

Individual Service Funds



About this booklet

An **Individual Service Fund (ISF)** is one of a number of ways you can use your personal budget to arrange the care and support services you need. This booklet tells you:

- What an ISF is and how it might help you;
- Who can have an ISF;
- How to ask for an ISF; and
- How ISFs work.

In this booklet,

- When we say 'you', we mean someone receiving or interested in care and support; and
- When we say 'we' or 'us' we mean Adult Social Care, part of Cumbria County Council's Health and Care Services Directorate.

What is an Individual Service Fund?

If you think you need care and support services, one of our **practitioners** – usually a social worker, social care worker or occupational therapist - will carry out an **assessment** of needs with you. This will help us decide what you need help with and any outcomes you would like to achieve in your life.

We will also be able to tell you if you will be eligible for help from us. If you are eligible for help, we will give you an indication of much funding we may be able to pay towards the care and support you need.

We will then work with you to draw up a **care and support plan** which will set out how you think you can meet your needs and achieve your outcomes. This will include any care and support we will help pay for. There are different ways in which the care and support we pay for can be arranged:

- **Direct Payment** – we can pay you money, usually through a prepaid card account, which you can then use to arrange your own care and support services;
- **Individual Service Fund** – we can pay money, through a prepaid card account, to a service provider of your choice, who will then manage the money on your behalf arranging the care and support services you choose;
- **Care managed services** - we can arrange your care and support services for you; or
- **A combination of these.**

How will an ISF help me?

An ISF will help you arrange the care and support you need using the funding we can provide. ISFs can be used flexibly so you tailor the services you receive to better meet your needs and help you achieve your outcomes. An ISF can also give you greater choice and control over the services you receive compared to care managed services arranged by us.

Using an ISF, we will encourage you to choose a service provider who you would like to manage the money we provide for your services. We call this provider your **ISF holder**. This has to be a provider who is registered with the Care Quality Commission and will probably be the provider who will provide you with the majority of your care and support.

However, the ISF holder can arrange services from other providers and organisations on your behalf. The ISF holder will work with you and your practitioner to help you decide what services you need and who will provide them. For example, your ISF holder could provide you with support at home and arrange day services for you from another provider.

Your ISF holder will make sure you are in control of the services you receive. If you want to change your services on a day-to-day basis you will be able to arrange this directly with your ISF holder.

An ISF has some similarities with a Direct Payment. With a Direct Payment, we would pay you money and you would use this to arrange the care and support you need. This offers you flexibility, choice and control but also means you have to make the arrangements and manage the money. An ISF offers you many of the benefits of a Direct Payment but avoids the need for you to make arrangements and manage the money which will be done by your ISF holder on your behalf.

Who can have an ISF?

You are eligible to receive an ISF if you have had an assessment which identified you were eligible for care and support funded by us. You also:

- Need to be able to understand what an ISF is; AND
- You can direct your own care; OR
- You have someone authorised to do this on your behalf.

This is involved in what is called mental capacity under the Mental Capacity Act 2005. Your practitioner will be able to tell you more if this is an issue for you.

Our aim is to offer ISFs to everyone who is eligible and who wants to use these. The law does not allow us to provide an ISF to people subject to a court order for a drug or alcohol treatment program or similar schemes.

How do I ask for an ISF?

To ask for an ISF, you should first have an assessment from one of our practitioners:

- If you've already had an assessment and you have a practitioner, ask them about an ISF.
- If you've not had an assessment or are unsure if you have a practitioner assigned to you, please contact your local Adult Social Care office. You will find contact details at the end of this booklet. They will then ask a practitioner to arrange an appointment to visit you.

How do ISFs work?

If your assessment shows you are eligible for care and support funded by us, your practitioner will discuss with you different options for arranging the care and support you need including ISFs.

We will also arrange for a financial assessment to be carried out with you. This will be done by one of our Community Finance Officers. This assessment will help us decide if you will be asked to contribute towards the cost of any services we fund for you and if so how much this will be. We have a booklet 'Guide to Charges for Community Based Services' which tells you more about how we do this.



If you decide you would like an ISF, we will encourage you to choose a service provider who will be your ISF holder. This will be a provider who is registered with the Care Quality Commission and will probably provide you with the majority of your care and support.

We will set up a meeting with your ISF holder to discuss different ways in which they could help you meet your needs and achieve your desired outcomes. This will include care and support your ISF holder will provide to you and, if you wish to use them, services from other providers too.

