



# Self-directed Support in Shetland



Shetland Islands Council  
Community Health & Social Care



# Introduction

We are changing the way we deliver adult social care in Shetland. Our guiding principle is to ensure that everyone in Shetland is able to live and participate in a safe, vibrant and healthy community. We want people to achieve this by having as much choice and control about how their social care and support is provided.



On the 1st April 2014 a new law called the Social Care (Self-directed Support) (Scotland) Act 2014 came into force which means that councils have a duty to offer you more choices. There are five principles that will guide everyone when they use the new law: **Involvement, Information and Choice, Collaboration, Dignity** and a **Right to take part in Community Life**.

This booklet focuses on social care services for adults. It will take you through the process of finding and choosing the right support for you. It will give you the information you need to find and talk to the people who can help you do this. It will also help you, your family and carers to ask the right questions and tell you what you need to think about before making any decisions.



Many people find it hard to take in a lot of information on their own. You might find it helpful to read this booklet with someone you trust, who can offer you support and encouragement as you go through it. This might be a relative, friend or carer, a practitioner, an advocate or someone you know from a care agency or support organisation.

The Shetland Islands Council wants social care services to improve the quality of your life if you require support. We want services to help people live their lives to the full and be a positive experience for those who use them.

# Where to start

Your starting point to finding out about Self-directed Support in Shetland is to speak to someone at Shetland Islands Council's Adult Services. The easiest way to do this is to ring the Community Care Social Work reception number on **01595 744400**.



When you make contact with the Duty Social Worker, they will ask you some questions about yourself to begin to assess your needs and any risks you may face, using an **Understanding You (UY)** assessment as part of the **With You For You (WYFY)** process. This UY assessment will determine what your needs are and how they might be met.

If you already have an allocated Social Worker then you contact them in the first instance to discuss your options for Self-directed Support.

# Get back up to speed – Re-ablement

People sometimes contact us for the first time after a change in circumstances. It might be you have had a fall or accident that means you cannot manage by yourself for a while; this may have meant a stay in hospital. Maybe problems with a carer or the death of a partner may mean you have to manage on your own for the first time.



The best way to deal with this is for us to help you to regain your independence as soon as possible, so you can get on with your life. It could mean making changes to your home to make it easier to get around, or help manage money, or help in the short term until you recover from your illness or accident. This is referred to as Re-ablement. If it looks as if you have longer term needs or if your needs are complex, you will be offered a comprehensive assessment and someone from the Community Care Social Work Team will come to see you.

# Your options of support



After your assessment you will be informed if we are able to offer you any support, how much this will be and how much money you will be allocated to buy the services and care providers you require.

## The 4 Options

You will have the following 4 Options for spending your Individual Budget:

- ❖ **A Cash Individual Budget** also referred to as a **Direct Payment**. This is where you will receive money to arrange your own support, employ care staff, or buy a service from a care organisation.
- ❖ **A Managed Individual Budget**. This is when you do not want to handle the money yourself. You can choose a care provider that you want to provide your support and ask the local council (in this case the Shetland Islands Council) to pay the care provider. This option is currently limited in Shetland as we do not have many alternative care providers.



- ❖ **A package of care that the council organises for you.** However, the Shetland Islands Council will still work with you to find the support that is right for you.
- ❖ **You could have mix of the above,** depending on what you want. Everyone's support arrangements are different and people receive different types of support to meet different support needs. Therefore, some people will want to control some parts of their care and support, but leave other parts to be arranged by the local council.

# Planning your support

Traditionally council's in Scotland were limited in the care they could offer people – usually it would be home care (personal and domestic care in your home), day care (at a day centre) or residential care.



Things have changed, and Self-directed Support and Individual Budgets give you the freedom to be more flexible and creative in how you manage your care.

The person working with you will help you consider how you want your support delivered. Local organisations may also be able to give you some information on other providers, and again, the person working with you will be able to signpost you to these.

When we have agreed with you what support you need, this will be recorded in your support plan. You will be able to use your Individual Budget to buy the support you need.





At this stage, if you are going to manage your own money or ask someone else to do it for you, you will need to open a Bank Account for us to pay your Individual Budget into.

Your support plan will be reviewed regularly to make sure everything is working for you and that you are getting the support you need. The first review is usually within 6 months of your support plan starting and then at least every year after that. A review will also be held if your circumstances change as you may need more or less support.

If you have any problems with the quality of service being provided you can ask someone in your Care Management Team for some help.

# Organising your support

When you get to the stage of organising your support or care, you may need help if you are not using the Shetland Island's Council to organise it for you. Your Social Worker will be able to give you advice on who you can go to for support.



