

Rochdale and District Disability Action Group

RADDAG



Shaping the Future

healthwatch
Rochdale

A Review of the Personal Budgets Process for Adult's and Young People in the Rochdale Borough



November 2016

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Introduction

Healthwatch Rochdale was established in April 2013. The remit of Healthwatch Rochdale is the independent voice of local people and to ensure that Health and Social Care Services are safe, effective and designed to meet the needs of the residents, patients, social care users and carers.

The dual role of local Healthwatch is to champion the rights of users of Health and Social Care Services and to hold the system to account for how well it engages with the public.

Healthwatch Rochdale aims to deliver a service that embodies the following values and principles:

- Providing services and activities that are open and inclusive to the public
- Ensuring equality of access to activities for all parts of Rochdale's diverse communities
- Planning and delivering activities that reflect the views and priorities of Rochdale's communities
- Making decisions democratically and objectively, in the best interests of the public
- Communicating outcomes and progress of activities to the public
- Developing and maintaining positive relationships with health and social care planners, commissioners and service providers
- Supporting the Borough to tackle health inequalities

Background

Healthwatch Rochdale have worked in partnership with Rochdale and District Disability Action Group (RADDAG) to gather service users experiences of Personal Budgets from Rochdale Council Adult Care Services.

The overall aim of this work is to ask local people who are in receipt of a personal budget, to share their experience of the Rochdale Metropolitan Borough Council (RMBC) Adult Care Service, by highlighting any positive or negatives they have towards the personal budget process. This gives service user the opportunity to have a voice and share information in a confidential and discrete manner, to an independent Health and Social Care watchdog who champions the public's voice.

What is a Personal Budget?

A Personal Budget is the amount of money that a service user's support package will cost RMBC to meet their social care needs. Before any funding is provided, RMBC Adult Social Care services will complete an assessment as part of agreeing the service users Personal Budget and it is this process that we want to hear your experiences of.

Methodology

Healthwatch Rochdale in partnership with RADDAG conducted a survey to gain information relating to service users experiences of Personal Budgets system from Rochdale Council Adult Care Services.

The survey was created online using a statistical software called Survey Monkey, which collates information to help in the data processing procedure.

Healthwatch Rochdale collected responses through an online link which was located on both the Healthwatch Rochdale and RADDAG website, as well as social media platforms. The survey information was also published by the local press which included Rochdale Observer and Rochdale Online.

Healthwatch Rochdale provided a number of ways that service users could share their experiences around the Personal Budget system confidentially which include:

- An online questionnaire which ran until Thursday 1st September 2016
- “Come and Share Your Experiences” Event which was held on Wednesday 29th June, at St Andrew’s Church
- A dedicated telephone number



