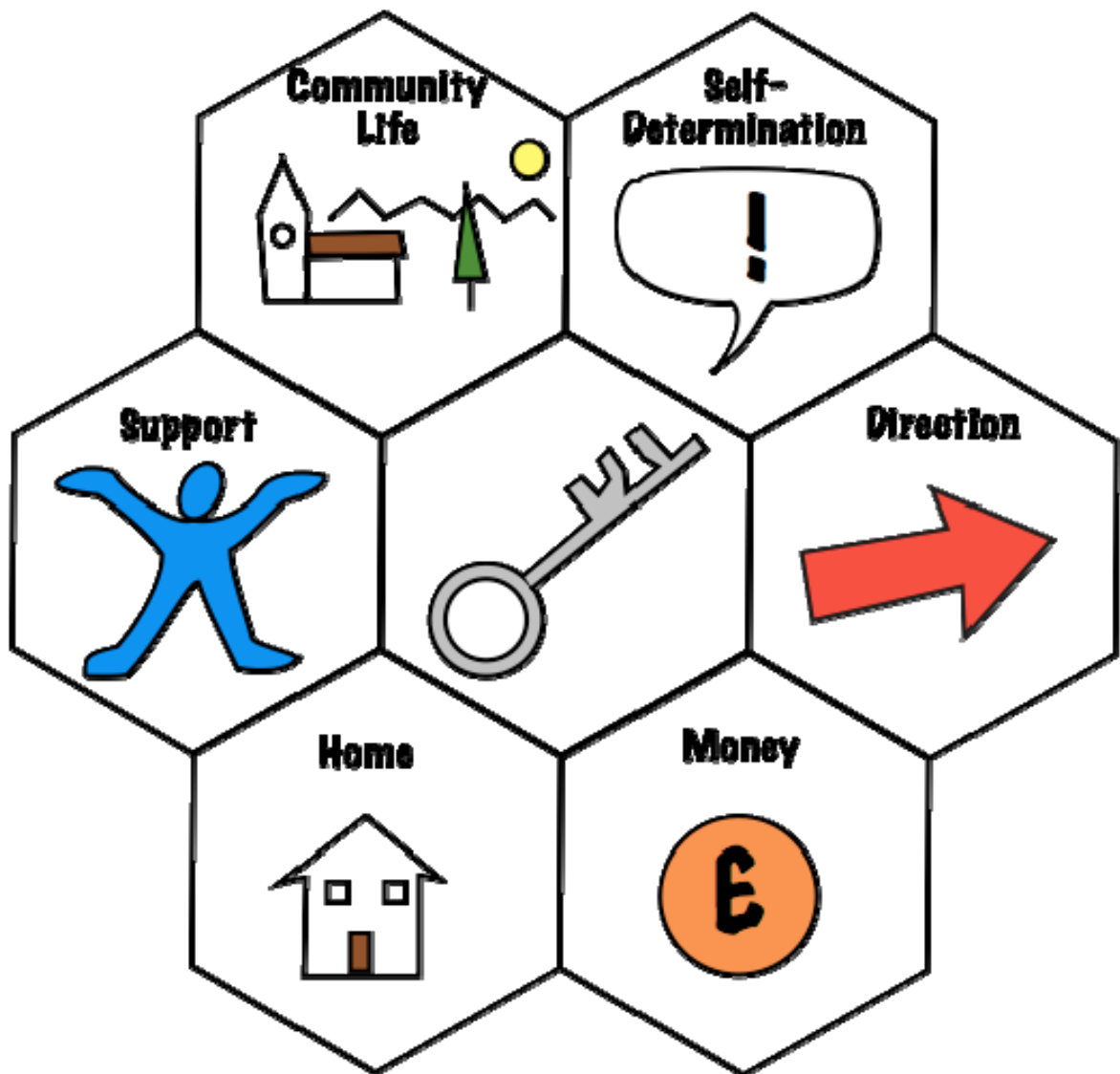


# Self Directed Support

## People's stories

### Volume 4



Dated 17/12/2007 to 31/03/2007

Individual Budgets is a National programme to change the organisation of social care in England so that people who need support can take more control over their own lives and fulfil their role as citizens.

The logic is, if the support a person receives fits them better, it will improve their lives and the communities in which they live.

Part of the role of the Self Directed Support team is to capture some of the experiences of people who are directing their own support.

In doing so, this will help everyone to learn more about the programme and ultimately make people's lives better.

