

CARE SERVICES PDS COMMITTEE

11 NOVEMBER 2014

QUESTIONS TO THE CARE SERVICES PORTFOLIO HOLDER

From Susan Sulis, Secretary, Community Care Protection Group

(1) BROMLEY COUNCIL CARE SERVICES PROTOCOLS FOR NEEDS ASSESSMENTS; FINANCIAL ASSESSMENTS; CARE PLANS; REVIEWS; PERSONAL BUDGETS AND DIRECT PAYMENTS.

(a) Does the Council have a Protocol staff observe when:-

- (i) Assessing care needs?
- (ii) Formulating care plans?
- (iii) Assessing financial contributions?
- (iv) Carrying out reviews?
- (v) Formulating Personal Budgets?
- (vi) Offering Direct Payments?

Reply:

Yes, the Council has a protocol.

(b) If so, where can this protocol be viewed?

Reply:

The Council has a protocol - A guide to assessment and care management – which can be viewed on OneBromley - this is a guide for staff. If the public request, a shorter version is available. The guide discusses the care pathway from assessment to eligibility and personalisation, it is quite comprehensive in its detail, giving responses to the questions asked.

(c) How and when are the Assessments, Plans and Budgets explained to users and carers?

Reply:

Where we use third party providers to deliver care we expect them to undertake a risk assessment and then work up a support plan which includes the views of the Service User and their next of kin. The service user will be asked to sign to confirm their involvement. This requirement is set out in our service specifications.

(2) (a) Are users and carers (where users lack capacity), always given copies of the documents above (i) in draft form for discussion? (ii) in final, agreed form?

Reply:

The assessment process includes discussion and confirmation of a persons assessed needs with the cared for as well as (where appropriate) their carer. Once agreed there is sign off and users given a copy.

- (b) What procedures do other agencies, contracted to provide elements of this service, follow?

Reply:

Where we use third party providers to deliver care we expect them to undertake a risk assessment and then work up a support plan which includes the views of the Service User and their next of kin. The service user will be asked to sign to confirm their involvement. This requirement is set out in our service specifications

- (c) Who is responsible for collating and producing integrated assessments and care plans?

Reply:

Care managers lead on the assessment process assessing and detailing need as appropriate, as and when required they will involve other professionals such as occupational therapists etc. and collate and present an integrated assessment, detailing unmet needs.

(3) RESPONSIBILITY FOR OFFERING BENEFITS ADVICE DURING THE ASSESSMENT PROCESS, TO USERS AND CARERS ELIGIBLE FOR CARE SERVICES UNDER 'FAIR ACCESS TO CARE SERVICES'

- (a) At what stage, during the Financial Assessment, do staff offer/arrange advice to the user and/or carer on their eligibility for benefits?

Reply:

Welfare benefit advice is given to service users by the Visiting Officer at the financial assessment meeting with the service user and/or their representative. Where the Visiting Officer has not been able to meet with the service user and/or their representative, advice will be given in writing following receipt of the completed financial assessment form.

The Council does not carry out a financial assessment for carers as they do not currently charge for carers services.

- (b) How is this taken into account in assessing their financial contribution?

Reply:

Service users are charged for services according to their current income and expenditure at the time of the financial assessment.

- (c) Are users or carers charged for services prior to being assessed for benefits?

Reply:

If there are any benefits that the service user may be entitled to then the Visiting Officer will assist them with making a claim. If necessary a further appointment will be made to complete the claim forms. If the claim is successful then a new financial assessment will be completed to include the additional benefits from the date they were awarded.