

Introduction to Social Care in the Scottish Borders



What is social care?

Social Care is the name given to support or services that enable people over the age of 16 years to live as independently as possible. This support may be for a few weeks to help a person regain skills and confidence following an illness or accident, or it may be required for a longer period. Support will be provided in different ways dependent on what suits each person.

To provide this Scottish Borders Council works with NHS Borders and agencies such as voluntary organisations and private providers of services.

Social Care in Scotland is now delivered under Self-directed Support legislation Social Care (Self-directed Support) (Scotland) Act 2013. Self-directed Support (SDS) gives everyone assessed as eligible for social care more control, choice and flexibility over how their care and support is arranged.

Am I eligible for support?

Most people receive support through their own personal resources, their community, family and friends. We can signpost you to local facilities if you want to know more. In some situations this is not sufficient and more support is needed. We will ask you to take part in an **Assessment**. To make sure that our decisions are fair we use agreed national criteria known as eligibility criteria. This takes into account each person's circumstances and the potential level of risk they face.

We can only provide support to those people who are at the greatest risk.



There are four categories of priority.

Critical	This indicates that there are major risks to your independent living or health and well-being which are likely to require the immediate or imminent provision of support. We aim to agree/provide support within six weeks where possible.
Substantial	This indicates that there are significant risks to your independent living or health and well-being which are likely to require the immediate or imminent provision of support. We aim to agree/provide support within eighteen weeks where possible.
Moderate	This indicates that there are some risks to your independent living or health and well-being. A budget is not available to you to meet these needs. However, advice will be given to help you find alternative forms of support, with arrangements for review if required.
Low	This indicates that there may be some issues around your quality of life but low risks to your independence or health or well-being. A budget is not available to you to meet these needs. However, advice will be given to help you find alternative forms of support, with arrangements for review if required.

What is an assessment?

A member of social care will meet with you to talk through what you want to achieve and the support you need to do this. This is a good opportunity to consider things that work well for you and where you may need support. This support may come from family, friends, and voluntary services available in your local community. We will work out if you meet the Eligibility Criteria and if this means you are eligible for your support to be funded.

You can involve others in this assessment, such as family and friends.

Please see leaflet on Preparing for your Assessment.

Please note that Carers are entitled to their own independent support plan. There is more information in the 'I am a Carer' section.

If I am eligible for social care what happens next?

Once your assessment is complete we will work with you to plan what you need.

If you are requiring short term or crisis support we will agree your support with you and put this in place as quickly as possible. You may participate in developing an enablement plan to help you regain your confidence and skills.

Family and friends can be part of this process. Your Support Plan identifies what you want to achieve and what you need to make this happen within the budget we have agreed. The plan will also describe any support you get from family, friends and the community.

You will be asked how you want your support arranged. There are four different options for managing your support and budget. The option you choose will depend on the control and involvement you want to have in arranging your support.

Option 1

Direct payment

A direct payment may be the best option for you if you want to choose your own support and organise the payment for that support.

Your direct payment is your responsibility but you can get help with managing it. Your family and friends may be able to help. There are support organisations that assist with direct payments. In Scottish Borders this organisation is called Encompass and it provides information and guidance to anyone new to a direct payment (see 'Advocacy and Advice' section). You can use some funding from your individual budget (the amount of funding agreed in your support plan) to pay for employment advice and support if you decide to employ your own staff. We will pay your individual budget into a direct payment bank account. You can then choose your support and pay for it straight from this bank account. Based on the support plan you have agreed with us you can use your direct payment to:

- Employ a carer/personal assistant;
- Buy services from support providers, including the Council
- Buy equipment and temporary adaptations
- Pool your money with other people who want to use their direct payment to buy similar support to make the money go further;
- Arrange anything else that meets your assessed needs and outcomes and is agreed within your support plan

You will be asked to sign a contract with Scottish Borders Council. This explains the things you are responsible for in receiving a direct payment.

Is there anything I cannot use a direct payment for?

You can only use your direct payment to buy support as agreed in your support plan.

There are certain situations where it is not possible to use a direct payment. Here are a few examples:

- You cannot use the direct payment to fund a long-term stay in a care home;
- You cannot use your direct payment to buy support that could be funded in another way, for example using your Personal Independence Payment, Access to Work grant.

Option 2

Individual Service Fund (ISF)

This may be the best option for you if you want to choose your own support and have someone else organise payment for that support.

We will pay your individual budget to your chosen support provider. You and your provider can agree how the support will work best for you. The provider pays for your support from your individual budget.

You can use your ISF to:

- Buy support through a provider who has an ISF contract with the Scottish Borders Council. We can give you this information. If you want to use a different provider let us know.

Is there anything I cannot use an ISF for?

You can only use your ISF to pay for support as agreed in your support plan.

If you choose to use an ISF:

- You must use a provider or service with an ISF contract with the Council
- You cannot employ staff directly. Your provider may involve you in the recruitment or selection of staff who will provide your support.



Option 3

Social Work Managed Support

This may be the best option for you if you want your support arranged for you. A member of staff will work with you to find support that is right for you. This means a discussion with you about the support that would work for you and we will then arrange it for you.

Is there anything I cannot do with Social Work Managed support?

If you choose to use Social Work Managed support:

- You cannot employ your own staff

Option 4

A mix of options

This may be best for you if you want to manage some parts of your support more than others.

