



Individual Service Funds – Making it Happen

A Collaborative Approach





CfWR consultancy

The Centre provides practical assistance, training and consultancy to a whole range of organisations including: support providers, voluntary and community sector organisations; clinical commissioning groups; local authorities and others who aspire to make radical change for the benefit of citizens.

The collective knowledge, skills and experience of the Centre means that we are able to provide practical advice and support on a whole range of issues.





Our ISF support offer

- Co-production & visioning
- Commissioning support (developing strategy, business cases, pilots, programme plans)
- Training for social workers and providers
- Market engagement
- Stakeholder consultation
- Organisational coaching & mentoring
- Tactical support
- Outcomes and financial impact evaluations





ISF's – Making It Happen

Introductions

Gary Kent – Newkey

I am a director of an established Dom care agency in the South West, providing support for people with learning disabilities.



Jacqui Hendra – Social Care Assessor – DCC

My role includes undertaking needs assessments and reviews for people across the South Hams area.



This presentation provides the perspectives from both the provider and care manager to highlight the challenges, processes and the wide-ranging benefits of ISF's.



ISF's – Making It Happen

Background and Initial Perceptions of an ISF

The Provider

Background

My first involvement with ISF's began around 4 years ago working alongside Dorset County Council. I brought my learning from this experience to Senior Commissioners within Devon County Council to begin to discuss a pilot that could be rolled out in the area.

Initial Perceptions

My initial perception of an ISF was a model that reflected my core values and beliefs around personalisation and ensuring that the person has full control, choice and flexibility in the way they are supported and their budget.





ISF's – Making it happen

The Care Manager

Background

My first involvement with an ISF was working alongside NewKey in 2019. This was part of the pilot project that was being run at the time which I became involved with through the assessment and review process for a small group of people.

Initial Perceptions

Initially, I had a limited understanding and knowledge of the true definition of an ISF and had various concerns that prevented me from considering them as a viable option.

I had concerns over how these would be managed and, that if ISFs are used 'creatively', they might not be spent on meeting eligible outcomes.

I was also concerned at the thought of providers initially undertaking reviews in place of the Care Managers and the potential of this being abused.





ISF's – The Obstacles

- The legal agreements
- How was the money going to be disbursed
- How was the money going to be held
- Converting the agreements into Easy Read format
- The consultation period on developing knowledge around ISF's
- Understanding the Eligibility Criteria's
- Understanding new ways of working – i.e. The 24-7 grid



ISF's – Overcoming obstacles & effective collaboration



The Provider

We committed significant time and resources to raise awareness at a local level through a series of consultations with the people we support, their circles of support, and through some positive joint working with the local authority.

By working in collaboration with the local authority, it enabled us to adopt a joint up approach which helped us to improve our knowledge around the Eligibility Criteria and further build our relationship of trust.



The Care Manager

I spent time with our local trusted provider learning & developing my understanding about how ISF's work, also teaching them about how we as a local authority work, especially focussing on eligibility criteria.

This joint work was extremely positive as it allowed for mutual learning and a better understanding from both perspectives. This allowed me to see the benefits of an ISF and build up a good level of trust with the provider.





ISF's – What we've learned



- ✓ Working in collaboration with providers is the key to successfully deliver ISF's. It is vital to develop a relationship of trust and be transparent with communication to share best practice and address problems or mistakes, so that we can all learn together.
- ✓ There can then be a focus on genuine person-centred outcomes and collaborative working, which shifts people's ways of thinking from hours to outcomes.
- ✓ The importance of writing good outcomes for individuals and communicating them with everyone that's involved in their care and support is paramount.
- ✓ It's important for all to understand that an Individual Service Fund can be used to meet eligible needs in ways that are different and more creative than what's traditionally seen as 'care and support'.
- ✓ Support staff are now demonstrating the skills needed to research assets in the local community, that meet the individual's needs and interests and help them to make best use of them.
- ✓ It's important for all to understand that an Individual Service Fund can be used to meet eligible needs in ways that are different and more creative than what's traditionally seen as 'care and support'.

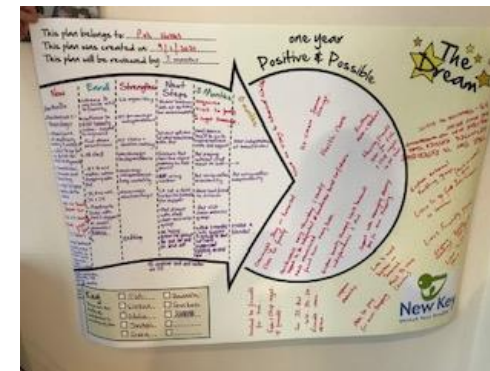


ISF's – The Process we've followed

- Through joint meetings, we helped the person and their circles of support understand what an ISF is and how they can use their budget creatively.
- This process included making everyone aware that the person's outcomes are set against the Eligibility Criteria as detailed by the care manager.
- In partnership, we have completed a PATH with each person to map out their goals and outcomes.
- ✓ Training and educating the staff team with the culture change needed to effectively implement the ISF. This has included: the understanding of the Eligibility Criteria and the setting of relevant goals and outcomes, creating a better understanding of a more effective and flexible use of hours, increased community mapping, networking and local connections, moving away from time and task support and adopting a more holistic approach to delivering support.

Person-centred planning requires the coordination and involvement of everyone who's involved in an individual's 'circle of support'. The PATH highlights to the provider & care manager what a good life looks like for each person.

- Implementing the 24-7 grid and providing training to the person and the support team.





ISF's – Case Studies

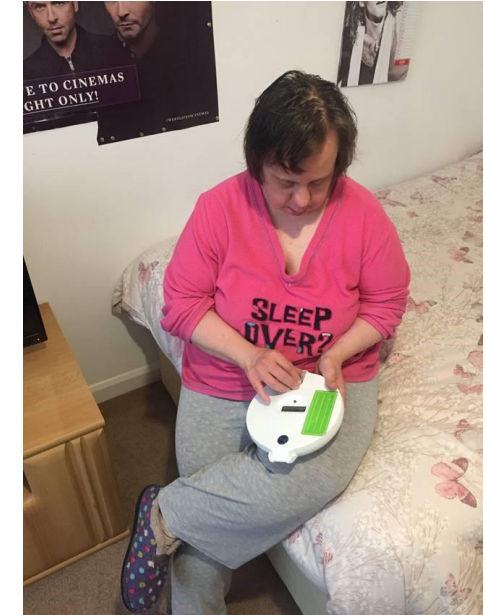
Meet some people who are benefiting from an ISF:

Janice

One of Janice's goals was to purchase assistive technology to help her become more independent around cooking. This has involved using a i-pad to create a personalised video recipe slide shows which is enabling her to cook with less support.

Within a week of Janice using her new medication dispenser she was able to administer her own meds without support.

Janice now has weekly Zoom meetings with her team, care manager and Gary (Newkey) which reviews the 24-7grid and her outcomes and achievements.





ISF's – Case Studies

James

James has also used Zoom meetings to review the 24/7 grid and his outcomes which is something that he has really enjoyed. He has also conducted presentations about ISF's.

By managing his support in the way he wants, James has managed to dramatically reduced his budget and will be returning unspent funds to DCC. His confidence, self-esteem and independence has grown due to him having grater control, understanding and autonomy around his budget.





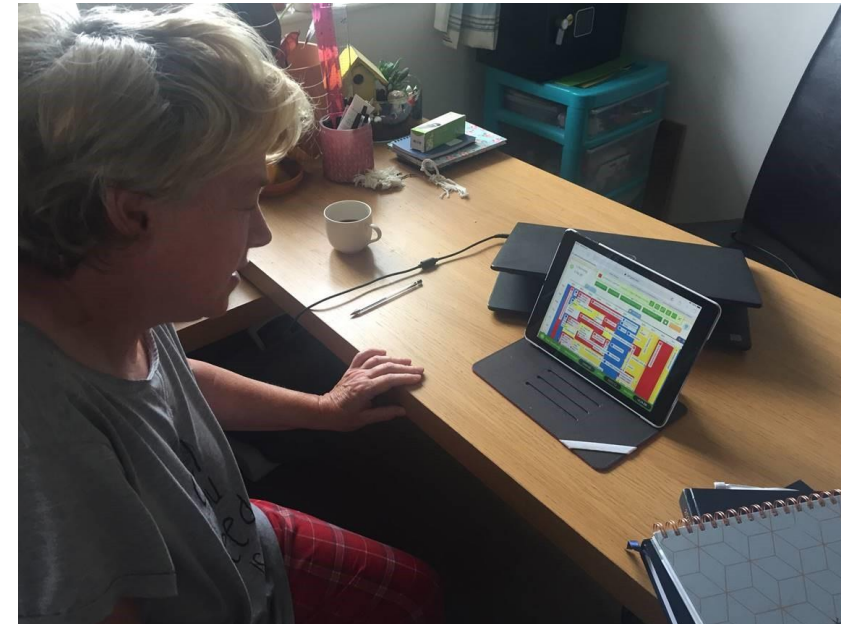
ISF's – Case Studies

Trudy

Trudy has received many benefits since moving to an ISF.

She has developed a good understanding of the 24-7 grid and now leads on the management of her grid, sending weekly information to the finance team at Newkey which puts her in control of her budget.

Trudy is now much more aware of her budget, what she has spent and what is left and how she may wish to spend this.



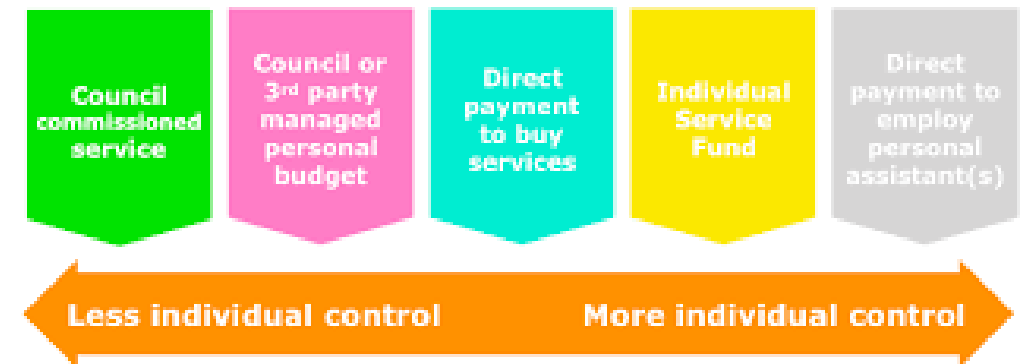


ISF's – The Benefits

- **Choice and control for the individual:** the individual chooses which provider they want to work with and has more of a say over how their personal budget is spent.
- **Improved outcomes for the individual:** the budget can be used to make best use of the individual's, and their communities, strengths and assets.
- **Flexibility:** the individual's personal budget can be used flexibly and creatively to meet their needs and achieve their outcomes. There are only a few contractual restrictions, for example, using the budget for alcohol, gambling, sexual activity or anything illegal.



ISFs and the degree of control





ISF's – The Benefits

- **Responsiveness:** if the individual wants to change their care and support, this can be done quickly and easily by the ISF holder, who knows them well and will be able to negotiate and action changes on their behalf, in a timely manner, without needing to involve the local authority. (This was proven through the Coronavirus (COVID-19) pandemic) & took a lot of pressure off the local authority)
- **Clarity:** the ISF agreement ensures that everyone is clear about their role, rights and responsibilities, which avoids confusion and complexity.
- **Sustainability:** if the individual has successfully managed their own direct payment and their capacity or ability to do so declines, or if a family member has supported this and they're no longer able to, an ISF arrangement can offer sustainability and continuity of care.





ISF's – What's Next?

The Provider:

We would like to think that everyone we support within our organisation can take control of their budgets and have access to an ISF in order to achieve this in the most effective way.

We have seen how an ISF benefits not only the individual, but the staff team, us an organisation and our colleagues in adult social care. This way of working has further strengthened our relationship with care managers and built greater mutual trust and understanding.

We would like to share our good practise and knowledge to enable wider use of ISF's in the area to achieve better outcomes and value for all.



Our Values

“To listen and respond to people with a Learning Disability to ensure everything we do is guided by their expressed needs and that we can represent their wishes.”



ISF's – What's Next?

The Care Manager:

I will be promoting ISF's through the assessment process and encouraging others to consider ISF's, offering peer support to share good practice and talk about any challenges.

I always believed I worked in a person centred way, however I have since developed my way of thinking using PATH & broadening my knowledge of alternatives, asset, strength & community based support options focusing outcomes on individuals wants, needs, interest & preferences captured in the PATH, ensuring everyone is working towards these outcomes. This has been a positive outcome for all involved & most importantly giving the person being supported choice & a more creative future.

Working closely with the provider & support staff overcoming barriers preventing person centred support planning such as positive risk taking has been a real success for all involved.

The choice & flexibility an ISF offers has been a great success & all involved have demonstrated a willingness to embrace change with great enthusiasm & motivation.



KEY AIMS



- **Adapt the approach to assessments and reviews to support successful implementation**
- **Promote success and encourage others to be brave**
- **Learn together (providers and LA) - talking about the benefits and challenges**
- **Challenge previous way of thinking and working**





Contact us

To find out about how we can support you (no matter at what stage you are it in developing an idea) and information on our consultancy rates please get in touch via email at chris.watson@cforwr.org

Or telephone 07453 299057

