

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: _____

**Self Directed Support Team
Hector McNeil House
7/8 Clyde Square
Greenock
PA15 1NB**

Telephone No: 01475 715365

Email: selfdirectedsupport@inverclyde.gov.uk



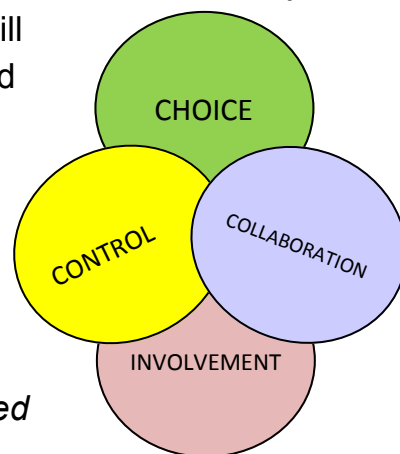
'services arranged for you by us'

Option Three

This guide offers information to people who are thinking of choosing Option Three (Inverclyde HSCP arranged services) as their preferred route to receiving their support in Inverclyde. It tells you about who can receive care, what your role and responsibilities are and what 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 allow Inverclyde HSCP to arrange your support and services for you. This can be arranged using *Option Three*.

Option Three is one of four options available for receiving support. If *Option Three* is your choice, then Inverclyde HSCP in collaboration with you will select the appropriate support and then make the arrangements to ensure it is delivered. If the service is being provided by someone on behalf of Inverclyde HSCP then we will pay the bills directly to the provider. This is sometimes referred to as '*arranged services*'



Taking up *Option Three* does not mean that you give up all control over your support. The principles of choice and control, collaboration and involvement will continue to apply and Inverclyde HSCP will work with you to find support that is right for you.

As Inverclyde HSCP provide or arrange services on your behalf, you will not have direct, ongoing or day to day responsibility for planning and controlling how your support is used.

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: pccsp.swork@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

What you need to know

If a person lacks capacity and they have no welfare guardian or power of attorney to represent them or they fail or decline to make a choice, then they will automatically receive their support under *Option Three*.

What types of support can be provided?

Most people choosing *Option Three* can receive support for things such as:-

- ⬆ Personal care - assistance with 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.

Financial Contribution

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.

Change of Circumstances / Regular Reviews

Inverclyde HSCP is responsible for reviewing the support you receive. The aim is to check that the needs in the support plan are still being met, whilst ensuring the quality of your service. 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 I want more control?

You can decide if you want to take more control over your support at any time. You should contact your care manager / Inverclyde HSCP to discuss the other SDS Options. 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.

Before your service begins, you will be asked to sign a Service User's Agreement. This Agreement sets out your responsibilities as a recipient of support as well as setting out Inverclyde HSCP's responsibilities to you. You will be able to discuss the agreement with a carer or someone else you trust to advise you before you sign and return the Agreement.

Leaflets with more information about Inverclyde HSCP, Care and Support at Home Services and costs are available from Inverclyde Health & Social Care Partnership

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 *Self Directed Support*

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

SPAEN

(SCOTTISH PERSONAL ASSISTANT EMPLOYERS NETWORK)

SUITE G4, DALZIEL BUILDING, 7 SCOTT STREET
MOTHERWELL, ML1 1PN, 01698 250280
www.spaen.co.uk *(0845 601 1156)*