Personal health budgets for mental health

The webinar will start at 12.00

Please join by phone a few minutes before

Dial **0800 917 1950** or **020 3463 9740**

Then use the access code: **570 117 86**
Personal health budgets for mental health webinar
19th February 2014

Vidhya Alakeson
Colin Royle
Tricia Nicoll
Welcome to the webinar

• How to take part – Martin Cattermole

1. Click on chat
2. Type question and click send

• Use the chat window at any time to ask questions – we will have time for a Q and A session after the presentations

• Problems? Send a chat message to Martin or call 07795 498358

• We will finish by 1pm
Welcome to the webinar

The plan:

• Welcome and introductions and a reminder of the five features of personal health budgets – Vidhya Alakeson

• Making personal health budgets work well – Colin Royle, People Hub

• Avoiding workarounds – what happens when we don’t set personal health budgets up well – Tricia Nicoll

• Q and A session – Vidhya
Back to basics: the five features

The person with a personal health budget:

1. Is able to choose the health and wellbeing outcomes they want to achieve
2. Knows how much money they have for their health care and support
3. Is enabled to create their own care plan
4. Is able to choose how their budget is held and managed
5. Is able to spend the money in ways and at times that make sense to them
Process basics

The steps of the personal health budgets process:

1. Working out the amount of money available
2. Making a care plan
3. Organising care and support
4. Monitoring and review
5. Understanding the person's health and wellbeing needs
6. Making contact and getting clear information

NHS England
If you are being offered a personal health budget your local NHS team will give you information, including how much money is available for your healthcare and support, what you need to include in your care plan and how it gets agreed. You might want to talk to someone who already has one.
2. What is working? What is not working?

It was a challenge thinking about how I live with my illness, but I realized that some things were working better than others.

I'm still having problems sleeping because of the pain.

What else can we think of?

Regular massage helps me relax and get to sleep...

...I'd like to try it.

You don’t have to change the healthcare and support that is working well for you, but if there’s something that isn’t working, you can change that.
3. What is important to you? What is important for you?

I'm the expert in how my condition affects me, but I value my doctor's expertise and advice.

It is important to me that I stop taking antidepressants.

These have worked for you in the past, let's talk about the risks & benefits.

Working in equal partnership with your healthcare professional means you can agree how to plan in a way that keeps you healthy and safe.
4. What would make a difference?

At the centre of your personal health budget is your care plan. You can get advice about care planning from your local NHS team if you want it. Support may be also available from local voluntary or user led organisations.
5. Agreeing goals and how to reach them

Once you've thought through the things that are important to you and your health, you can agree your goals and how to reach them with your healthcare professional.
6. Signing off the plan

Once you have completed your plan, it can be signed off by your healthcare professional.
7. Putting the plan into action

You can spend the money in ways and at times that make sense to you, as agreed in your plan.
8. What my personal health budgets means to me

You can review your plan with your local NHS team when you need to, for example if your health changes or something in your plan isn’t working for you. The aim is that you should have more control over the healthcare and support you need.

I’ve taken control. My personal health budget has helped me feel well and given me back my self worth.

It’s going really well. You could have done it all for me, but making decisions and doing it for myself has given me my life back.

That’s great. Let’s meet for your next review in 3 months... ... and do come back if anything suddenly changes.
Three ways to hold a personal health budget

CARE PLAN
At the heart of a personal health budget is a care plan, developed by an individual in partnership with their healthcare professional.

- Notional budget: the money is held by the NHS
- Third party budget: the money is paid to an organisation that holds the money on the person's behalf
- Direct payment for health care: the money is paid to the person or their representative
Making the basic process a success

• Get everyone around the table from the very start
• Set your local rules and communicate them clearly to individuals and staff
• Invest in collecting stories to communicate success – staff and individual/ family stories
• Decide how you are going to evaluate your success – what are you going to measure, how and who is going to measure it?
• Train staff not just about the process but about the point
<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I know where to go for clear and accessible information</td>
<td>and feel well-informed and supported.</td>
</tr>
<tr>
<td>2. I know how much money is available and how it was calculated</td>
<td>and have enough to meet all my health and wellbeing needs.</td>
</tr>
<tr>
<td>3. I have a budget that includes all my health and wellbeing needs</td>
<td></td>
</tr>
<tr>
<td>4. I have a plan that covers all my health and wellbeing needs and</td>
<td>takes into account my family situation.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>5. I can choose between all three options for managing my budget</td>
<td>including a direct payment.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>6. I have control over organising my care and support in the ways and</td>
<td>at the times that make sense to me.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>7. I am an equal partner in all decision-making and my expertise is</td>
<td>recognised and valued.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>8. I have a plan which takes accounts of risks in a positive way and</td>
<td>enables me to lead as full a life as possible.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>9. I find the process clear and transparent, and it is easy to get my</td>
<td>plan agreed and problems resolved.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>10. I am supported to review my plan, to see what's working and not</td>
<td>working, and to make any changes needed.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Resources

