



Your Support... Let's get creative

**A guide to the opportunities and choice
that Creative Support can offer to people
in receipt of their own funding**



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Introduction

Thank you for considering Creative Support as your provider of support services.

We promote the independence, inclusion and well being of people with support needs. We do this by working with the people we support, their families and partner agencies to deliver innovative, high quality services that meet their needs and aspirations.

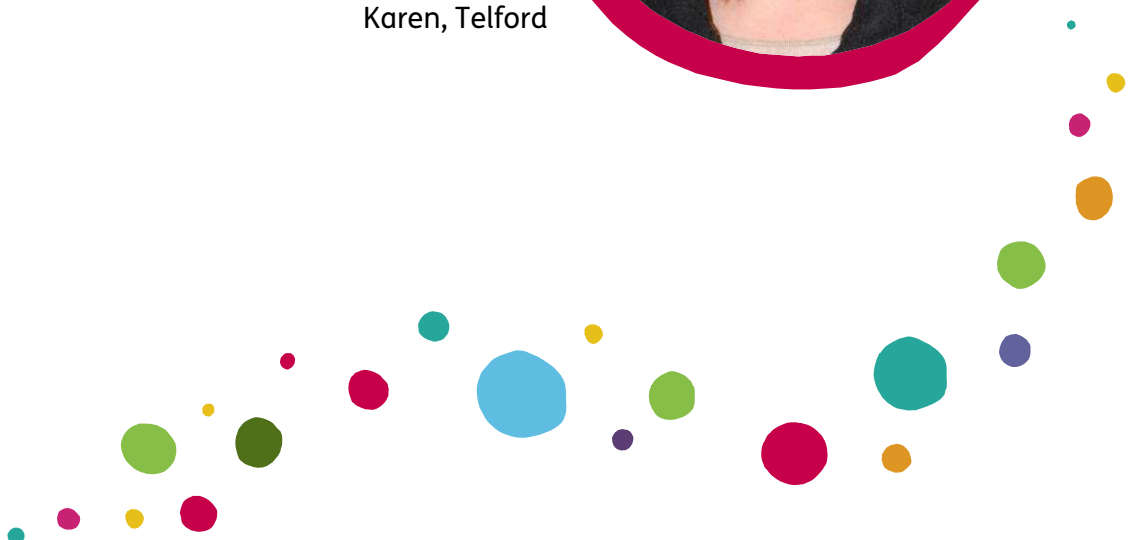
We work with people with a wide spectrum of needs, ranging from those who require short term support to regain their independence to people with complex needs requiring intensive support to enjoy a good quality of life.

All our services are individualised, person centred and deliver valued outcomes, as we passionately believe that our service users have the right of choice and to live lives that are meaningful and which enable them to reach their full potential as individuals.

We hope that this booklet offers you enough information about the different services that we can offer you.

With Creative Support I have seen the positive effects of working in a person centred way. The changes have been rewarding, not only for the service users but also for the staff. I am happy to come to work every day and enjoy being part of a company who values people's lives and works together with people to make a difference.

Karen, Telford



Why Choose Creative Support?

- We are a not-for-profit organisation with 20 years experience of offering person centred support to people with learning disabilities, mental health and other support needs.
- We have an excellent reputation with both the Care Quality Commission and Supporting People as the results from our inspections demonstrate.
- We encourage service users to get actively involved in our services, at both a local and a corporate level, to ensure that we provide the support you both need and want and to promote the continuous improvement of our services.
- Choosing Creative Support means you will be supported by highly trained staff who follow Creative Support's thorough policies and procedures.
- We have our own dedicated training department which enables us to train all of our staff to meet the personal needs of the people we support.
- If you choose Creative Support you will also have access to the numerous activities and events that we host throughout the year, such as five-a-side football tournaments, Christmas parties, cinema groups and other activities.
- At Creative Support we have a large human resources department with 20 years' experience of recruitment, selection and managing personnel issues. We also have a dedicated finance team so you can relax and leave the time consuming personnel issues to us whilst you get on with enjoying your life.
- We place the safety of our service users at the core of everything we do! This can be seen in our thorough and robust Safeguarding Policy and procedures. Our designated Safeguarding Director formally logs and monitors any safeguarding incidents and promotes areas of good practice.
- Finally, we take customer service very seriously and when you contact us you will be allocated a personal Creative Support worker who will deal with your query from start to finish. You will not be passed around from person to person and we will meet with you at a time and date that suits you.



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Getting Your Own Budget

Self Directed Support

Self directed support is a way of giving you greater independence by providing you with cash to arrange and purchase your own care services, either instead of or combined with traditional services.

You can receive self directed support via Direct Payments, 'In Control' payments (for people with learning disabilities), personal and individual budgets (following a self assessment under the local authority Resource Allocation System)

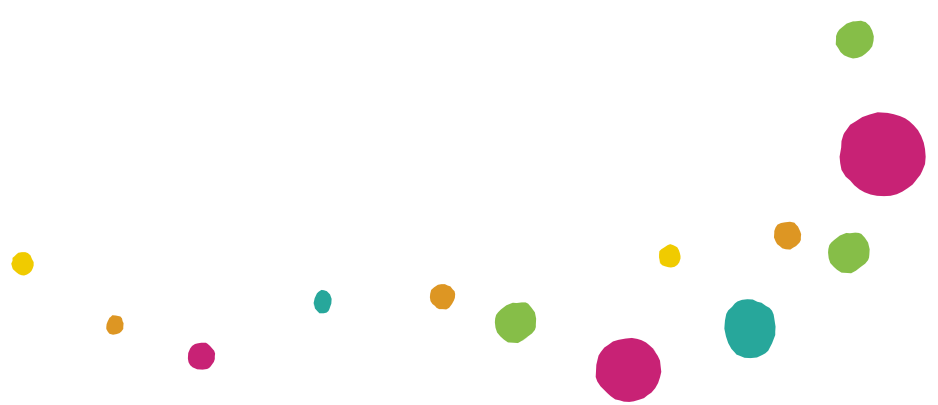
If you receive social care funding, you are not required to receive your own budget because you can continue to receive support in the traditional way which you have been used to.

You can also request to have a 'virtual budget' which means social services keep hold of the money and deal with the financial and contractual side of business (which some people may find confusing) but you have full control of how you spend your money and who you choose to provide your support.

Examples of ways Self Directed Support can be used

- To arrange care by employing a personal assistant or purchasing care from an agency, such as Creative Support
- For a one off purchase or payment, such as equipment or adaptations, which will help meet assessed needs
- Purchasing a gym membership to facilitate improved physical health
- Travelling to visit family
- Dance lessons for improved physical health and social interaction
- Help with shopping
- Help with collecting children from school

It is important that you only use your money to help meet the needs on your Care or Support Plan and that you keep records and receipts to show how the money has been spent. You will usually have to make a contribution towards the cost of your Direct Payments (except where you are receiving services under Section 117 of the Mental Health Act or it is in your carer's name).



If you are not already receiving self directed funding, the seven steps described below explain what you need to do to get it, to start having more control of the support that you receive, and what happens next:

1. **Assessment of Need** by social care services. Supported Assessment and Self Assessment. There is a greater emphasis on self assessment which means you tell social services what help you need. This will involve completing a Self Assessment Form.
2. **Resource Allocation.** After your needs have been assessed, you will be told how much funding you have been awarded. The process aims to be fair and based on your assessment of need.

If the money is all coming from adult social services it is called a Personal Budget. If it comes from different places, e.g., Supporting People, a Disabled Access Grant, the Independent Living Fund, Access to Work, Integrated Community Equipment Services and more, it is called an Individual Budget.

3. **Support Planning.** You will work with your Care Manager to develop a support plan to identify how the budget will best be used to meet your needs and wants. It will focus on outcomes.
4. The Support Plan has to be agreed and signed off by adult social care.
5. **Managing the Money.** You can choose to be given the money as a Direct Payment so that you arrange your support yourself or you can ask the council to commission the services on your behalf. A service broker can help you to organise the help and support you need.
6. **Organising and Coordinating Support.** You will be able to access help to select providers and monitor your support.
7. **Living Life and Reviewing your Support.** Personalisation means that people have choice and control about how they are supported to live their life and reach their full potential. To make sure that you are receiving the best support to meet your needs and to show the government that they are using the money well, the council has to review your support and account for the money spent.

I have been a street sweeper in St Annes for 18 years, but had to stop for a while. With the assistance of my support workers I have returned to work 3 days a week and hope to go back full-time soon. My support workers help me with my epilepsy medication and also with shopping. Before, I was having problems taking my medication and I kept falling over, but now it is ok and I can work.

He's a smasher Derek [Senior Support Worker], and all the support workers, I love the lot of them. I couldn't say anything bad about them. They're like my big family, them and all my family.

Laurence, Blackpool



Personalised Support Options

We believe in developing a service around your needs and interests rather than you fitting into a service that already exists.

If you choose Creative Support, the first thing we will do is meet with you and anyone else who you would like to be involved, to discuss exactly how you want to be supported. You will have a named contact person who will be your personal advisor. You will deal with this person from the start right up until you are ready to receive support from us. You will not be passed around from one person to another.

We will tailor a personalised support package to suit you and then put together a support contract which outlines what we have agreed. The details of this support and of the outcomes that you want to achieve will then be put into your personal support plan.



My support started in October 2007 when my social worker and NHS worker introduced me to Creative Support. I find the support they give me really helpful. They have supported me to cope and face up to the daily challenges that life sometimes throws at me. They have helped me to sort out my finances and have picked me up when I have been feeling down. This year they supported me to get a semi final ticket, with a free carer pass, to see my beloved rugby league club Wigan. I took my mum as a thank you for always being there for me.

I still have many goals and ambitions that I want to achieve over the coming year and beyond and the team that supports me have helped me organise myself and have given me the motivation and drive to get them. I am in the process of looking for some therapeutic work and I am gradually whittling away at the bills. Hopefully this year I can reach another goal and get my hands on my own Wigan season ticket.

Tony, Warrington

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Getting it right!

We aim to match your interests and needs to a particular support worker. Depending on the number of support hours you want to purchase, we will work with you and the people you choose to be involved, to create a person specification and job description that meets your needs. We will also ensure that all of the personal skills and qualities that you feel are important are included in the person specification.

We can support you to live an independent and active life in your community. This includes help to:

- Keep your home clean and tidy
- Prepare meals
- Look after your personal hygiene or care, for example, help to bath or shave
- Go shopping
- Visit places of interest
- Maintain your tenancy
- Attend hospital or doctors appointments
- Access activities or hobbies
- Eat out at restaurants of your choice
- Go on day trips, short breaks and holidays
- Attend college
- Find a more suitable home
- Participate in community groups and activities
- Apply for or attend work placements, volunteering or paid work
- Build relationships
- Visit family members.

If you need a member of staff to use their car to help you get out and about you will be billed for the mileage in line with the present Inland Revenue rates.



Meaningful Day Activities

We can offer you one to one support to do the things that you want to do during the day time. You can be as creative as you want to be in choosing meaningful day activities.

We will meet with you to discuss your personal needs and the type of things that you would like to do during the day. We will then get to work in helping you to participate and enjoy them.

Having access to your own budget gives you more choice. You can still go to traditional day centres and participate in your regular activities if you want to, and you can choose to have one to one support to do other things that you would like to do.

Our service users participate in a wide range of activities, including:

- Visiting museums and galleries
- Going to football, rugby and cricket matches
- Day trips, short breaks and holidays
- Going to the library to access the internet
- Playing 5-a-side football and other sports
- Art classes
- Visiting their family
- Attending college
- Yoga
- Swimming
- Shopping
- Part-time work
- Dance classes
- Bowling
- Drama groups
- Gardening
- Volunteering



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Work Placements and Volunteering

At Creative Support, if you are interested in gaining work experience or volunteering, we will encourage and support you to identify and access the opportunities available to you. We also offer various work placements within Creative Support to help you gain new skills and experience.

The placements we can offer and ways in which we can support you will depend on the area you live in, they include:

- Catering experience at our cyber café in Manchester.
- Administration and reception work at our various local offices.
- Gardening and DIY experience with the Creative Support Maintenance Team.
- Support to attend work experience elsewhere such as supermarkets and other local businesses.
- Support to get involved in a social enterprise, such as Creative Crusts at Warrington Day Centre.
- Support to access local volunteering opportunities, e.g., conservation initiatives, charity shops, animal rescue homes, charity events, etc.
- Support to participate in a Time Bank - a system of volunteering where people trade their time and skills in return for credits, which they can then 'spend' on getting things done for them, to pay them back for their hard work.

So if you would like to try something new during the day, speak to Creative Support about work placements and volunteering available in your area?



Creative Support is about service, they listen to you and support you how you want to be supported. They have helped me to become more independent and to volunteer at Animal Care. Volunteering is great, it can really help you, and I love working with the animals and in the community.

Chris, Lancashire



Creative Support Planning & Brokerage

Creative Support's Support Planning and Brokerage Service gives you added peace of mind in the knowledge that you have a dedicated and experienced not for profit organisation helping you to source the right level of support to meet your needs.

Obviously we hope you choose us as your support provider, however, if we are unable to meet your requirements or if you wish to have a variety of support providers involved in your support package, we can offer you a personal brokerage service to help you choose the right support provider and to also keep you safe.

Unlike many other brokerage firms, we do not charge extreme fees for our service. We are confident that our rates are very competitive, so why not give us a call to receive a personal quote?

How does it work?

Once you have been allocated your budget from your local authority and you know how much money you have to spend, we will meet with you to devise a Personal Support Plan.

The Support Plan will include all the information you feel a provider needs to know about you to be able to support you effectively. This information ensures that you receive a truly person centred service. It will also include details of your budget and the money that you have been allocated.

We will then work with you to choose a provider to support you to achieve the various outcomes and goals identified in your Support Plan. We can be as creative as you want us to be when choosing your provider.

Examples of ways we can do this include:

- Hosting events that bring various providers together to give you information about their companies.
- Placing personalised advertisements in the press to find you the right support provider or personal assistant.
- Advertising your needs on our website and inviting support providers to apply.
- Supporting you to carry out personal interviews with the providers or personal assistants that you have shortlisted.



We will always carry out a full quality audit of all the providers that apply to support you and safeguarding issues will be at the core of this audit. If you want help to recruit a personal assistant, once you have informed us of the skills and qualities you would like the person to have, you can relax until the applications come in, whilst we coordinate the recruitment process. You will be involved in short-listing the applications and at the interview you will chair the panel and your opinion will be final. Again, safeguarding is a priority and we will carry out all of the necessary checks on successful applicants to ensure your safety.

Our support planning and brokerage service is not only available to help you choose a support provider. We can also support you in other ways, such as:

- Finding a suitable home
- Contacting lost relatives
- Identifying local community and support groups
- Going on holiday
- Finding a job or college course
- Identifying volunteering opportunities.



Helen is physically disabled as a result of a car crash in her teens. Helen regards herself as a very independent person despite needing 21 hours of personal and day care a day. She has always found that the service provision organised through adult services, such as agency care and residential care, did not suit her and her needs, as she felt the lack of continuity in the staff team meant the staff did not understand her needs.

