

Support Planning in Practice



To deliver practical understanding of how to carry out effective support planning for different groups of older and disabled people.

SSCR 2nd wave funding:
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Current issues in Personalisation

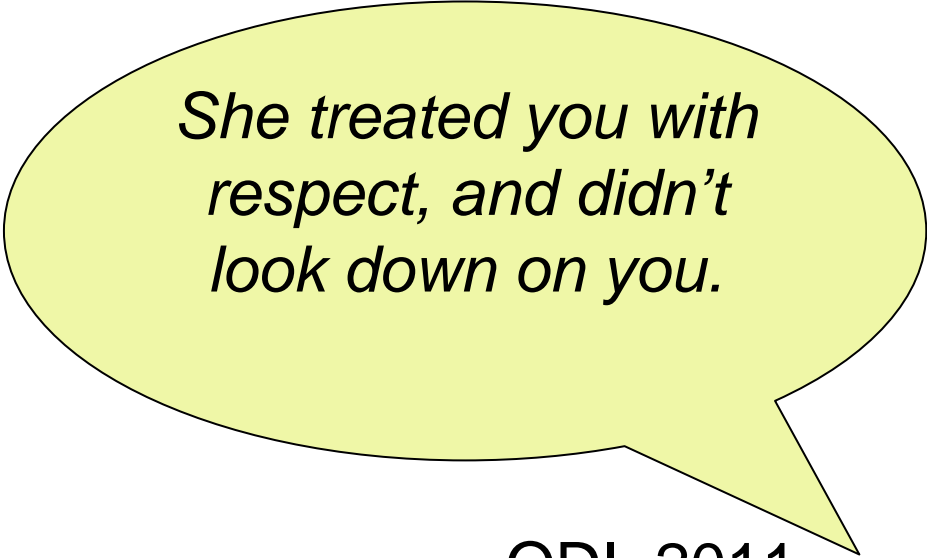
- Coalition Government's commitment
- Review of progress by ADASS
- Financial pressures: effects on RAS and eligibility criteria
- Some cynicism generated
- Local authorities at present are 'punch drunk'
- The usual suspects are 'on the margins' of personal budgets and support planning

Opportunities

- Potential for RAS to provide a more equitable, transparent system
- ‘Big Society’ as a value base: building on a 20 year history.
- Current government thinking about support planning
Councils’ role here is to ensure that everyone – whether using a personal budget or their own funds – can get the information and advice they need. (DH, 2010: 18)
- Opening up the system to community sources of support.

What do we know about good support planning?

- Loosening up the interaction
- Avoiding professional distance
- More equal power
- Listening first, then suggesting



She treated you with respect, and didn't look down on you.

ODI, 2011

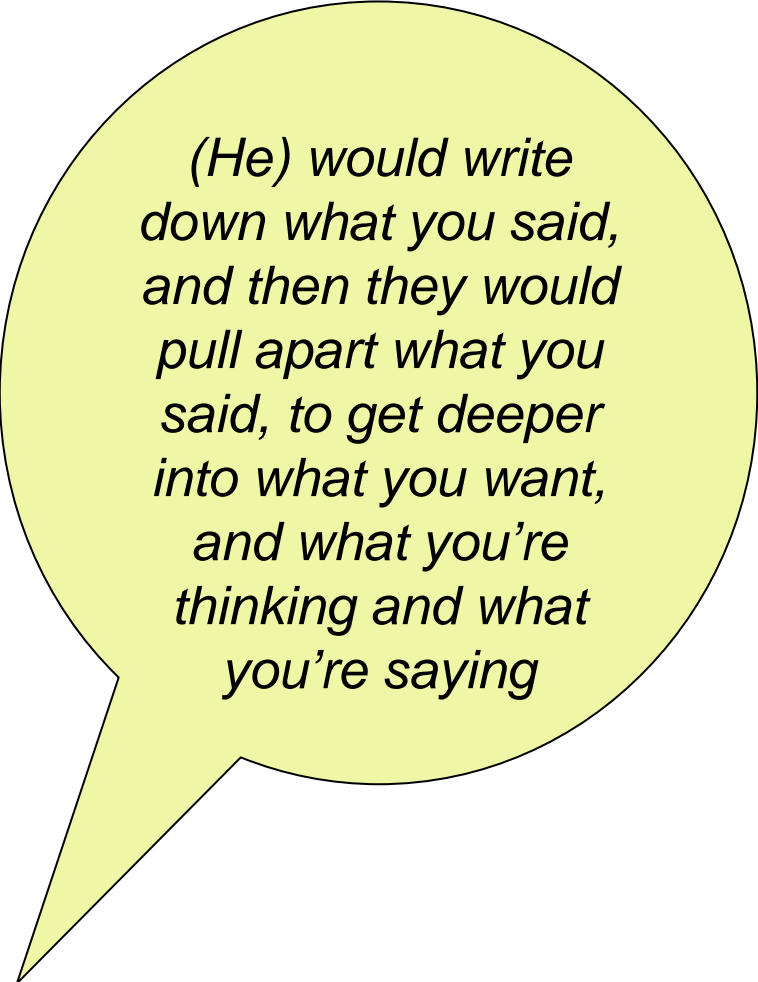
Current project: Voluntary and community organisations (in 4 areas) ; including those which are user-led

