in:

- Widening access to genuinely Self-Directed Support
- Supporting systems to change their model of service delivery away from time and task and towards outcomes-based approaches
- Increasing the range of different provisions available in the marketplace including growing small specialist providers, community micro enterprises and personal assistants
- Helping people 'right size' their personal budgets using creativity, community connecting and support brokerage approaches
- Using personal budgets and creative support design to help people out of Assessment and Treatment Units (where they may have been stuck for too long)

Our ambition is to see an increase in the use of Direct Payments and Individual Service Funds in England and a growth in the number and range of creative, community led support options available to citizens.



## How to modernise procurement...



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# Our Training

Working with people and families to co-produce their support is central to the Care Act 2014 and essential to people living the life they want to live. Individual Service Funds (ISFs) are a tool to achieving this but are still a relatively recent innovation that are gradually growing in adult social care.

To support this innovation, we have developed a training offer that builds upon the Skills for Care publication (2020) [\*Supporting and developing the workforce for Individual Service Funds: Making self-directed support work\*](#) with a focus on bringing this to life.

Our sessions aim to blend together Care Act law with real life examples of person-centred practice and to give professionals from Provider services and social care the skills and confidence to make ISFs happen, from support planning to review.

Sessions are designed to involve both those who are working in provider services and by Health and Social Care professionals (local authority and NHS), so that it can be a shared learning experience. Gaining an understanding of one another's roles and responsibilities and how these can support the successful delivery of ISFs.

*“Working with Self Directed Futures has been vital to implementing ISFs well in Essex. Chris and all his associates are incredibly knowledgeable, helpful and driven by a strong set of values. They have really helped us move forward providing a great balance of support and challenge.”*

Stephen Watt, Commissioning Manager, Adult Social Care, Essex County Council



# Modules

Our training modules can be tailored to your needs; the following modules are our core offer.

## **Module 1 – Introduction to personal budgets and good practice**

- Understand personal budgets, how they work and the key benefits
- Know how Health and Social Care legislation and policy supports ISFs.
- Understand the various models for collaboration
- Demonstrate respect and protection of personal choice, human rights and what a 'good life' means for different people
- Understand the importance of your own role in implementing self-directed support
- Understand the importance of planning ahead for life changes and how an ISF can support this

## **Module 2 – Person-Centred support planning and PATH**

- Understand what person-centred support planning is, the different people and organisations involved and how your role can support it
- Demonstrate the ability to write good outcomes for individuals and to communicate them to everyone that's involved in their care and support
- Be able to co-ordinate and facilitate good person-centred support planning



## Module 3 – Eligibility and creative support planning

- Be able to carry out asset/strength-based person-centred support planning and work with individuals to think of creative ways to meet their needs and improve outcomes
- Demonstrate the skills needed to research assets in the local community, that meet the individuals needs and interests and help them to make best use of them
- Understand how the use of all resources, including assistive technologies, community groups and voluntary organisations can be utilised to achieve the best possible outcomes for individuals
- Know how to broker and pool budgets between individuals and other service providers
- Understand that meeting eligible needs criteria results in resource allocation from different funding sources
- Understand positive risk taking and how you can support individuals to take positive risks in the context of your role

## Module 4 – Monitoring and review of ISFs

- Understand how to conduct reviews of outcomes and demonstrate how they have been met; and know when to do this in collaboration with Social Workers
- Be able to support individuals to monitor and review how the personal budget is working
- Be able to build and maintain helpful and productive relationships with individuals and their families and other providers
- Be able to recognise that the creative use of personal budgets helps people to achieve the outcomes that they want



## Module 5 – Putting ISFs into Practice

Practical approaches and lessons for support providers with the following learning outcomes:

- Understanding Self-Directed Support
- Organisational benefits of following the Self-Directed Support approach
- Know how to manage and lead teams working in a self-directed way
- How to develop a Self-Directed culture that supports ISFs and real co-production using personal budgets
- Embedding creative and innovative support planning skills throughout dispersed teams
- Individual case studies around ISFs
- How to pool budgets
- How ISFs are managed on a day to day basis from a finance perspective
- Using ISFs as a way to grow your capacity and new referrals



### **Module 6 – Technology Enabled Care Solutions (TEC)**

Using TEC to maximise creativity in the delivery of ISFs. The aim of this training module will be:

- To enable individuals to have greater choice in the way in which their needs are met
- To increase knowledge of Assistive Technology solutions for staff
- To increase confidence in the utilisation of technology to support a prevention first ethos

This will be achieved through product exploration and creative discussion using real life case studies. By the end of the training module, we expect that:

- Staff will be able to identify needs and link them to possible TEC solutions available
- Staff will have increased confidence in how to use the basic product list to guide their product selection
- Staff will be able to link TEC to a prevention first ethos, in order to prevent, delay, and or reduce the need for care

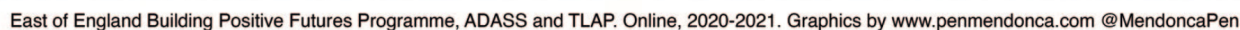


# Coaching and Mentoring

To support practitioners and providers to take what they have learnt around Self-Directed Support and use it meaningfully in their day-to-day practice we also offer on-going coaching and problem-solving sessions.

In these sessions, practitioners and providers, either together or separately, can share issues that they are facing in their work with our facilitators and together develop solutions, drawing on their experiences and knowledge gained from achievements elsewhere.

These are an optional element of our package and can be tailored to suit your needs – we recommend having regular sessions every 1-2 months, providing a structured ongoing forum for managing issues and sharing real life examples and successes.





# Facilitators



**Rachel Mason** is a family carer who has managed her sons' personal budgets for 15 years. She is passionate about Self-Directed Support; believing this means choice and control over your life and over the services around you whether they are commissioned for you, or you buy them using a personal budget. Rachel has designed and developed the [247grid](#), a practical online self-assessment tool for LAs and CCGs to empower providers to work in partnership with individuals they support and their families.



**Gary Kent** set up the organisation NewKey after a light bulb moment when he realised everyone needs their own front door. NewKey provides support to people living in supported living accommodation in Bristol, Torquay, Totnes and Kingskerswell. People who use the service include people with physical disabilities, autism or learning difficulties. Gary is also the Chair of the South West Skills for Care Group.



**Jacqui Hendra** is an experienced Social Care Assessor and a major advocate for Individual Service Funds (ISFs), having been the Lead Assessor and Case Manager for Devon County Council's initial ISF pilot. Jacqui is passionate about personalisation and handing over control to people and families to design their own support using ISFs.



# Feedback

*“The information provided was relevant to everyday practice. Examples given related to real life examples. There were plenty of opportunities to ask questions and share comments. The practical example for the PATH was extremely valuable in my learning. I would like opportunities such as this to be offered to the workforce as a whole within adult operations as this could have a positive impact on their practice.”*

*“The content of the sessions is why so many people become Social Care professionals and it was good to see how this way of working can be more effective than the status quo. Great and informative session. It lit a fire.”*

