

# Personal Health Budgets in Lancashire What do they mean?

From October 2014



# Introduction

**The aim of Personal Health Budgets (PHBs) is that patients are given a set amount of money and can decide what care is best for them, in partnership with their NHS team.**

PHBs are aimed at giving you more choice and control over how money is spent on meeting your health care and wellbeing needs.

Together with your NHS team you will develop a care and support plan. The plan sets out your personal health and wellbeing needs, the health outcomes you want to achieve, the amount of money in the budget and how you are going to spend it.

## Who can have a PHB?

From 1 October 2014, adults who are eligible for fully funded NHS Continuing Healthcare funding, and children eligible for NHS continuing care, have a right to have a PHB.

Your Continuing Healthcare funding and care package will remain in place if you choose not to have a PHB. It is completely voluntary.

## What is a PHB?

A PHB is an amount of money, paid to you by the NHS to meet your healthcare and wellbeing needs; planned and agreed between the person or their representative and the local NHS team. You will be able to use your budget for a range of things to help you meet your goals, including personal care and equipment.

## What does this mean for me?

People who are eligible for NHS Continuing Healthcare and Continuing Care for children will have much more say over how their health and wellbeing needs are met.

If you are receiving direct payments through social services, you may be able to transfer to a PHB with minimal or no disruption to your current arrangements if you become eligible for NHS Continuing Healthcare.

## Who is delivering PHBs for patients in Lancashire?

**The NHS Midlands and Lancashire Commissioning Support Unit (MLCSU) Continuing Healthcare Team are delivering PHBs with seven clinical commissioning groups (CCGs):**

- Blackburn with Darwen CCG
- Chorley and South Ribble CCG
- East Lancashire CCG
- Fylde and Wyre CCG
- Greater Preston CCG
- Lancashire North CCG
- West Lancashire CCG

It is the CCGs, which are local NHS groups, which buy healthcare services on people's behalf who are delivering PHBs with organisations providing support. Currently these organisations include Salvere and SOLO Support Services. It is envisaged that over time a wider range of organisations, and therefore choice, will become available. These arrangements will be reviewed from October 2014 onwards.

# How does it work?

**There are three key steps to meeting health and wellbeing needs under the PHBs system:**

## **Step 1 – assessment of needs**

Your care coordinator will ask you questions to find out what you need for your health and wellbeing.

## **Step 2 – budget allocation**

Your assessment of needs is used to calculate an 'indicative budget'. An 'indicative budget' is an estimate of the money needed to meet your health and wellbeing needs.

## **Step 3 – support planning and using the budget**

Your care coordinator will then work with you, and those who support you, to decide how best to use the PHB to meet your needs. This will include your choice of how care is delivered.

This is written in a support plan, which both you and your care coordinator must sign.

While it can take some time to set up your health budget, we will make sure that this doesn't cause a delay in being discharged from hospital and an interim care package may be offered.

# Will it affect my benefits?

A PHB is not a welfare benefit and is not a part of the benefits system.

This means that a PHB is not taken into account when calculating your benefits entitlement. PHBs are given in order to meet health and wellbeing needs, and cannot be spent for any other reason. The seven Lancashire NHS CCGs have a duty to ensure that payments are being used for what has been agreed with your care coordinator and documented in your support plan.

The NHS CCGs are entitled to recover any money that is not spent appropriately.

Whatever form of PHB is used, the assessment and review process for Continuing Healthcare remains as it is now.

# From where does the money come?

The funding comes from the same pot of money which pays for either fully funded NHS Continuing Healthcare or Continuing Care for children.

## How will PHBs work for me?

**The budgets could work in three ways:**

- 1. Direct payments** – This is where either you or one of the agreed support service suppliers holds the funds to buy the care and support you and your local NHS team decide you need. For audit purposes you or your support service supplier will have to show on what the money has been spent. You will be the employer and will buy and manage the service yourself, supported by the support service supplier as your human resources advisor.
- 2. A notional budget** – With a notional budget no money changes hands. You find out how much money is available and then talk to your local NHS team about the different ways to spend that money on meeting your needs. They will then arrange the agreed care and support.
- 3. A budget held by a third party** – This is where a non NHS organisation holds the money for you and helps you decide what you need. After you have agreed this with your local NHS team, the organisation buys the care and support you have chosen, and they become the employer.

### **For people who lack capacity**

The agreed representative is responsible for managing the direct healthcare payment, and buying and managing the service. The representative is responsible for the money and, for audit purposes, has to show on what the money has been spent. The representative must involve the individual and act in their best interests.

## Must I have a PHB?

People do not have to change the healthcare and support that is working well for them, but if there's something that isn't working, that can be changed.

## On what can my budget be spent?

The aim of PHBs is to allow you real flexibility in planning the care that you need. PHBs are intended to be used for a range of services to help meet people's goals, such as personal care and, in some cases, selected equipment. People will not pay for emergency care or normal care from a family doctor from their PHB budget.

## On what can't I spend my PHB?

**People are not allowed to spend the money on:**

- X** gambling
- X** debt repayment
- X** alcohol
- X** tobacco
- X** anything unlawful

The PHB can't be used to part-fund treatments alongside patients' own money. If a patient for any reason wanted to purchase additional care, privately, this would need to take place separately. However, a patient could use their budget to purchase private services that meet their personal health outcomes e.g. a private physiotherapist.

## Can I employ a relative?

Ordinarily, no. The CCG / MLCSU will need to confirm that it is necessary to employ a relative / partner or anyone living in the same household as you, in order to satisfactorily meet your care needs for that service; or to promote the welfare of a child for whom direct healthcare payments are being made. If family members, close relatives and / or people living in the same household as you are to be employed, using a direct healthcare payment, the CCG / MLCSU must agree and record this in the care plan.

## Will I be asked to show how I have spent the money?

Yes, patients are required to keep basic records. Your PHB bank account will be audited. PHBs can only be used as agreed in your PHB care plan. The records will be subject to audit arrangements by MLCSU Finance Department.

The balance of the bank account will be reviewed regularly and any money that has not been allocated to your care or support, excluding the contingency funds, will be returned to your CCG (unless a prior agreement has been made with the care coordinator).

# More information

Depending on personal preference, there are two organisations working with your local NHS who support people with PHBs.

Salvere will help **you to employ** your own team of staff or SOLO **will employ** your team of staff.

Contact them or see their websites for more information.

## Salvere:

Visit [www.salvere.co.uk](http://www.salvere.co.uk)

**Telephone:** 01772 535683  
**Email:** [contactus@salvere.co.uk](mailto:contactus@salvere.co.uk)  
**Post:** Salvere  
Suite 6 Leyland House  
Lancashire Business Park  
Centurion Way  
Leyland PR26 6TY

## SOLO Support Services Ltd:

Visit [www.solosupportservices.co.uk](http://www.solosupportservices.co.uk)

**Telephone:** 0115 815 7010  
**Textphone:** 0115 815 7010  
**Email:** [info@solosupportservices.co.uk](mailto:info@solosupportservices.co.uk)  
**Post:** SOLO Support Services Ltd  
34 Millicent Road  
West Bridgford  
Nottingham NG2 7PZ

If you want to share experiences, advice and support with other people who have a PHB, their carers and families, you can visit the **peoplehub** website: [www.peoplehub.org.uk](http://www.peoplehub.org.uk).

**NHS Choices** helps people find reliable information about treatments, conditions and healthy living, and to comment on their own hospital experience at [www.nhs.uk](http://www.nhs.uk)

Find out more about PHBs on NHS Choices at [www.nhs.uk/personalhealthbudgets](http://www.nhs.uk/personalhealthbudgets)

To find out **all about choice** go to: [www.nhs.uk/choiceinthenhs/yourchoices/allaboutchoice/pages/allaboutchoice.aspx](http://www.nhs.uk/choiceinthenhs/yourchoices/allaboutchoice/pages/allaboutchoice.aspx)

For more information about the right to choose where you get treatment, ask your GP, CCG or visit: [www.nhs.uk/choiceintheNHS/Yourchoices/Pages/Yourchoices.aspx](http://www.nhs.uk/choiceintheNHS/Yourchoices/Pages/Yourchoices.aspx)

Your health, your way (also called the patients' prospectus) supports people to take a more active role in decisions about their care, control their condition better, and have a better quality of life visit: [www.nhs.uk/Planners/Yourhealth/Pages/Yourhealth.aspx](http://www.nhs.uk/Planners/Yourhealth/Pages/Yourhealth.aspx)

Information Prescriptions are a quick and easy way to provide information about your condition and local services at: [www.nhs.uk/ipg/Pages/IPStart.aspx](http://www.nhs.uk/ipg/Pages/IPStart.aspx)

## NHS complaints information

**If you are unhappy with your NHS service contact:**

Midlands & Lancashire CSU  
Customer Care Team  
Jubilee House  
Lancashire Business Park  
Leyland  
PR26 6TR

**Telephone:** 01772 214200

**Email:** [customer.care@lancashirecsu.nhs.uk](mailto:customer.care@lancashirecsu.nhs.uk)

# CCG Contact Details

## Blackburn with Darwen CCG

Fusion House,  
Evolution Park,  
Haslingden Road  
Blackburn  
BB1 2FD

**Telephone:** 01254 282000

**Email:** [customer.care@lancashirecsu.nhs.uk](mailto:customer.care@lancashirecsu.nhs.uk)

## East Lancashire CCG

Walshaw House  
Regent Street  
Nelson  
BB9 8AS

**Telephone:** 01282 644700

**Email:** [customer.care@lancashirecsu.nhs.uk](mailto:customer.care@lancashirecsu.nhs.uk)

## Greater Preston CCG

Chorley House  
Lancashire Business Park  
Centurion Way  
Leyland  
PR26 6TT

**Telephone:** 01772 214 200

**Email:** [enquiries@greaterprestonccg.nhs.uk](mailto:enquiries@greaterprestonccg.nhs.uk)

## West Lancashire CCG

Hilldale  
Wigan Road  
Ormskirk  
L39 2JW

**Telephone:** 01695 588000

**Email:** [info@westlancashireccg.nhs.uk](mailto:info@westlancashireccg.nhs.uk)

## **Chorley and South Ribble CCG**

Chorley House  
Lancashire Business Park  
Centurion Way  
Leyland  
PR26 6TT

**Telephone:** 01772 214 200

**Email:** [enquiries@chorleysouthribbleccg.nhs.uk](mailto:enquiries@chorleysouthribbleccg.nhs.uk)

## **Fylde and Wyre CCG**

Derby Road  
Wesham  
PR4 3AL

**Telephone:** 01253 306305

**Email:** [enquiries@fyldeandwyreccg.nhs.uk](mailto:enquiries@fyldeandwyreccg.nhs.uk)

## **Lancashire North CCG**

Moor Lane Mills  
Moor Lane  
Lancaster  
LA1 1QD

**Telephone:** 01524 519369.

**Email:** [info@lancashirenorthccg.nhs.uk](mailto:info@lancashirenorthccg.nhs.uk)

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**For further information visit**

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