You can choose one or more of the options. You could, for example, arrange some parts of your support yourself through a direct payment, and/or your chosen provider through an Individual Service Fund (ISF), and/or some support could be arranged on your behalf through the social work managed option.

Will there be a charge for my support?

There may be a charge for your support. You will be asked to complete a financial assessment so that we can assess whether you should be charged. Your charge will be based on your income and savings and your ability to pay. You will not be charged more than the cost of your support.

Please see leaflet on Charging or use this link

<https://www.scotborders.gov.uk/social-work-charging>

What about Free Personal Care?

Personal care for people living at home is free if you are aged 65 years and over.

Personal care will also be free for people under 65 years from April 2019. Personal care support includes help with the following:

- dressing or getting in/out of bed
- eating or preparing meals
- medication
- personal hygiene, such as continence management.

More information is available on request.

What if my needs change?

Please tell us if your needs change so that arrangements can be made for a review. You may need more or less support. However, if you no longer meet the eligibility criteria then your funding will stop. We will provide you with information and advice about other sources of support and make appropriate arrangements for review if required.

We want to ensure that your support is meeting your needs in the way that works best for you. A review is a chance to discuss what works, doesn't work and what should continue or should change. This makes sure that the support you have is still appropriate for you.

What if I find it difficult to express my views or to take part in an assessment?

You can ask family, friends or an advocate to help you express your views. There is a list of contacts in this leaflet that may be able to help. If you do not have the capacity to express your views and have a power of attorney or guardian then they can act on your behalf.

I am a Carer, can I have support?

If you are a Carer, and this includes young carers, you have the right to ask for your own support plan. This is in relation to your ability to continue with your caring role.

Contact the Borders Carers Centre <http://www.borderscarerscentre.co.uk/> for information at Brewery Brig, Low Buckholmside, Galashiels TD1 1RT tel: 01896 752431 e-mail: admin@borderscarers.co.uk.

The Borders Carers Centre provides a wide range of information and support to carers to help carers maintain their caring role. The Carers Centre is commissioned by the Scottish Borders Health and Social Care Partnership to provide this.

If you are a young carer, under 18 years of age, or aged 18 years and over and still at school, talk to someone at your school such as a teacher or guidance teacher, school nurse or a social worker. For more information see https://www.scotborders.gov.uk/info/20054/children_and_families/594/young_carers

Data Protection

Data Protection provides you with the right to ask whether we are holding and using your personal data, what personal data we are using, who we share it with, how long we will keep the data for and what your rights are over how it is used. You can:

- Request a copy of or access to your personal data
- Request that access to your personal data is restricted
- Request that any inaccuracies recorded are corrected
- Raise an objection and request that we stop using your personal data
- Request that you are not subjected to automated decision making
- Request for your personal data to be transferred to another organisation

You will be given details of what this means for you for you by the member of staff working with you.

Do you want to make a comment or a suggestion?

We aim to provide the highest standard of support and are continually reviewing the way in which we work. Your comments, ideas and suggestions are always welcome. Please tell us if you are satisfied with your support. It helps us to get the right support in place if we know what is working well.

Do you want to make a complaint?

We also want to hear from you if you are dissatisfied with your service or because you have been refused support. You have a legal right to complain and we can assure you that your complaint will be dealt with sensitively and in confidence. Should you wish to make a complaint about a decision then you can do this in the following ways:

- Using our online form at www.scotborders.gov.uk/complaints
- By phone on 0300 100 1800
- By e-mail to customerservices@scotborders.gov.uk
- Using the complaints form of this leaflet
- In person at any local office
- In writing to any local office

If you would like someone to support you in making a complaint you can contact the Borders Independent Advocacy Service (see details below).

How do I contact Social Care and Health?

For information and advice about social care and health services please contact us as follows:

Phone	0300 100 1800 selecting option 1
Website	www.scotborders.gov.uk
Emergency out of hours	01896 752111

Additional contact details

Learning Disability Service	<ul style="list-style-type: none">NHS Extension Building Newtown St Boswells Melrose TD6 0SA 01835 340610
Mental Health Team	<ul style="list-style-type: none">Community Mental Health Team Huntlyburn House Huntlyburn Melrose TD6 9BD 01896 827270Community Rehab Team West Brig Tweed Road Galashiels TD1 3EB 01896 664399

Advocacy and Advice

Borders Independent Advocacy Service (BIAS)

Low Buckholmside
Galashiels TD1 1RT
Tel: 01896 752200
Website: www.bordersadvocacy.org.uk

Borders Carers Centre

Brewerybrig,
Low Buckholmside
Galashiels TD1 1RT
Tel: 01896 752431
Website: www.borderscarerscentre.co.uk

Encompass (Direct Payment Agency)

Anderson's Chambers
Market Street
Galashiels
TD1 3AF
Tel: 01896 759700
Website: www.encompassborders.com

Citizen's Advice Bureaux

Duns - Community Centre, Station Road
Tel. 01361 883340

Eyemouth - Community Centre,
Albert Road
Tel. 018907 50500

Galashiels - 111 High Street
Tel: 01896 753889

Hawick - 1a Towerdykeside
Tel. 01450 374266

Kelso - 20 Shedden Park Road
Tel. 01573 223516

Peebles - 42 Old Town
Tel. 01721 721722

Please phone for local opening hours or visit the website:
www.cas.org.uk



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Information on Social Care and Health is available on the Council's website at:
www.scotborders.gov.uk