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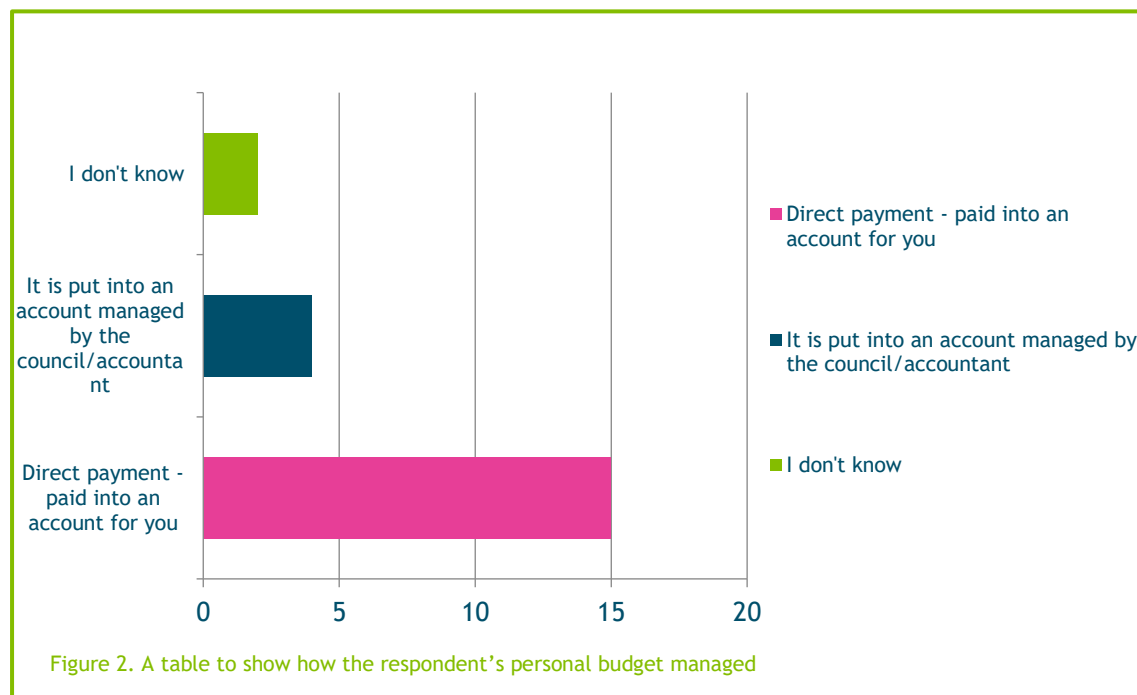
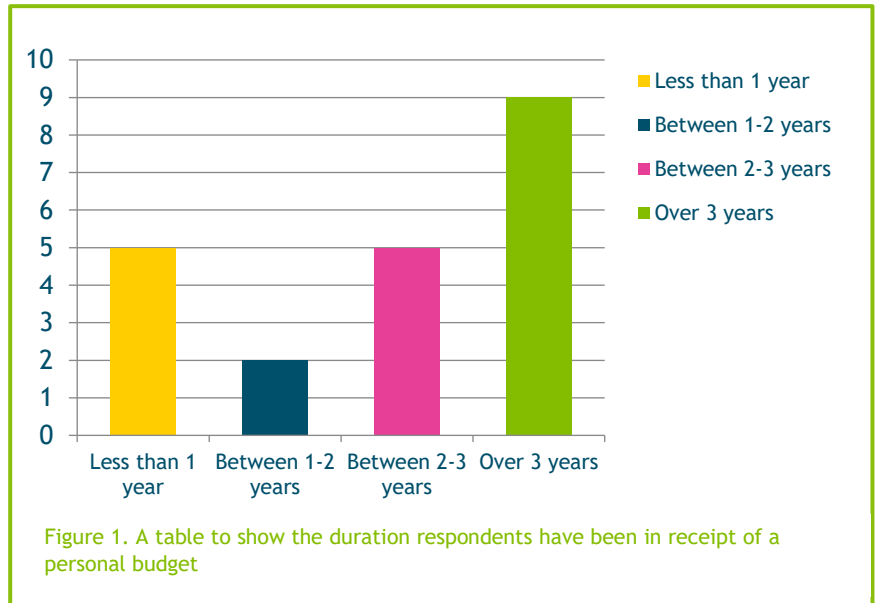
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Summary of Findings

The survey was answered by 21 service users. A total of 27 questions were asked.

Of the 21 Service users who answers the survey they all felt that they were involved in the assessment process for their personal budget.

Of the 21 service users 14 were very satisfied with the professional who manages their personal budget, 3 were satisfied and 2 service users informed Healthwatch Rochdale that they were not satisfied with the professional who manages their personal budget. 2 service users did not comment.



Findings highlight that the majority of respondents highlighted that they use their personal budget for “help with personal care” although 19% respondents felt unsatisfied or below with the range of services/activities that they can access using their personal budget. On the other hand 62% of the respondents felt satisfied or above with the range of services/activities that they can access using their personal budget.

Respondents said they would like to access the below services which currently are not available in their personal budget:

- Social activities including shopping/leisure activities
- Respite holidays
- Appropriate adult sports activities
- Social skills training

The respondent's data shows that 42% highlighted they had their personal budget recently reassessed and from these respondent 77% expressed they had their personal budget increased. Although of the respondents 6 individuals actually were unsure why their personal budget had increased.

During the assessment process, table 1 provides information on how respondent's felt through the assessment process which was carried out from RMBC Adult Care Services.

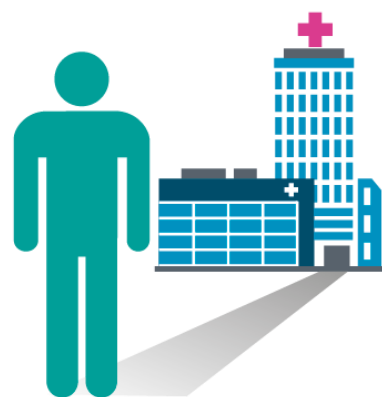
Answer Option:	Yes	No	Don't Know
Listened to	15	1	2
Treated with dignity	16	0	2
Treated with respect	16	0	2
Did you feel understood	15	2	1

Table 1: a table to show how respondents felt through the assessment process from RMBC Adult Care services

The data showed that 77% of the respondents felt their personal budget gives them greater independence in their day to day lives with one respondent commenting it gives them motivation.

