



# Public Meeting

## Personalisation

### 25<sup>th</sup> February 2014

## Report



Healthwatch North Somerset  
3rd Floor, The Sion  
Crown Glass Place  
Nailsea  
BS48 1RB

01275 851 400  
[contact@healthwatchnorthsomerset.co.uk](mailto:contact@healthwatchnorthsomerset.co.uk)  
[www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk)

## Personalisation Public Meeting Report

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## **Public Meeting - Personalisation**

### **25<sup>th</sup> February 2014**

#### **Background to the public meeting**

Personalisation is relatively new, is not fully understood and is of interest to the public. It is a social care approach in which every person who receives support, whether provided by statutory services or self-funded, has choice and control over the shape of their support.

Personalisation is an issue that Healthwatch North Somerset has become aware that the public had little understanding of. The Personal Health Budget scheme is being rolled out across the country after a national pilot programme that lasted from 2009-2012. From April 2014 the 'Right to Ask' for a personal health budget will be available for adults and children receiving NHS Continuing Healthcare. The NHS Mandate will provide an option for people with long term physical and mental health conditions from April 2015.

Personal Budgets are provided by a local council to meet a person's social care support needs whereas Personal Health Budgets provide for continuing healthcare needs funded by NHS.

Personal Budgets and Personal Health Budgets offer people with long term social care and/or continuing healthcare needs the opportunity for more independence over how their health and/or social care money is spent, be that on physiotherapy, carers to provide intensive help at home, equipment to improve quality of life or therapies like counselling.

Healthwatch North Somerset considered it was an appropriate time for the issues of personalisation to be discussed in a public meeting and offered an opportunity for the public to hear from the key stakeholders and ask questions.

**Healthwatch North Somerset's statutory duty and remit, which is laid out in The Health and Social Care Act 2012, is to provide a voice for people who use health and adult social care services, by:**

**Influencing**

- Giving people an opportunity to have a say about their local health and social care services, including those whose voice isn't usually heard
- Taking public views to the people who make decisions – including having a representative on the Health and Wellbeing Board
- Feeding issues back to government via Healthwatch England and the Care Quality Commission (CQC)

### Signposting

- Providing information about health and social care services in the local area
- Advising people on where to go for specialist help or information (signposting)
- Helping people make choices and decisions about their care
- Working closely with other groups and organisations in the local area.

## Setting up the meeting

The meeting was held at Hangstones Pavilion, Yatton at 2.30pm. Consideration was given to the time and location of the event, and there is an understanding that any chosen time or location would exclude part of the population. To ensure Healthwatch meetings are widely accessible it seeks to ensure public meetings vary in terms of time, weekday and venue.

The meeting was advertised in the local press – Weston Mercury and North Somerset Times and was widely advertised through local community websites, community newsletters, social networks and details were emailed to all Healthwatch North Somerset's members and contacts and via Voluntary Action North Somerset's database of over 700 contacts. Invitations were also sent to stakeholders. Details were added to the Healthwatch North Somerset website and social media.

## The meeting

The meeting was attended by approximately 40 members of the public who were each given a pack which included personalisation information, feedback forms and information about Healthwatch North Somerset. There was a table of personalisation information available from each of the speakers for the public to pick up.

There was a lot of interest by the public in the issues of personalisation and a variety of questions were raised with all speakers. The issues of personalisation were complex.

### The presenters at the meeting were:

#### ➤ Julia Counsell

CHC Nurse Assessor, North Somerset Community Partnership  
Personal Health Budgets

#### ➤ Scott Parker

Commercial Manager, North Somerset Community Partnership

## Personal Health Budgets

### 📌 **Julian Simcox**

Improving my GP Practice

### 📌 **Christine Jupp**

Planning and Development Manager, North Somerset Council  
Personal Budgets

### 📌 **David**

A budget owner's perspective

### 📌 **Keith**

A carer's perspective

### **Julia Counsell and Scott Parker**

North Somerset Community Partnership

Personal Health Budgets

Julia and Scott's presentation provided a wealth of information about Personal Health Budgets. From April 2014 people in receipt of continuing health care will be able to request a Personal Health Budget from their Community Commissioning Group.

Continuing health care is funded by the NHS for people who have complex ongoing healthcare needs. The aim of Personal Health Budgets is to enable people with long term conditions and needs to have greater choice, flexibility and control over the health and support they receive. The issue and complexity of Personal Health Budgets raised many questions at the meeting, many of which are noted in this report. Links to more information about Personal Health Budgets can be found in Appendix 1.

### **Julian Simcox**

Improving my GP Practice

Julian offered a thought provoking presentation on the issue of taking responsibility for your own healthcare. He advocated that by being proactive about your own personal health and improving your own 'health system', you become a force for good in the wider health system.

Personalisation is creating a shift towards individual independence and opens up the possibility of patients taking charge of their own health and joining up the system. He suggests one way of doing this is through patients taking charge of monitoring their own health by utilising the many affordable monitoring devices available to purchase. Taking your own health data which has been monitored over a period of time to a GP creates a shift in the GP/patient conversation, away from dependency.

Julian utilises this method of self-empowerment himself and argues that not only does this put the patient in control, but it makes a positive difference to patient outcomes and is usually cheaper for the NHS. Julian's slides are available to download from the Healthwatch North Somerset website [www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk) or please contact us on 01275 851 400 or [contact@healthwatchnorthsomerset](mailto:contact@healthwatchnorthsomerset) to request a copy.

### **Christine Jupp**

North Somerset Council  
Personal Budgets

Christine explained that Personal Budgets are a sum of money that the local council defines as the amount required to meet a person's social care support needs, except for permanent residential or nursing home care. Personal Budgets can be spent on eligible social care needs and the amount allocated will be determined by an assessment of how much is required to enable a person to live as independent a life as possible.. People may be required to contribute to the budget if they can afford to do so.

A personal budget can be paid directly to the individual (Direct Payment) or managed by the Council or a mixture of both (*North Somerset Council Factsheet 'Your Personal Budget – Options Available to You'*). Direct payments can be used to employ a personal assistant directly or to purchase support from an independent provider (e.g. a care agency), they aim to give people more flexibility and control over how to meet their assessed needs in alternative and creative ways. Links to more information about Personal Budgets can be found in Appendix 1.

### **David**

A budget owner's perspective

David receives a Personal Health Budget and talked about his experience of the Personal Budget and how it enables him to make his own choices about the support he requires. He has control over how he chooses to spend the budget and is able to live independently with the support of the carer that he employs.

### **Keith**

A carer's perspective

Keith shared his experience caring for someone who received a Personal Budget. He received support to make the application for the budget on behalf of his wife.

#### **👉 People's lived experience of personalisation - the following issues were valued:**

- Control of their own care provision
- Flexibility

## Questions and comments

The public were interested in how North Somerset Community Partnership and North Somerset Council related to each other in relation to the personalisation agenda. It was explained that North Somerset Community Partnership supports and assesses people with Personal Health Budgets and North Somerset Council supports and assesses people with Personal Budgets.

**Q.** How do person-centred ways of working work?

**A.** People are encouraged and supported to create their own support plan, this enables people with complex needs have choice and control over their support, with the aim of meeting their individual needs.

**Q.** If people buy the support they need will everyone be trained to do specific things like eye drops.

**A.** Training will be provided so individual needs are met.

**Q.** It's very complicated and probably only the professionals understand the eligibility criteria. If we are not eligible, does that mean no services?

**A.** Those with continuing needs will get an assessment of their needs by professionals and those that are eligible will be able to make an application for the budgets

### **Further comments from the public:**

- The person who needs support should know how much money they have for their support and be able or helped to use the money in ways and at times that are right for them.
- It sounds very complicated, if the system is going to be made available to everyone who requires support it must be made simple and straight forward to understand and apply for.
- Will the council budget be enough for the needs of people taking control of their personal budgets, if not will rationing may occur? What happens when the money runs out?
- People will need the facts explained fully so they can understand the implications, and helped to become confident that they can be independent.
- While the principle and potential benefits of personalisation seem to be well supported, it is difficult for most people to see through the concerns about the practical implications.
- There were lots of questions about managing budgets and managing the books, employment and admin.
- Questions also arose about accountability and who would be responsible for the correct way to spend the budget, who will keep checks on the process and how will the checks happen?