- Moving outside the local authority; not just simple comparison

Other points about support planning practices

- Getting deeper into what you want
- Enlarging people's horizons
- Challenging you to think about your life
- Giving examples about what is possible

Current project: Detailed approach to collect observational data of support planning in action



(He) would write down what you said, and then they would pull apart what you said, to get deeper into what you want, and what you're thinking and what you're saying

The need for information

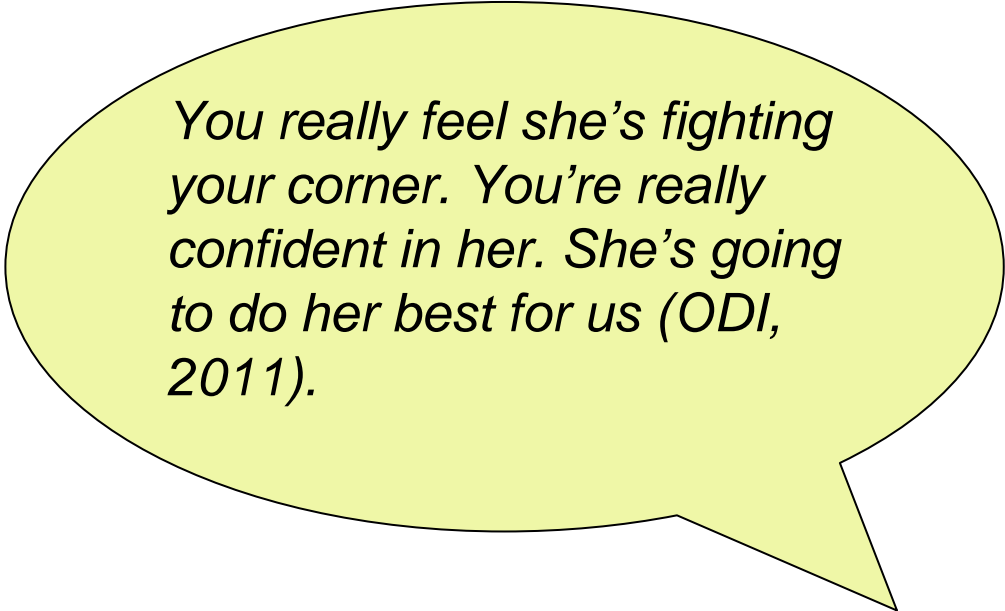
- Whole 'journey' of personal budget
- Who is who: steps to take
- Knowing indicative budget
- Information about what is possible with a personal budget.

Current project: Examples of what types of information are needed for different groups

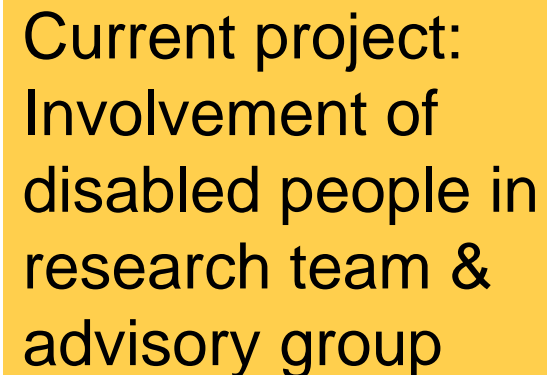
Peer support and user-led organisations

Systemic Issues

- ULOs experienced as 'experts' in personal budgets
- Efficiency: to-and-fro between support planner and service user + carer
- A responsive organisation



You really feel she's fighting your corner. You're really confident in her. She's going to do her best for us (ODI, 2011).



Current project:
Involvement of disabled people in research team & advisory group

Team work

- Links between the assessment, resource allocation and support planning
- Support planner working with social services – validation
- Ongoing brokerage AND problem solving
- Re-shaping social care is a process of co-production

Current project includes 2 rounds of joint professional workshops (for local authority and voluntary sector organisations)

What works best for whom?

- People with dementia; other older people
- Those with learning disabilities
- People with mental health needs
- People from BME communities

Current project: Selection of new sites specifically working with these groups: examining and differentiating what supports work best for each group.

Different situations, different contexts

- Those with carers helping with support plan (50% of ODI sample)
- People linked in with other disabled people (peer support)
- People who are new to social care (and/or experiencing a new condition or impairment)

Current project: Important to include people who may lack capacity to consent; getting the balance right between carer and disabled person.

Support Planning and Communities: summary



Workshops:
frontline staff
from local
authorities and
3rd sector
organisations



Three-stage
contact with 32
disabled people
setting up their
support plans



Focus groups
and written
questionnaires;
observations
with people with
communication
needs

Discussion points

- Practical goals for outputs

Suggestions:

- Knowledge of interesting practices in support planning
- People for advisory group
- Good title for the study?

Thank you!

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