Service User Comments

- "Really difficult finding carers- need a carer's database-most people know are struggling. Responsible to find carers. Don't know where to go to find carers".
- "My son is currently in education and his personal budget works well. Hopefully when education finishes next year this will continue."
- "Do not like the RAS system as it not give realistic amounts of money when the information from the assessment is put into the computer this all needs to be done by a human."
- "Being new users we were unsure of what actually was available and hence budget was much more restrictive in design."
- "Very stressful process, family members involved with process also getting older."
- "I don't have contact with the people who determine my budget so I can only answer that I don't feel they understand my needs as a person with autism and dyspraxia."



Conclusion

The findings highlight that the majority of respondents who completed this survey felt satisfied with the service they have received from RMBC Adult Social Care Services, in particular the way the assessment have been carried out by the RMBC Adult Social Care staff. Although some information highlights, when service user have had a reviews and their personal budget funding increases/decreases, some respondents expressed they were unsure why they changed, which suggest a communication issue.

Recommendations

- To ensure the assessment procedure is a clear and transparent process for the service user and family members involved
- To have a resource, which is effective and useful for the service users and family members to obtain carers
- Review services which are and are not available to the service users through the personal budget funding
- To have a nominated individual within the RMBC Adult Care Services to deal with any quires relating to a service users personal budget

Next Steps

Healthwatch Rochdale will issue this report to RMBC Adult Care Services and the Health and Wellbeing Board. Healthwatch Rochdale will request a response from RMBC Adult Care Services within 20 working day. Healthwatch Rochdale will continue to collect and collate information relating to personal budgets to identify positive and negative trends.



Appendix

1. How long have you had a personal budget for?

Answer Options	Response Percent	Response Count
Less than 1 year	23.8%	5
Between 1-2 years	9.5%	2
Between 2-3 years	23.8%	5
Over 3 years	42.9%	9
<i>answered question</i>		21
<i>skipped question</i>		0

2. Did you feel involved in the assessment process for your personal budget?

Answer Options	Response Percent	Response Count
Yes	100.0%	21
No	0.0%	0
Don't know	0.0%	0
<i>answered question</i>		21
<i>skipped question</i>		0

3. How is your personal budget managed?

Answer Options	Response Percent	Response Count
Direct payment - paid into an account for you	71.4%	15
It is put into an account managed by the council/accountant	19.0%	4
It is put into a trust, held on your behalf by a carer, friend or family member	0.0%	0
It is put into an account with a care provider and manager by you	0.0%	0
My personal budget has not been set up yet	0.0%	0
I don't know	9.5%	2
Other	0.0%	0
<i>answered question</i>		21
<i>skipped question</i>		0

4. How do you feel about who manages your budget?

Answer Options	Very unsatisfied	unsatisfied	Neither	satisfied	Very satisfied	Rating Average	Response Count
	2	0	2	3	14	4.29	21
<i>answered question</i>							21
<i>skipped question</i>							0

5. What do you use your personal budget for?

Answer Options	Response Percent	Response Count
Education or training	9.5%	2
Short breaks in a respite home	4.8%	1
keeping fit and healthy	14.3%	3
leisure and social pastimes	14.3%	3
Family and friends help	9.5%	2
Help with personal care	38.1%	8
Day centre	9.5%	2
<i>answered question</i>		21
<i>skipped question</i>		0

6. How do you feel about the range of services/activities that you access using your personal budget?

Answer Options	Very Unsatisfied	Unsatisfied	Neither	Satisfied	Very satisfied	Rating Average	Response Count
	2	2	4	9	4	3.52	21
<i>answered question</i>							21
<i>skipped question</i>							0

7. Is there anything you would like to access that is not currently available to you?

Answer Options	Response Percent	Response Count
Yes	61.9%	13
No	38.1%	8
Comments		11
<i>answered question</i>		21
<i>skipped question</i>		0

8. Since having your personal budget in place have there been any changes, following a reassessment?

Answer Options	Response Percent	Response Count
Yes	47.6%	10
No	47.6%	10
Don't know	4.8%	1
Comments		6
<i>answered question</i>		21
<i>skipped question</i>		0

9. Have you recently been reassessed for your personal budget payment?

Answer Options	Response Percent	Response Count
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Yes	42.9%	9
No	57.1%	12
Don't know	0.0%	0
answered question		21
skipped question		0

10. What changes have been made?

Answer Options	Response Percent	Response Count
Increase in personal budget	77.8%	7
Decrease in personal budget	22.2%	2
answered question		9
skipped question		12

