


Personal Budget Summary Support Plan

Name		CareFirst ID	
Address		Postcode	
Telephone		Date of Birth	
Key Contacts			
Person	Name	Telephone	
Emergency Contact			
GP			
GP Practice			
Plan Overview			
Type of Plan:	PB Summary Support Plan	Status: Current	Version: 1.1
Assigned To:		Team:	
Personal Budget and Funding			
This plan sets out your eligible needs and how they will be met - please keep your plan in a safe place			

Support Need	Activities/Support	Cost(£)	Outcome	Risks/Contingencies
Needs support with personal care	Personal assistant to support with personal care and transfers twice a day.	£xxx	Planned Outcome Mr S would like to keep clean.	If personal assistant unwell, an informal/unpaid support network is set up to step in. This network includes Mr A, Mrs E and Mr O (This list is not exhaustive).
Support required to assist up and out of bed, washing, dressing and to get into bed.				
Related Service Direct Payment - Day Support		Provider Direct Payments Team		Start Date 24/05/2012
			Planned Outcome.	
Related Service		Provider		Start Date
			Planned Outcome	
			Planned Outcome	
			Planned Outcome	
Related Service		Provider		Start Date
Support Need	Activities/Support	Cost(£)	Outcome	Risks/Contingencies
			Planned Outcome	
Related Service		Provider		Start Date

	<p>If you would like this document in large print, audio, Braille, alternative format or in a different language please contact Customer Service Centre on Tel: 0344 800 8020 Textphone: 01603 763585 and we will do our best to help.</p>
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Your Summary Support Plan

Your Assessment: We have asked you about your needs, and assessed that you are eligible for help – this is called your assessment.

Your Plan: The next step is to write down the needs that you have, the support/activities that will meet them, the costs involved and a plan of action should the support not occur. The Local Authority will record the information you provide us, as a Summary Support Plan. This support may be arranged by Community Services (Adult Care), by another provider on behalf of Community Services (Adult Care) or through a responsible person managing a Direct Payment.

- If there is a problem with the care you receive – e.g. your home support carer has not arrived – please contact the service provider.
- If the service provider is unable to help, check your Summary Support Plan and put in place the plan of action should the support not occur.
- If your plan of action does not help and you require support, please contact our Customer Service Centre 0344 800 8020 (option 1 – Social Care).
- If you need to make changes to arrangements – for example, if you are due to be away and need to cancel your services – check your Summary Support Plan and either contact the Customer Service Centre 0344 800 8020 (option 1 – Social Care) and let the service provider know, or contact the person managing your Direct Payment.

Your Finances: If you are going to be in receipt of any services arranged through Community Services (Adult Care), you will have been offered a financial assessment to explain what charges you will have to pay and what benefits you are entitled to.

You will be given a written statement of the actual charge to be made for the budget/services given in your plan and how this has been calculated. Should you need any further information about the charges or your benefits, please call the Customer Service Centre.

Your Review: The help you get will be looked at again in the future to make sure you remain eligible for help, and if so, that your budget/services continue to meet your needs. This will be called your review.

We will agree with you on when your needs will be reviewed, and this will depend on the type of services you receive and the reasons for providing them. Your plan will be reviewed at least once a year.

Please tell us what you think. We try to do the best we can. If we have done really well, please tell us. If you are unhappy about the help you get or about any of your workers, it is all right to complain. If you want to make a compliment, comment or complaint:

- About an organisation listed in your plan – you can contact them directly
- About Community Services (Adult Care) – you can talk to us by calling the Customer Service Centre on 0344 800 8020 (option 1 – Social Care), write to our Compliments & Complaints Manager at FREEPOST IH 2076, Norwich, NR1 2BR or e-mail us: complimentsandcomplaints@norfolk.gov.uk