



Personal Health Budgets

What are they
and how do they work?



About Steps

Every year in the UK, approximately 2500 babies are born with a serious childhood lower limb condition. Without the correct diagnosis, treatment and support, these children might never walk properly let alone achieve their full potential.

That's where Steps come in! At Steps, we understand how a lower limb condition can affect individuals, families, and communities. So we are committed to helping people understand these conditions, reassuring those affected that the future can be better than the present, and actively working towards a better future for all those affected.

What Steps do:

From the moment of diagnosis onwards, we are there to help you by providing the best information that we can, emotional support, and practical advice for the day-to-day stuff, so that you will feel more confident about the challenges ahead, and your ability to meet them. We do this through our dedicated Helpline, Family Contact Service, trusted publications, and equipment grant schemes. Nearly all of this is achieved from public donations. We do not charge for our information, but we do hope that if you find our services or publications useful, you will consider supporting us in our work.

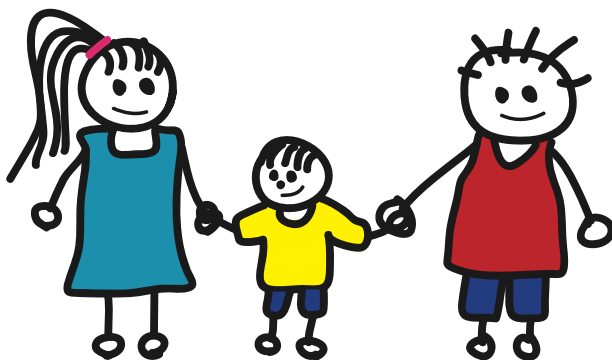


About In Control

In Control are a national charity working for an inclusive society where everyone has the support they need to live a good life and make a valued contribution.

They operate as an extensive network and 'community for change' that works directly with people who need support, and with their families to provide them with the knowledge, power and tools to take control of their lives.

Their core aim is to influence and improve the delivery of self-directed support, develop and test new innovative ways for people to be in control of their lives and measure the impact of self-directed support and personal budgets on people's lives.



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Working in Partnership

This booklet has been produced by In Control, in partnership with Steps and people receiving personal health budgets, clinical commissioning groups (CCGs) and NHS England. Sincere thanks go to all those involved in its production.



Clinical commissioning group (CCG):

Clinical commissioning groups are NHS organisations. They were introduced as a result of the Health and Social Care Act 2012 to organise the delivery of NHS services in England. CCGs commission most of the hospital and community NHS services in local areas and they are responsible for introducing personal health budgets in their communities.

What is a Personal Health Budget?

Personal health budgets are being introduced by the NHS to help people with long-term conditions (or those who care for them) and disabled people manage their care in a way that suits them.

A personal health budget is an amount of money to support your your child's health and wellbeing needs. You are able to have a say over how this money is spent to meet your needs. You can have as much or as little choice and control as you want and you can use a personal health budget to pay for a wide range of goods and services.



Who can have one?

*The first group of people to be eligible for a personal health budget are those with continuing healthcare needs and **from October 2014 everyone who is eligible for continuing healthcare has the right to have a personal health budget, if they want one.***

Some CCGs have started to make personal health budgets more widely available. Get in touch with us or your CCG to find out whether you may be eligible.

Personal health budgets aren't means-tested. They are just like any other health care provision and are free at the point of access.

Continuing healthcare

NHS continuing healthcare is the name given to a package of care that is arranged and funded solely by the NHS for people who are not in hospital but have complex ongoing healthcare needs.

It is for people not able to have all their health needs met through universal and targeted services. To find out whether you are eligible you will need to have your care needs assessed. Talk to your social worker or healthcare professional to find out more.



Why would I want a personal health budget?

Choice

Combine your 'lived' experience with Clinical expertise

No more 'one-size-fits-all'

Flexibility

Work in partnership with the NHS

Improved quality of life/wellbeing

More control

Personalised care

More than 80 per cent of personal health budget holders and their family carers have said that a personal health budget has had a positive impact on their quality of life and in arranging their support.



What can a personal health budget be spent on?

You should be able to spend your budget flexibly and creatively on activities or items that meet your agreed health and wellbeing outcomes.

There are however some things you can't spend your budget on such as: alcohol or tobacco; gambling; debt repayment; anything illegal or something which could damage your health. It also can't be used for primary care services such as GPs or emergency or acute health services.



Outcomes

The results or changes a person wants to achieve with the personal health budget can include: making new friends, improving fitness, fewer hospital admissions, better management of medication, and improved well-being and confidence.

Do I have to manage my own personal health budget?

No, this is about giving you choice. If you are very happy with the way things work now and how your healthcare is provided then there is no need to change it – but it is always useful to know what things cost and what options you might have.

You and your healthcare professional can decide together how best to manage your personal health budget. It can be managed in three ways or a combination of these:

1. A direct payment

You get the money to buy the care and support you and your CCG decide you need. You have to show what you have spent it on, but you, or your representative, buy and manage services yourself.

2. A notional budget

No money changes hands. You find out how much money is available and together with your CCG you decide

how to spend that money. The CCG will then arrange the agreed care and support.

3. A third party managed budget

An independent organisation (for example an independent user trust or voluntary organisation) holds the money for you and helps you decide what you need. After you have agreed this with your CCG, the organisation then holds the money for you and pays for the care and support you have chosen. They can also help in areas where you may need extra support such as recruitment or payroll.

At any point you can change how you manage your personal health budget.



Planning your care

Your care plan (sometimes called a support plan) is one of the most important steps to getting a personal health budget.

It is an agreement between you and your CCG. It sets out what is important to you and details your health and wellbeing outcomes and how you want to use your budget to meet them. It will also cover how you will keep yourself safe and well and give a breakdown of how the money will be spent. You do not have to write the support plan on your own, your family and friends can help, or a professional you know well, or a local user-led or community organisation.

Checking things are working

Your personal health budget and care plan should be reviewed regularly to make sure that your outcomes are being met.

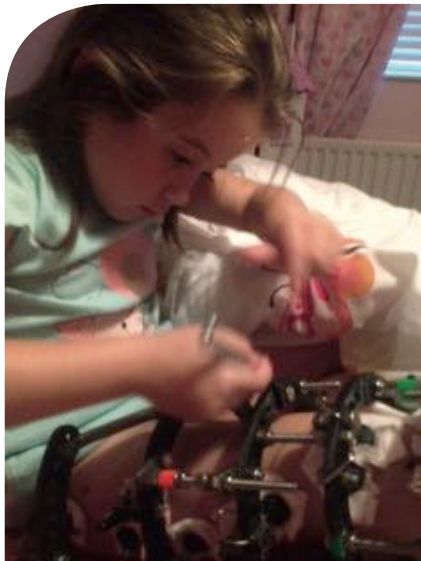


Your rights

There are new legal duties on CCGs for personal health budgets, which include:

- A duty to consider any request for a personal health budget
- A duty to inform eligible people of their right to have a personal health budget
- A duty to provide information, advice and support on personal health budgets, for example:
 - What the eligibility criteria is
 - What the 'local offer' is
 - What the process of getting a personal health budget is
 - What support is available

Remember: You have the right to have a personal health budget if you are eligible for continuing healthcare. CCGs would have to give good reason to refuse this.



Steps to a personal health budget

Getting a personal health budget can vary in each area but usually it will involve these steps:



What makes a personal health budget work well?


National best practice shows the following elements need to be in place and if any of these are missing then the personal health budget won't work well.

The person with the personal health budget (or their representative) will:

- Be able to choose the health and wellbeing outcomes they want to achieve, in agreement with a healthcare professional
- Know how much money they have for their healthcare and support
- Be supported to create their own care plan
- Be able to choose how their budget is held and managed, including the right to ask for a direct payment
- Be able to spend the money in ways and at times that make sense to them, as agreed in their plan



Top tips for getting and managing a personal health budget



Adopt a 'can do' attitude and encourage others around you to do the same.



Persevere; getting your care plan right can take time and trial and error.



Be creative; don't be afraid to think of different ways to live the life you want.



Be confident and don't be afraid to challenge if you don't think something is right.



Don't go it alone; use your support network of family, friends and community groups to help you through the process.

Is it possible to top up my personal health budget?

The personal health budget must be sufficient to meet your identified NHS health and wellbeing needs.

What happens if I overspend or underspend my budget?

Good planning with your CCG should mean you do not underspend or overspend. You will only be given the money needed to meet your agreed outcomes. Budgets are usually worked out on a monthly basis so if things are not working let your CCG know as soon as possible. If you do underspend, your CCG will discuss with you what happens to the money. It may be kept for your future healthcare and support, or returned to the NHS. If you spend more than planned, contact your CCG as soon as possible and discuss this with them. No one with a personal health budget will be denied acute NHS healthcare.

Can a family member be employed to care for a child?

Direct payments legislation states that: "A direct payment can only be used to pay an individual living in the same household, a close family member or a friend if the CCG is satisfied that to secure a service from that person is necessary in order to satisfactorily meet the person receiving care's need for that service; or to promote the welfare of a child for whom direct payments are being made. CCGs will need to make these judgements on a case by case basis.

These restrictions are not intended to prevent people from using their direct payments to employ a live-in personal assistant, provided that person is not someone who would usually be excluded by the regulations. The restriction applies where the relationship between the two people is primarily personal rather than contractual; for example if the people concerned would be living together in anyway.

What if I disagree with the amount I'm offered?

The amount offered should be enough to meet your identified needs and should not cost any more, or less than any other more traditional NHS service provision. If you do not agree with the amount, speak to your CCG.

Notes

Where can I get more information and support?

This booklet provides a general introduction to personal health budgets. To find out more about what your CCG is doing, then please get in touch with us or speak to your CCG directly.

Personal budgets and Education, Health and Care Plans for children

The following websites have lots of information about personal health budgets for children and the new special education needs and disability (SEND) reforms:

<https://www.gov.uk/government/publications/send-guide-for-parents-and-carers>

www.kids.org.uk/mip2

www.in-control.org.uk/what-we-do/community-of-change/children-and-young-people

In Control

A national charity and pioneers of the concept and practice of personal budgets and self-directed support. In Control has a helpline for people needing advice or information on getting a personal budget.

www.in-control.org.uk

01564 821 650

info@in-control.org.uk

Facebook: www.facebook.com/incontrol.partnerships

Twitter: [@incontrolorg](https://twitter.com/incontrolorg)



NHS Choices

Website with national information about personal health budgets, including case studies.

<https://www.nhs.uk/NHSEngland/patient-choice/personal-health-budget/Pages/about-phb.aspx>

Twitter: @NHSPHB

People Hub

Runs a national peer support network for people who have direct experience of personal health budgets, either as an individual who has one or as a family carer.

www.peoplehub.org.uk

07801 056 832

info@peoplehub.org.uk

Facebook: [facebook.com/groups/thepeoplehub/](https://www.facebook.com/groups/thepeoplehub/)

Twitter: @People_Hub

Publishing information

If you would like to reproduce any content from this booklet, or if you have any feedback, please contact communications@in-control.org.uk

The information contained in this booklet is correct at the time of printing. We would always advise you to confirm this information with your local CCG.

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We don't take
walking for
granted...



Steps

We don't take walking for granted

 give with
confidence

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