- 2 There were queries about what checks were in place to ensure people spend their budgets wisely and what will occur if people refuse support or intervention.
  - 2 There was a discussion about acting on behalf of people who are unable to make their own decisions and how this is decided and whether the spending is monitored.
- A. The response to these questions was that there will be a written agreement of personal needs during the assessment. A named person will be responsible as the contact point to ensure consistent and continuous support and there will be guidelines to ensure the budgets are spent responsibly.

Further information and resources can be found in Appendix 1.

### Feedback – from local people using a person centred service:

- 2 The value of personal budgets is having the control of your own care provision and the flexibility it offers.
- 2 The difficulties of using the person centre services were the negotiation required, money delays, the difficulties getting timely additional help and the complexity of the application form.
- 2 There was a recommendation that the whole process be made less complex.
- 2 There were delays when requesting additional help.
- 2 Finding experienced support to complete forms was difficult.
- 2 Understanding the finances was a challenge.
- 2 Better quality information resources required.
- 2 Simpler and easier application procedure needed.
- 2 Better communication to support people.

### Conclusion

The Healthwatch North Somerset Personalisation public meeting showed there was a lack of clarity about the concept of personalisation, notwithstanding there was some confusion over the similarity of the budget names - personal budgets and personal health budgets as well as direct and managed payments. The use of acronyms used in the meeting caused some additional confusion.

The concept of personalisation is complicated and the audience were keen to understand and this generated a lot of interest and questions. The meeting showed that if the explanations are simple and clear and acronyms are avoided it greatly benefits the public understanding of complicated issues.

This report, which includes public feedback from the meeting and by telephone, email and letter, will be forwarded for comments to North Somerset CCG, North Somerset Community Partnership (NSCP), North Somerset Council and Healthwatch England. This report will be freely available on the Healthwatch North Somerset website and in paper format.

## Appendix 1

### Further Information:

#### **North Somerset Council**

The following leaflets and documents are available on North Somerset Council's website: [www.n-somerset.gov.uk](http://www.n-somerset.gov.uk)

- Direct Payments Policy Statement
- Your Personal Budget - Options Available To You
- Cash Personal Budget Leaflet
- Council Managed Personal Budget
- Employing Close Friends And Relatives - Things To Consider
- Employing A Close Person Living In The Same Household
- Risk Enablement Panel Policy
- What Can I Spend My Personal Budget Allocation On?
- What Personal Budgets Fund
- Guidance on direct payments For community care, services for carers and children's services
- Direct payments FAQs
- Direct Payments factsheet

For further information contact Christine Jupp, Planning and Development Manager, North Somerset Council by email [christine.jupp@n-somerset.gov.uk](mailto:christine.jupp@n-somerset.gov.uk)

 **North Somerset Community Partnership** <http://www.nscphealth.co.uk/>

 **Care Connect** 01275 888 801

#### **Further information can be downloaded from the following websites:**

- <http://www.personalhealthbudgets.england.nhs.uk/>
- The National Health Service (Direct Payments) Regulations 2013  
<http://www.legislation.gov.uk/uksi/2013/1617/contents/made>
- <http://www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/Directpayments.aspx>
- Understanding Personal Health Budgets; 2013; Department of Health Publication 2900788.  
[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/216813/Understanding-personal-health-budgets-2012.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/216813/Understanding-personal-health-budgets-2012.pdf)
- [www.dh.gov.uk/personalhealthbudgets](http://www.dh.gov.uk/personalhealthbudgets)

Appendix 2

Personalisation public meeting advert



is holding a meeting on

# Personalisation

2.30pm - 4.30pm

On

Tuesday 25<sup>th</sup> February 2014

At

Hangstones Pavilion, Stowey Road, Yatton BS49 4HS

Healthwatch North Somerset is your independent consumer champion for health and social care services.

**Make sure your views are heard.**

To let us know you are coming tel:- 01275 851400

or email [contact@healthwatchnorthsomerset.co.uk](mailto:contact@healthwatchnorthsomerset.co.uk)





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