Hearing or reading about the lives of individual people is a good idea because:

- Stories are a very powerful and direct way of telling everyone what a person's life is really like.
- It is easier to remember stories about individual people rather than plans, policies and service systems.
- We can generate lots of learning to help us improve the way we do things
- You can sense the real creativity that individuals can bring with just a bit of good information.

The stories that you will read are just a few examples of how people have been taking control in Barnsley.

Thank you to the people who gave us the permissions to share their stories.

## Mr C's story

My name is Mr C and I live on my own in Monk Bretton. I really like my bungalow and have lived here 10 years this August. I have been in hospital a few times and to a rehab group home a few times, but I am independent now and I live on my own. I do everything! – cooking, cleaning, budgeting.

I have got a very active time table – I go to the Metrodome swimming, Bingo, snooker club, discussion group and walk to town. I do a lot during the day times, usually through Moorland Court. I really like going out during the day and know what I am doing every day. We usually go walking on a Friday. I'm always busy at Saturdays, and I usually go to my mums every Sunday for dinner and they pop into my house when they drop me back off.

I like it at Moorland Court. We went on an outing to York last week and had a good day. I do woodwork there, but at the moment they are rewiring it from top to bottom so the room isn't available, so I did Art instead.

It is good- I can ask for exactly what I want. I have got a busy

I didn't think I'd like it but I drew a picture and then coloured it in- It's amazing what you can do isn't it! It costs me £2 for a meal, a sweet and a drink. They do breakfasts now too – 60p for piklets and a mug of tea. It's cheaper than town, that!

I usually walk up to the pub in the evenings. They have a pool club and a quiz night, so I have a game of pool and a pint of lime and soda- I don't drink lager anymore because of my medication. Sometimes they put sandwiches on so I have my supper at the pub. I like doing that and I walk back at 11pm.

I like having an individual budget – I don't know a lot about it because my family help, and my social worker.

I just know that I seem to have got more hours for my money. Life seems better on an individual budget. It cheers me up.

I have had a few carers, they have all been good. We put an advert in the newspaper for one recently.

life and I just want someone to help me, mainly on Tuesday and Thursday. I am recruiting for 10 hours a week and I'm sure we'll find someone!

People talked to me about these individual budgets and said it might be good for me. They were right. I liked my Support Broker. My social worker is very good.

Things are Ok and I wouldn't change it. I would recommend it.

## Mrs L's story

I live in Cubley with my husband B in our own home. We have lived here a long time and my daughter regularly visits with her son. I care for my grandson when my daughter is at work, which I love. He is perfect and we have some good fun.

My husband has had Multiple Sclerosis (MS) for about 27 years now. We had a care agency for a while and I hated it. helpless and bad for B.

We have only started having help in the last 4 years, until then I managed on my own. I didn't want any help so it's my own fault. B can now only move part of his arm. He has no control over his body anymore but is mentally as he always was. We get on with it, you just have to don't you.

I felt intimidated. I didn't like different people coming into my home, different people looking after B. It made me feel

It was my Care Manager who suggested an individual budget to me, and then a Support Broker came round to see me to talk about it. She was wonderful, such a lovely woman. Penderels Trust set up the recruitment and guided me through it. I set up a separate bank account for the individual budget and they help with all the monthly monitoring. Lyn at Penderels Trust helps me no matter how big or small my question is. She is lovely – everyone has been.

We have employed 2 carers, who B already knew well, to provide all his personal care. They are very flexible and do 16 hours every week- they both have another job as well as this. B goes to Carlton day centre 4 days every week. The carers I have recruited are always there if I need them. I never do ring them, but it's good to know that they are there. They are like part of our family and it makes it feel 'normal'.

We have been lucky that B can stay at home. We had an extension built just for his use – a bedroom and a large shower room. It's good because he is still part of the house and part of the family.

He has his own door that the carers have access to. My grandson watches DVDs with his granddad sat in his wheelchair. It's lovely. I decorated it last week for him.

Having an individual budget is worth doing. If anyone is in the position I'm in I'd recommend it. I'd recommend it to anyone.

With this individual budget for B I feel like I've been let out of prison.

## Mrs X's story

I am 77 years, born and bred in Barnsley. I live with my husband and I am very close to my children. I see them regularly even though my daughter lives far away. I have 4 grand children 3 grand daughters and 1 grandson. I like to look after my son's dog when he is at work. He's a lovely dog- part Collie and part Alsatian.

