



# Carers Support Planning

Explanation of the support planning process that helps carers who provide care and support for an adult.



Stockton-on-Tees  
BOROUGH COUNCIL

Adult Services

Big plans for the care we provide

## What is a Carers Support Plan?

Following a Carers Assessment and determination of eligibility a support plan must be provided where a local authority is required to meet needs under the Care Act. A carers support plan will put you in control of the support you require as a carer and enhance your **wellbeing** and improve connections to family, friends and the community.

The Support plan will identify your eligible needs and how those needs will be met. You will be actively involved and influential throughout the planning process, and should be free to take ownership of the development of your support plan, if you wish, and the support plan belongs to you.

The purpose of the support planning process is to agree how your needs should be met. Every carer's needs will be different, and can be met in many different ways. A vital part of the process is the support that Stockton-on-Tees Borough Council adult services staff will provide you with to meet your support needs.

## Assistance to complete a Support Plan

Some carers who have substantial difficulty in being fully involved in the planning process will need assistance to make plans and decisions.

An independent advocate or a carer's representative can be involved. A carer's representative is a person who is interested in the carer welfare and who the local authority feels is an appropriate adult to be included in the process to offer the carer support, if they wish.

There will be joint ownership of the development of the support plan between you and a Care Manager from Stockton-on-Tees Borough Council. You will be influential throughout the planning process. The role of the Care Manager is to ensure the production and sign-off of the support plan ensuring that the support provided is appropriate to meet your individual needs.

The support planning process can be led by you if you choose and are able to be involved. You will remain central to the process in a way that works best for you regardless of the amount you can or wish to be involved. Your **wellbeing**; support needs; wishes and feelings; values and aspirations will all be considered in the overall needs and outcomes of the planning process.

## Developing a Support Plan

The support planning process will decide how to meet your needs and will do everything it reasonably can to reach agreement with all those involved as to how your needs should be met.

When developing the plan, there are certain elements that must always be incorporated in the final plan:

- The needs identified by the assessment;
- Whether, and to what extent, the needs meet the eligibility criteria;
- The needs that the local authority is going to meet, and how it intends to do so;
- Outcomes the carer wishes to achieve, and their views around continuing to provide care and ability to be involved in work, education and recreation where support could be relevant;
- The personal budget amount
- Information and advice on what can be done to reduce the needs in question, and to prevent or delay the development of needs in the future;
- Where needs are going to be met via a direct payment the amount and frequency of the payments will be identified on the carers support plan.

## Meeting Support Needs

The support planning process is there to help decide how to best meet your needs. It considers a number of different things, such as your needs, what you want to achieve, what you can do and what types of support might be available to help you in the local area. Needs may be met through different types of support which are available universally, including those which are not directly provided by Stockton-on-Tees Borough Council.

There are a number of options for how support can be met and the use of one or more of these will depend on your circumstances including:

- The local authority directly providing some type of support
- The local authority arranging for a provider to deliver some type of support, for example commissioning or contracting a provider
- A direct payment, this enables the carer to purchase the support they need. A direct payment will be clearly explained to assist the carer to make an informed decision about the level of choice and the control they would like with their support
- A combination of the above, for example the local authority arranging homecare services whilst also providing a direct payment to meet other needs

## **Indicative Personal Budget**

The indicative personal budget is determined at the assessment stage and provides an estimate regarding the cost of meeting the identified support needs. This indicative amount can go up or down during the support planning stage depending on how the needs are going to be met.

Stockton-on-Tees Borough Council must be satisfied that the support in fact meets your eligible needs. A Care Manager will record in the Support Plan which needs are being met and include plans to respond to any difficulties in the caring relationship. The support plan will also identify how needs are being met and the support plan will be kept under review.

Stockton-on-Tees Borough Council will take into reasonable consideration its own finances and budgetary position when developing a support plan in determining how a carer's needs should be met.

## **Ineligible Needs**

Where there is an ineligible need, Stockton-on-Tees Borough Council will give a written explanation regarding the reason for taking this decision. Stockton-on-Tees Borough Council will include information and advice of preventative measures to assist you to prevent, reduce and delay needs.

For further information on personal budgets see Stockton-on-Tees Borough Council's leaflet "Guide to Personal Budget"

## For Adult Care Services:

### First Contact

 01642 527764

Minicom: 01642 527769

 [FirstContactAdults@stockton.gov.uk](mailto:FirstContactAdults@stockton.gov.uk)

 Opening Hours

Monday – Thursday 8.30am - 5pm

Friday 8.30am – 4.30pm

## For Client Financial Services:

 Client Financial Services  
1st Floor Queensway House  
Billingham  
Stockton-on-Tees TS18 1DE

 01642 524586

 [assessments@stockton.gov.uk](mailto:assessments@stockton.gov.uk)

## **Out of hours and weekend contact Emergencies Only**

 01642 524552

Minicom: 01642 602346

## For Comments, Commendations and Complaints:

 Children, Education & Social Care  
1st Floor, Room 2  
Municipal Building  
Stockton-on-Tees TS18 1LD

 01642 527521

 [customer.care@stockton.gov.uk](mailto:customer.care@stockton.gov.uk)

## For Access to Your Care Record:

 To obtain a copy of the 'Data Subject Access' request form and guidance please visit [www.stockton.gov.uk/dataprotection](http://www.stockton.gov.uk/dataprotection) or telephone the Children, Education and Social Care

 Freedom of Information Officer on 01642 527501

## For all Council Services:

 Customer Services Centre,  
within Stockton Central Library  
Church Road  
Stockton-on-Tees TS18 1TU

 01642 393939

## Other useful contacts:

### Sanctuary Stockton Carers Service

 0800 9170204

 [stocktoncarers@santuary-housing.co.uk](mailto:stocktoncarers@santuary-housing.co.uk)

### Stockton Welfare Rights Unit

 Advice Line: 01642 526141

 Monday to Thursday 2.00pm – 5.00pm  
Friday 2.00pm – 4.30pm

 [welfarerights@stockton.gov.uk](mailto:welfarerights@stockton.gov.uk)

### Stockton & District Advice & Information Services

 01642 633877

### The Department for Work and Pensions

People over 60: The Pension Service

 0845 6060265

People under 60: Job Centre Plus

 0345 6043719

### NHS Clinical Commissioning Group (CCG)

Information on staying healthy and local services:

 [www.hartlepoolandstocktonccg.nhs.uk](http://www.hartlepoolandstocktonccg.nhs.uk)

## Tees, Esk & Wear Valleys NHS Foundation Trust

Information on mental health and learning disability conditions, care and treatments, local services and local and national support organisations:

 [www.tevv.nhs.uk/patientscarers](http://www.tevv.nhs.uk/patientscarers)

## Directgov

The official UK government website offering information and advice to all citizens on public services:

 [www.gov.uk](http://www.gov.uk)

## NHS Choices

Information from the NHS on conditions, treatments, local services and healthy lifestyles:

 [www.nhs.uk](http://www.nhs.uk)



## Public Information Services

Our leaflets are designed to give basic information about our services to the adult population of Stockton-on-Tees. You can find all of our information leaflets on our website: [www.stockton.gov.uk/adultsocialcare](http://www.stockton.gov.uk/adultsocialcare)

If you would like this information in any other language or format for example **large print** or audio please contact 01642 527764.

إذا كنت ترغب الحصول على هذه المعلومات بلغات أو بأشكال أخرى على سبيل المثال بالطبعة الكبيرة أو بالشريط المسجل فالرجاء الإتصال 'بدايفرستي تيم' على هاتف رقم 01642 527764

ARABIC

اگر شما این اطلاعات را به زبان یا شکل دیگری مثل چاپ بزرگ یا بصورت صدا میخواهید لطفاً با تیم دایورسیتی (گونگونی) با شماره 01642 527764 به تماس شوید

FARSI

Si vous souhaitez obtenir ces informations dans d'autres langues ou sous un autre format, par exemple, en gros caractères / version audio, veuillez contacter l'équipe au n° 01642 527764

FRENCH

نه گهر جهزت لئ به نهم زانباريه به دهستت بکه ویت به زمانه کانی تر یان به شنوه به کی تر بو نمونه چاپی گه وره/بان به تیبی تو مارکراو نکایه په یوه نندی بکه به 'تیمی دایفرستی' له سهر ژماره ی نه له فون 01642 527764

KURDISH

欲要這份資訊的其它語言版或其它版式例如大字體印刷/錄音帶，請致電 01642 527764 接洽 ‘多元化隊’

CHINESE

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਜਾਂ ਬੋਲੀ ਵਿੱਚ, ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਜਾਂ ਟੇਪ/ਸੀ ਡੀ 'ਤੇ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਫ਼ੋਨ 01642 527764 ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

PUNJABI

اگر آپ ان معلومات کو کسی بھی اور زبان یا انداز، مثلاً بڑے پرنٹ/آڈیو ٹیپ وغیرہ میں حاصل کرنا چاہیں، تو 'ڈائفرسٹی ٹیم' کو اس نمبر پر فون کیجئے 01642 527764

URDU