Personal health budget toolkit
http://www.personalhealthbudgets.england.nhs.uk/topics/toolkit/

Delivering personal health budgets
http://www.policypress.co.uk/display.asp?ISB=9781447308522&

Rethink personal budgets guides – for individuals, families and staff
http://www.rethink.org/living-with-mental-illness/personal-budgets
Making personal health budgets work well

Colin Royle

February, 2014
The National Peer Network

- National peer network formed in April 2011
- Made up of people with direct experience of having a personal health budget (and or their carers), or those who want a personal health budget.
- Meet bi-monthly
- Work in collaboration with Department of Health, and now NHS England
- Commented on and helped to shape emerging policy
- Contributed to all good practise guides
- Shared their experiences at national event
Who are peoplehub?

- An independent user led organisation made up of peers who have personal health budgets

- Created to give a voice, connect and empower and to influence the development of personal health budgets

- Have (or have had) peer networks in Northampton, Dorset, Oxford, Sheffield, Hull and Nottingham

- Commissioned to run the National Peer Network in April 2013
What do people mean by flexibility? The term largely refers to flexibility over how the budget is spent (i.e. what is bought). However, budget holders highlight the importance of:

- flexibility around managing the money and wanting a range of deployment options
- pay and conditions
- budgeting (to allow for fluctuations in need and well-managed needs)
Good care planning is at the heart of a personal health budget. This involves:

- Active listening
- Ensuring the person is at the centre of planning
- Focusing on the outcomes a person wants to achieve
- Good conversation and not form-filling (this is not an assessment process)
- Hope that things can be better
Focus on the whole person

People want to be listened to and understood in the context of their whole life.

“Health care professionals need to start seeing people as whole people not just an illness and help people have a “life not just a service”.

For people with long-term health conditions, the support they receive is a means to an end not an end in itself. They want to be supported so that they can go on and do the things that matter to them. They want to live to their full potential even though they may know their illness or disability will have an impact on what they can achieve.
Knowing the deal

• People want to be clear about the ‘deal’.
• They don’t want a list of what they can and can’t spend their budget on, (though clarity of the few simple exclusions is helpful) but they **do** want to know how decisions are made.
• They want clear information about the ‘rules’ and want to know:
  • Their indicative budget upfront
  • How the budget has been calculated
  • When and how their personal health budget will be reviewed
  • What happens if their needs change
Sufficient resources

Budget holders are almost universally concerned about good use of public money. However, they are also concerned about:

• insufficient resources to deliver a safe care plan
• lack of financial contingency in the plan
• sufficient resources for workforce development
• sufficient resources for on-costs i.e. payroll services, brokerage services, support for care planning

Without sufficient resources, a personal health budget will fail before the cost benefits have been realised.
Good conversations and reliable information

We need to recognise the importance of good conversations because people are being asked to take a ‘leap of faith’ when they take up the option of a personal health budget.

It is helpful to think in terms of a personal health budget process that involves:

- Sharing various kinds information at different times
- Investing time in information sharing because it increases confidence and has a significant impact on the success of a personal health budget.
Many people want contact with others who have “been there and worn the t-shirt”

People want to share their stories and to hear what’s worked and what hasn’t worked for other people

They want to influence the development of personal health budgets and feedback their experiences

Reliable information is a key aspect of peer support
Avoiding the dreaded ‘workaround’ – some stories of how things can go wrong if we don’t set this up properly!
Q and A – Vidhya Alakeson

• Use the chat window on the right to ask a question
• Raise your hand if you want to speak

1. Click chat
2. Type question and click send
3. Raise hand
Thank you for taking part in the webinar!

The next webinar is on Wednesday 16th April 2014

Please do get in touch if you have any questions or queries: