

## Contact

If you wish to discuss your options for Self Directed Support further, you can speak with your care manager.

*Your care manager is:*

**NAME:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**TELEPHONE NO:** \_\_\_\_\_

## Complaints, suggestions or comments

From time to time people are unhappy with the service they receive. We will always try to resolve any concerns raised about the services. If this happens to you, you can raise your concerns in a number of ways. We would suggest in the first instance that you discuss this with a member of staff or the manager of the service who will assist you to resolve any concerns you may have. However, if you would prefer, you can write to or contact by telephone or email:

**The Complaints Officer, Hector McNeil House**  
**7/8 Clyde Square, Greenock, PA15 1NB**  
**Telephone No: 01475 715365**  
**Email: [psscp.swork@inverclyde.gov.uk](mailto:psscp.swork@inverclyde.gov.uk)**



## Option Two

This guide offers information to people who are thinking of choosing Option Two as their preferred route to managing their support in Inverclyde. It tells you about who can receive care, what your role and responsibilities are and what information and supports are available

If you have had an assessment that shows that you are eligible for social care support, for example, personal care or respite, you will be given the choice from 4 options as to how your support can be delivered. You may prefer to choose a care organisation that you want to provide your support but leave the arrangements for paying for this to us. You can achieve this using *Option Two*.

**Option Two** is one of four options available for receiving support. If *Option Two* is your choice, then you will receive information about available support providers and types of support available within the community. You will then choose how you would like your support to be provided to meet your identified needs and make the necessary arrangements to put this in place.



The Health and Social Care Partnership will pay the provider for the service, but you will have the responsibility for communicating with the provider to make the arrangements. This option offers you control and flexibility, but also brings with it some responsibility.

Your care manager will be able to give you the information about support available within the Inverclyde area and will discuss with you what best suits your lifestyle and what your agreed outcomes are as defined in your support plan.

## Where can I get more information?

There are a number of independent organisations and local support groups that will be able to support you through the process of *Option Two*.

**DIRECTIONS PROJECT**  
**21 GREY PLACE**  
**GREENOCK, PA15 1YF**  
**01475 730797**  
*(Information and support for preparing and choosing your SDS options)*

**INVERCLYDE CARERS CENTRE**  
**68/70 CATHCART STREET**  
**GREENOCK, PA15 1DD**  
**01475 735180**

**Self Directed Support Team, Hector McNeil House, 7/8 Clyde Square, Greenock, PA15 1NB, Telephone No: 01475 715365**  
**Email: [selfdirectedsupport@inverclyde.gov.uk](mailto:selfdirectedsupport@inverclyde.gov.uk)**

## National Advice Sources (links)

### SCOTTISH GOVERNMENT

Statutory Guidance: <http://www.scotland.gov.uk/Resource/0044/00446933.pdf>

National Practice Guides for users, carers and practitioners: <http://guidance.selfdirectedsupportscotland.org.uk/index.html>

### EMPLOYERS INFORMATION

PA Employers Handbook: <http://www.scotland.gov.uk/Publications/2014/04/4710/0>

Easy Read Version: <http://www.scotland.gov.uk/Resource/0044/00447545.pdf>

Self Directed Support Scotland: [www.sdsscotland.org.uk](http://www.sdsscotland.org.uk)

## Change of Circumstances / Regular Reviews

Inverclyde HSCP is still responsible for reviewing the support you receive. The aim is to check that the needs in the support plan are still being met and that the quality of the service is adequate. This means that the HSCP will arrange for regular care reviews to take place, but you can request a review at any time if your circumstances change. Following a review, the amount of support you receive may need to be increased or reduced in line with your changing needs.

If you are admitted to **hospital**, you must inform the HSCP as soon as possible.

## What if Option Two is not working for me?

You can stop using *Option Two* at any time. If you decide that you no longer wish to use *Option Two* you must contact Inverclyde HSCP. However, you will need to take into account any commitments you have made to the existing service provider for example, you will probably need to give a specific amount of notice.

The HSCP will always keep to its Duty of Care and after discussion with you will support you to arrange suitable services using one of the other options, if you still require support.

## Who can receive Option Two?

Most people who meet Inverclyde HSCP's eligibility criteria to receive social care support, can ask to manage that support using the Self Directed Support *Option Two*.

## What types of things can be purchased through Option Two?

Most people choosing *Option Two* would use their budget to purchase support for things such as:-

- ⤴ Personal care - having a bath, washing or getting dressed
- ⤴ Living more independently through help with managing money, cooking and cleaning
- ⤴ Going out and taking part in social activities or going on a short break

### Purchasing care from a service provider



You can choose the support from a Directory of Services, which is a list of providers who have agreed to provide self directed support within the Inverclyde area or you can identify a provider that is not in the Directory. You should discuss this with your care manager.

You will have a contract detailing your responsibilities and role with the care provider and the support plan developed with your care manager will identify the support you require. This information will be shared with the provider.

### ***How does the funding for Option Two work?***

Your support plan will identify your support needs and a budget will be identified that will allow you to meet these needs. You will choose the provider you wish to provide your support and a plan will be costed. If you choose a provider whose costs are higher than your budget you may be asked to contribute to this additional cost. Once the costs are agreed between yourself and the care manager, you will have the responsibility of contacting the provider and making arrangements to suit your circumstances. You may also be required to pay a contribution towards your plan dependent on a financial assessment

### ***Your Responsibilities***

With *Option Two* there are a few responsibilities that you will have:-

- ⤴ You will have a choice of providers who can deliver the support you need.
- ⤴ You will communicate with the provider to arrange when and how the support is delivered to meet the needs identified within your support plan.

- ⤴ From time to time we may ask you to complete a monitoring form to ensure the care you are receiving is being delivered as you want it to be. Your care manager will be able to advise you of your requirements.
- ⤴ You will be asked to sign an Agreement accepting your responsibilities within the first 2 weeks.

You will have to undergo a financial assessment following which you may be asked to make a contribution towards your support. We will advise you how much this will be and how you can pay this as soon as we can.

Your responsibilities when receiving support will be fully discussed with you during the assessment and support planning process.

### ***Restrictions to Option Two***

You can only use the budget to purchase the support that has been identified and agreed within your Support Plan. The service can be stopped if the HSCP are not satisfied that it has been used for its intended purpose, as outlined in the support plan, but this would be discussed with you prior to any decision being made.

If you want to change the support you have agreed to purchase you must discuss this with your care manager in the first instance.