We started to think about individual budgets when someone came to see us from the Community Care Team. We decided to have it because I can't walk very well now and get confused. It seemed like a good idea so we went ahead with it.

A Support Broker came to see me, with my husband and daughter. We talked about my life and how I wanted it to be, including the help I needed around the house. It seemed to be a slow process at the start but then it all happened at once, and was worth it.

I now have help and support with cleaning our bungalow one morning every week. We have help with the garden, having a

nice garden is very important to me- it's therapy sitting out in it on a nice day as I don't get out too often. I also have a carer to come and sit with me for 6 hours every week. This gives my husband a break because he used to do everything for me 24 hours a day. The carer is lovely. I used to love knitting and she has helped me to start again. We knit together for hours if I want, chatting away! She is very obliging and always does things for me. We get on well and it is always the same carer so we have got a good friendship.

I would recommend having an individual budget to anyone. My daughter opened a separate account in her own name for the individual budget to be paid into, so she is called my 'Agent'. I have an indirect payment into that account, so my daughter deals with all the financial side of things on my behalf.

The individual budget has been a genuine uplift.

Before the individual budget, me and Mrs L just mucked in to get things done, but now things are a lot better. I'm just waiting for the summer months now, for the sun to come out so it can lift her mood, like it always does.

One of the best things about the budget is that I can go out 6 hours a week, if I want, knowing that Mrs L is happy, safe and with a carer she really gets on well with. I can now go to watch football, when Barnsley are playing down at Oakwell!

## Mrs R's story

I am 74 years old and I have lived in Royston all my life. I am very close to my family. I like watching television and I like my grandchildren visiting. I fell about three years ago since then I needed help with my care. I have arthritis all over. I also suffer from high blood pressure. I sometimes have funny turns and feel all dizzy.

I found it hard at first- doing all my care myself. I struggled and my care Manager got me some help in. I had a care agency but only for 6 weeks. I got different carers all the time and it made me feel nervous. My daughter used to come when she could, and help care for me voluntarily.

My daughter is now my carer. I employ her and she gets paid. She does everything for me. She brings me books, magazines and papers to read, I get giddy when she comes! She works part time in another job and then does some hours for me. I've got a golden lass, with that one!

I have got a wheel chair now too so my children and grandchildren offer to take me out when the weather is nice.

It didn't take long to set up. My Care and my Support Broker helped me and set it all up for me. I am happy with everything now. I wouldn't change a thing and I'd recommend it to anyone.

## MS's story

'Before I got an IB I had no control at all over the carer, there was no flexibility, they had a rigid routine of things they could do, not reliable for time and often not turn up at all also their admin was poor. It was not tailored to my complicated medical needs.'

"They had no experience of illnesses at all". They are Home Help - not moved beyond that and had not moved on accordingly. They spoke patronising to me or just spoke to my daughter.

Now I have got an IB I chose a carer, I have along with my daughter and Shelley the Broker chose the carer from applicants that we advertised for.

She has very quickly taken in aspects of my illness e.g. oxygen that I use. The amulator oxygen that I take with me if I go out. She takes me out in the car for outings and any medical visits I need e.g. Chiropody etc. She helps me to look after the dog and prepare meals. She helps me with my personal care when I need it. She keeps my bedroom clean and tidy and kitchen and dishwasher filled etc. Brings in or takes me shopping if I need it.

Also she is someone to talk to. She is young and bright and this is something I didn't have with the other carer.

As far as my health needs are concerned I am a lot more relaxed now. Because I can trust my carer as she understands my medication and helps me to sort it out as I have a lot of medication. I now do not have as many emergency admissions, because I am more relaxed I can enjoy being ill and let someone else take the strain. My daughter helps me fill in the forms because of my Rheumatoid Arthritis and COPD.

From my point of view it has been nothing but advantages in everyway. Some people might find the paper work daunting but there is always someone to help you through that and it's not as difficult as it first appears.

Over the coming months the Self Directed Support team will be working with people who are in receipt of Direct Payments to enable them to have even more choice and control through Individual Budgets.

Sharing people's stories will be an essential part of this journey.

For more information about Self Directed Support you can visit:

[www.individualbudgets.csip.org.uk](http://www.individualbudgets.csip.org.uk)

[www.in-control.org.uk](http://www.in-control.org.uk)

in addition a new network has been established to support local partners to further develop self directed support, visit

[www.sdsnetwork.org](http://www.sdsnetwork.org) for further information

**For more information, contact the Self – Directed Support Team on 01226 772425**