There are a number of national organisations and also local independent services that can help you find the support you need and make the most of your Individual Budget. The **Shetland Citizens Advice Bureau (SICAB)** provide an independent support service to help with employing Personal Assistants. Contact **SICAB** on **01595 694696** or email **[sicab@shetland.org](mailto:sicab@shetland.org)** for more information.

# Reviewing your support

A review is when you, the person working with you, any other care providers or services involved and relevant others, will discuss the support being provided to you, to find out if your needs are being met or have changed. The review will also look at how you are managing your Individual Budget (if it is a Direct Payment you are receiving) or how well someone else is if you have a Managed Individual Budget.



Things to consider:

- ❖ You will need to feel confident that you have chosen the right support or care provider and that they can meet your needs.
- ❖ If you are going to employ your own support staff you will be advised to take up a PVG check and shown how to do this, and request references from previous employers.
- ❖ You will also be provided with information about how to recruit and employ staff safely.
- ❖ You will also be told whether or not you have to make a financial contribution and how much this will be.

# Carers

If you are a carer and provide a substantial amount of support on a regular basis, you may be eligible for support too. The Shetland Islands Council aims to support carers so that they can continue to perform their caring role for as much and as long as they are willing and able to do so.



It is recognised nationally and locally that caring can be an isolating activity that can limit the carer's own opportunities and development. Many carers neglect their own needs and can become socially excluded from traditional support networks such as family, school, friends, work and the wider community. However most carers find their responsibilities both challenging and rewarding and are happy to accept their responsibilities in their desire to assist and support their friends and loved ones.

The Shetland Islands Council hopes to help identify those carers who need some support and has a duty to offer every carer an assessment. If you are a carer and would like to know what help is available to you please contact:

**Community Care Social Work** on **01595 744400**

or **Voluntary Action Shetland's Carers Centre** and

**Outreach Support Project** on **01595 743923**.



**Voluntary Action Shetland** supports unpaid carers in Shetland by working to establish a network of local support through **Lerwick Carers Centre**, outreach groups, 1-1 Meetings, and signposting to relevant support agencies and through the **Shetland Virtual Carers Centre**. The Virtual Carers Centre offers carers in Shetland a one-stop shop approach to relevant information for carers. [www.shetlandcarers.org](http://www.shetlandcarers.org)

The Carer Support Worker and Outreach Worker can help by offering a listening ear, signposting to relevant information, supporting you through a carer's assessment and introducing you to your local carers group should you wish to attend. They also run free training for carers on Lifting and Assisting and are working in partnership with the open University to offer their `Caring Counts` course.

They have a Facebook page for useful meeting dates and information. [www.facebook.com/shetlandcarers](https://www.facebook.com/shetlandcarers)

# What to do if you are not satisfied



If you are not happy with the service you are getting, you should tell your service provider and they should sort it out for you or explain why if they cannot resolve it. All providers must have procedures for handling complaints and provide information on how you do this.

If it is a service provided by the Shetland Islands Council, you can complain to us by making contact in person or by phone.

You can also ask a friend, relative or advocate to help.

You may wish to contact **Advocacy Shetland** on **01595 743929** as they can help you understand what information you need to make a decision, and assist you in expressing your views.

If you are not satisfied you may pursue a formal complaint. Write down your complaint and send it to:

**Chief Social Work Officer** Children's Resources  
Hayfield House, Hayfield Lane, Lerwick, Shetland, ZE1 0QD  
Telephone **01595 744000**

If you disagree with the result of the complaints procedure the Scottish Public Services Ombudsman (SPSO) [www.spsso.org.uk](http://www.spsso.org.uk) will look at your complaint independently.

# What to do if you are very concerned about someone

Abuse and neglect of people who use social care services is not widespread, but it can happen and it needs to be stopped and prevented.

Abuse and neglect of people using social care services is a criminal offence, regardless of who is doing it. The Shetland Islands Council is committed to keeping people who use care services safe.



If you, or someone you know is being neglected or ill-treated by anyone then the important thing to do is **TELL SOMEONE** you trust as soon as you can.

If you, or the person being harmed is in **immediate danger** you should ring the police on **999**.

If it is less urgent, you can contact:

## **Social Work**

Shetland Islands Council, Grantfield, Lerwick, ZE1 0NT

Telephone **01595 744400** (*available 9am-5pm*)

Telephone **01595 695611** (*Out of hours*)

## **Police Scotland**

Lerwick Police Station, Market Street, Lerwick

Telephone **101**



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