Helen's social worker decided to refer Helen for 98 hours per week support (plus 7 sleep-ins) for personal, emotional, domestic and social care via Personal Assistants (PA). Helen was worried that Direct Payments (DP) would affect her benefits, but after her advisor explained that DP does not affect her DWP benefits Helen decided to go ahead with DP. A financial assessment concluded that Helen wasn't required to contribute to her direct payment service.

Helen's DP advisor supported Helen to devise a detailed job description and person specification for the PA role. They then used DP set costs to pay for adverts in the local Spar and Cost Cutter, as well as using the DP PASS (Personal Assistant Support Service) and as a result Helen received lots of applications from potential PA's. She and her advisor went through each one together and Helen decided on 8 applicants to interview. Her advisor wrote to the applicants to invite them for interview at the local library and they interviewed them together. Helen discussed the interviews with her advisor and her mum and they decided on 6 applicants they would like to employ to cover the shifts needed. Helen now has a regular staff team and feels more in control in making decisions about how she receives her support, which she says she has wanted for a long time.

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Added Benefits of Choosing Creative Support as your Support Broker

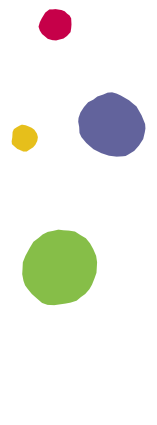
- Creative Support is a national organisation with a strong reputation as a quality provider, so you would be choosing a reputable agency that has extensive knowledge of the support sector.
- You are choosing a provider with 20 years' experience of providing care and support.
- You will be offered recruitment and selection training at no extra cost.
- We are a non profit company with charitable status, so we are not looking to make a profit from you, just to cover our costs, which leaves you with more money left in your budget to enjoy the things you want to do.
- We put the safeguarding of vulnerable adults and children at the heart of everything that we do.
- You can get involved in our service user involvement initiatives, including recruitment, quality audits, forums, newsletters, etc.
- Being a Creative Support customer means that you will have access to the additional activities that we put on throughout the year, e.g., Christmas parties, service user consultations, national football tournament, local and regional activity days including barbeques, balls and garden parties.

Things I have achieved since living independently with support from my Mum and the staff of Creative Support are: managing my finances really well, I even save a little each week. Planning my menu and shopping, which I really enjoy doing. Getting healthy and losing weight, which to date is a loss of over 5 stone. Successfully gaining a place at college to study for my first Diploma in Animal Care.

However, my most treasured goal was to adopt a dog and I eventually achieved this. I adopted a greyhound from Greyhound Rescue, she is called Annie. Annie is seven years old and for the first time in her life is enjoying her first home with an owner who adores her.

Yes, I have changed along the way and it has been a great journey, some tears and a lot of laughs. It has been hard work, but now when I look back, I am proud of myself and so are Creative Support who are always telling me so ... and of course Mum who thinks I am an absolute star. I am just looking forward to what I can achieve this year!

Sara, Morecambe



Our Menu

We can offer you flexible and varied packages of support to meet your individual needs, ranging from low level floating support to more intensive support and personal care.

Our contract with you can include:

- One off pieces of work which can be for a specific task. This service is helpful for families wanting respite.
- Ongoing longer term daily support to help you maintain your independence.
- Ongoing longer term support to carry out specific tasks, for example, support to attend college one day per week .
- More complex support for people who require high level personal care or for people who display challenging behaviour.

Prices

Our hourly rates vary depending on the area that you live in.

We are happy to provide you with a full price list of the services that are available in your area, so please contact our head office or the regional office nearest you for more information. There is a list of contact details on page 17.



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Creative Vacations

Creative Support owns a lovely, five bedroom holiday home in the Lake District called Howe Top. It is comfortable and well-equipped, with wheelchair access.

The property is located on, and has a view of, the beautiful Lake Windermere and is available for service users to rent for:

- More than one week
- One week
- Mid week (Monday to Friday)
- Weekends (Friday to Sunday)

If you would like to take a trip to Howe Top why don't you speak to Creative Support? We will be delighted to provide you with more information and to help with the arrangements.