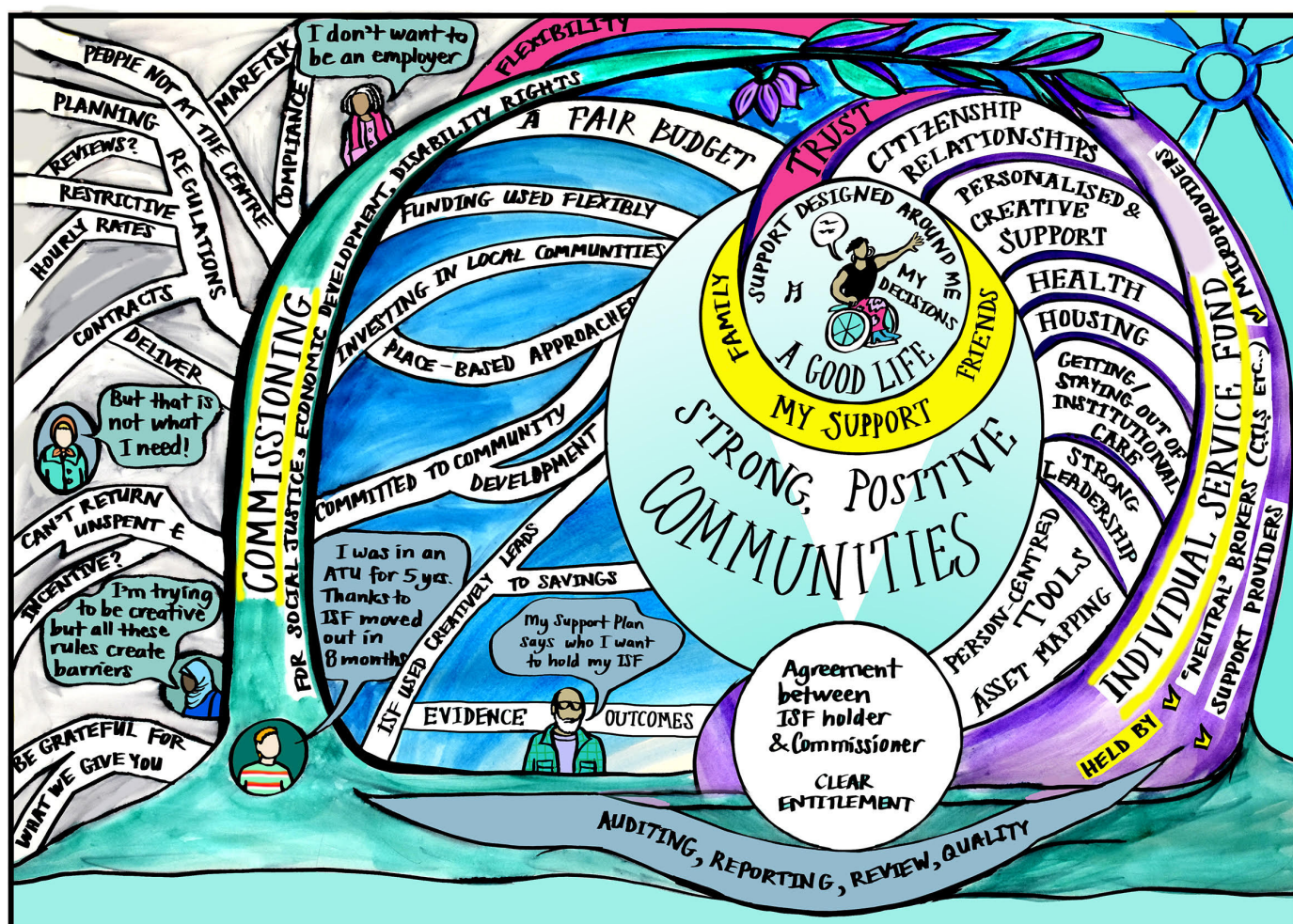
*“The discussions on eligibility criteria under the Care Act and the case examples provided for group discussions. The clarification that ISF provision could come from pooled resources not the LA alone.”*

*“The information was provided in a straight-forward understandable way and the sharing of experiences and knowledge I believe helped engagement. It is exciting what we can achieve if we have the time and commitment.”*

*“The real-life experiences of adults who had their goals and aims listened to and fulfilled. It was also very good to hear from practitioners and providers who have experienced this method of intervention and the success they had.”*



## HOW CAN WE GET MORE PEOPLE BENEFITTING FROM FLEXIBLE SUPPORT? INDIVIDUAL SERVICE FUNDS TRANSFORMING COMMISSIONING



East of England Building Positive Futures Programme, ADASS and TLAP. Online, 2020-2021. Graphics by [www.penmendonca.com](http://www.penmendonca.com) @MendoncaPen  
This graphic includes work presented by the Centre for Welfare Reform and colleagues



## Contact us

Self Directed Futures is a social enterprise that shares its profits to support the wider work of Citizen Network. Achieving citizenship and self-direction for all is our main goal and at the heart of what we do – we believe that everyone can and should be treated as equal citizens.

We want to empower individuals and families to take control of their support and build the kind of lives that they want to live. Our work is rooted in community and aims to build upon every person's unique gifts and talents.

[Our associates](#) have a wealth of experience in improving Health and Social Care systems and have developed significant expertise in commissioning, brokerage, training, coaching and the principles of good Self-Directed Support, focusing primarily on the practical implementation of Individual Service Funds.



Please contact Chris Watson for a conversation about your needs and our training offer:

Email: [chris.watson@selfdirectedfutures.co.uk](mailto:chris.watson@selfdirectedfutures.co.uk)

Website: [www.selfdirectedfutures.co.uk](http://www.selfdirectedfutures.co.uk)

*Our training offer was produced in collaboration with our Facilitators and with contributions from people with lived experience of Self-Directed Support. We would like to thank all involved for their valuable contribution, time and the feedback they've put into this training.*