When you have decided what care and support you need using your ISF, we will draw up a care and support plan with you. This will set out the services you will receive and who will provide them. We will also draw up a costing plan which sets out how much your services will cost. In some cases, we might include your costing plan into your care and support plan.

Your practitioner will then need to get your care and support plan approved. Once your plan has been approved, we will arrange for your ISF to be set up:

- We will ask you to sign an ISF agreement document;
- We will arrange for a prepaid card account to be set up for your ISF - your ISF holder will use this account to pay for your care and support; and
- We will arrange for your ISF payments to start.

Once your ISF payments have started, you can work with your ISF holder to arrange your chosen care and support and to make sure this helps you meet your needs and achieve your outcomes.

What happens if my circumstances change?

Your practitioner will review your care and support after six weeks to ensure the arrangements are working for you. They will then review your care and support at least annually. However, if at any time, you feel your circumstances have changed; you should contact your practitioner to request another assessment.

You may find that your needs have changed and the ISF is no longer adequate to meet your needs or that you are spending less than you expected. In these circumstances, you should contact your practitioner. Your ISF holder may also request a review if they have concerns about the way the ISF is working.

Although your practitioner will retain responsibility to ensure that your assessed needs are met, ISFs do give you more flexibility and control over the services you receive. You should make sure that your plans enable you to meet your needs and control your services as far as possible. For example, you should have contingency arrangements in place and agreed with your ISF holder. You should also arrange to have sufficient money for pre-planned events.

What do I do if there is an emergency?

The contingency arrangements you have in place may not be able to deal with every eventuality. If your care and support arrangements break down, you may need urgent help to sort this:

- If this happens during office hours, please contact your practitioner - if your practitioner is not available, ask to speak to whoever is on duty.
- If it happens outside office hours, you can contact our **Emergency Duty Team** on **01228 526690** for advice.

How do I end my ISF?

We will need four weeks' notice to end your ISF. Your practitioner will then review your care and support to make sure that your needs will still be met by any alternative arrangements that are put in place.

Your records

We keep records about our work with people who use our services. This information is kept to enable us to arrange support for people and to carry out our legal duties. The Data Protection Act 1998 gives you the right to see information we keep about yourself whether this is kept on computer or in writing. Please ask your practitioner if you would like to know more.

Your compliments, concerns, comments and complaints

We welcome all feedback about our services. If you have a compliment, concern, comment or complaint about our services, or a decision or action we have taken then please let us know about it. You can ask your practitioner if you would like to know more. Alternatively, you can contact your local Adult Social Care office.

We will try to use the feedback you provide as a way of improving our service to you and to others.



Where can I find out more?

Adult Social Care:

If you live in **Allerdale** borough area, call:

Allerdale 01900 706301

Keswick 01768 812233

Or you can email workingtonssd@cumbria.gov.uk

If you live in the **Carlisle** city area, call:

Carlisle 01228 221590

Or you can email carlisledd@cumbria.gov.uk

If you live in the **Copeland** borough area, call:

Copeland 01946 506352

Or you can email whitehavenssd@cumbria.gov.uk

If you live in the **Eden** district area, call:

Eden 01768 812233

Or you can email penrithssd@cumbria.gov.uk

If you live in the **Furness** area, call:

Furness 01229 407446

Or you can email barrowssd@cumbria.gov.uk

If you live in the **South Lakeland** district area, call:

Kendal and South Lakes 01539 713378

Ulverston and High Furness 01229 407446

Or you can email kendalssd@cumbria.gov.uk

If you have an **emergency** during office hours, contact your practitioner or your local Adult Social Care office. We are open 9.00am to 5.00pm Monday to Thursday and 9.00am to 4.30pm on Friday.

If you have an emergency when our offices are closed, ring our Emergency Duty Team on 01228 526690. They cover the whole of Cumbria and work overnight, at weekends and bank holidays.

If you require this document in another format (eg CD, audio cassette, Braille or large type) or in another language, please telephone 01228 227113

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01228 227113 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 01228 227113

**Jeigu norétumète gauti šią informaciją savo kalba,
skambinkite telefonu 01228 227113**

**W celu uzyskania informacji w Państwa języku proszę
zatelefonować pod numer 01228 227113**

**Se quiser aceder a esta informação na sua língua,
telefone para o 01228 227113**

**Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen
01228 227113 numaralı telefonu arayınız**

November 2015