11. What was the reason for the change in your personal budget?

Answer Options	Response Percent	Response Count
Following an assessment I was told that my care needs had increased	33.3%	3
Following an assessment I was told that my care needs had decreased	0.0%	0
Following a reassessment I was told that my original/previous assessment was incorrect	0.0%	0
No longer eligible for a personal budget	0.0%	0
Don't Know	66.7%	6
answered question		9
skipped question		12

12. Do you feel that having a personal budget gives you more choice and control over your own life?

Answer Options	Response Percent	Response Count
Yes	72.2%	13
No	5.6%	1
Don't know	5.6%	1
Comments	16.7%	3
answered question		18
skipped question		3

13. Do you feel that having a personal budget gives you greater independence?

Answer Options	Response Percent	Response Count
Yes	77.8%	14
No	11.1%	2
Don't know	5.6%	1
Comments	5.6%	1
<i>answered question</i>		18
<i>skipped question</i>		3

14. During the assessment process with Rochdale Metropolitan Borough Council did you feel:

Answer Options	Yes	No	Don't know	Rating Average	Response Count
Listened to	15	1	2	1.28	18
Treated with dignity	16	0	2	1.22	18
Treated with respect	16	0	2	1.22	18
Did you feel understood	15	2	1	1.22	18
<i>answered question</i>					18
<i>skipped question</i>					3

15. Any other comments

Answer Options	Response Count
	8
<i>answered question</i>	8
<i>skipped question</i>	13

Demographic Information

16. What is the first part of your postcode

Answer Options	Response Percent	Response Count
E.g. OL10 or Heywood, Middleton, Rochdale	100.0%	16
<i>answered question</i>		16
<i>skipped question</i>		5

17. Are you

Answer Options	Response Percent	Response Count
Female	68.8%	11
Male	31.3%	5
<i>answered question</i>		16
<i>skipped question</i>		5

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18. Is your gender identity the same as the gender you were assigned at birth?

Answer Options	Response Percent	Response Count
Yes	93.3%	14
No	6.7%	1
<i>answered question</i>		15
<i>skipped question</i>		6

19. Which of the following options best describes how you think of yourself?

Answer Options	Response Percent	Response Count
Lesbian	0.0%	0
Bisexual	0.0%	0
Gay	0.0%	0
Heterosexual/straight	100.0%	14
<i>answered question</i>		14
<i>skipped question</i>		7

20. What is your age?

	Response Count
29,21,53,87,26,30,45,81,46,29,39,61,28,88,98,80	
<i>answered question</i>	16
<i>skipped question</i>	5

21. Do you have a religion or belief, even if you are not currently practising?

Answer Options	Response Percent	Response Count
Buddhist	0.0%	0
Christian	87.5%	14
Hindu	0.0%	0
Humanist	0.0%	0
Muslim	0.0%	0
Jewish	0.0%	0
Sikh	0.0%	0
No religion	12.5%	2
Other	0.0%	0
<i>answered question</i>		16
<i>skipped question</i>		5

22. What is your ethnic group?

Answer Options	Response Percent	Response Count
White British	100.0%	16
White Irish	0.0%	0
other white background	0.0%	0
Mixed white & black Caribbean	0.0%	0
Mixed white and black African	0.0%	0
Mixed white and Asian	0.0%	0
Asian or Asian British Indian	0.0%	0
Asian or Asian British Pakistani	0.0%	0
Asian or Asian British Bangladeshi	0.0%	0
Black or Black British Caribbean	0.0%	0
Black or black British African	0.0%	0
Chinese	0.0%	0
Any other Asian or Asian British background	0.0%	0
Any other black or black British background	0.0%	0
Other Mixed background	0.0%	0
Any other ethnic Group(Please state)	0.0%	0
Other (please specify)	0.0%	0
<i>answered question</i>		16
<i>skipped question</i>		5

23. Do you consider yourself to be a disabled person?

Answer Options	Response Percent	Response Count
Yes	85.7%	12
No	14.3%	2
<i>answered question</i>		14
<i>skipped question</i>		7

24. What is your employment status?

Answer Options	Response Percent	Response Count
Student (Full Time)	0.0%	0
Student (Part Time)	6.7%	1
Employed (Full Time)	6.7%	1
Employed (Part Time)	0.0%	0
Unemployed (Eligible for benefits)	60.0%	9
Unemployed (Not eligible for benefit)	0.0%	0
Retired	26.7%	4
<i>answered question</i>		15
<i>skipped question</i>		6

25. What is your relationship status?		
Answer Options	Response Percent	Response Count
Single	84.6%	11
In a relationship (Co-habiting)	7.7%	1
In a relationship (NOT co-habiting)	7.7%	1
Married	0.0%	0
Civil Partnership	0.0%	0
<i>answered question</i>		13
<i>skipped question</i>		8

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