Holiday Brokerage & Security Service

If you have your own budget but do not have support to go away on holiday, call Creative Support, we can help.

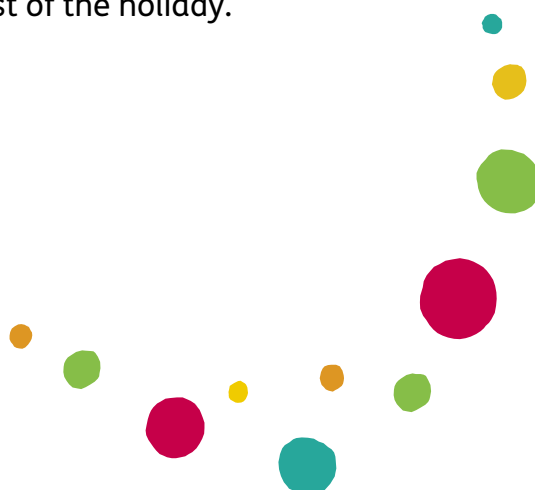
If you go on holiday independently or with friends, but would like the added security of knowing someone is available for advice if something goes wrong, we will be able to help with that as well. In the UK, depending on where you are going, we may be able to offer face to face support if you have any problems. This service is available in some of England's top tourist destinations.

There are three levels of service available:

Bronze service – telephone advice and support in the event of things going wrong. This service is ideal for people without any family or for people who do not want to worry their families whilst they are away on holiday.

Silver service – telephone advice followed by one to one support to help you deal with a particular incident whilst away on holiday (only available in certain locations).

Gold Service – telephone advice, one to one support to help deal with a particular incident, followed by continued regular contact throughout the rest of the holiday.



How does it work?

To have access to Creative Support's Holiday Security and Brokerage Service you first need to register with us. There will be a small administration charge to cover costs associated with completing support and risk management assessments, etc. The five step guide below explains how the service works.

1. Register with Creative Support's Holiday Security & Brokerage Service
2. Creative Support will work with you to gather all of the necessary information to enable us to support you effectively as needed
3. You will then receive your welcome pack
4. When you have chosen your holiday destination, inform Creative Support of the details and we will let you know what level of service we can offer. The Bronze Service is available for any UK destination
5. Just before you leave, you will receive the contact details of your personal advisor, who is available to support you whilst you are away.

All the support workers helped us to organise the wedding. We planned it together and they helped us. And for our anniversary we bought nice things, champagne and rings, and we went on a mini-break to The Croft. I didn't want anyone to know. It was our secret romantic weekend and it was our first weekend away without support. We had support to go there, but then they left to go home, so we were on our own. It was lovely.

John and Jude, Telford



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Who are Creative Support?

Creative Support is a 'not for profit organisation'. This means that any money that we make, we spend to make better services.

Service Users like you are the most important people to us and we like to know what kinds of services you would like.

Creative Support now has lots of different projects all over the country including Greater Manchester and the North West, North East, Midlands, London and the South East.

Creative Support started in 1990 and it used to be called 'Manchester Housing Consortium'. Then in 1993 it changed its name to Creative Support as we offer more than just housing support.

What does Creative Support offer?

Creative Support offers lots of different help for adults over the age of 16 who have a learning disability, challenging behaviours, autism, mental health and other support needs.

We can offer staff support all day & night or just for a few hours each week, depending on your needs

Our staff can come to your home to help you with daily living skills and with personal care if you need it. They can also help you to go out and take part in local activities and things you like to do.



Getting your own Budget - Self Directed Support

To give you control of your support you can now ask for a thing called Self Directed Support. The government looked at social care services and found that some people could get better support if they had control of it.



Creative support offer a personalised service to meet your individual needs and interests and the government's objectives.

There are many ways to get Self Directed Support:

1. You pay for the support yourself if you are not eligible for help from the local authority
2. A Direct Payment – here you receive your support money direct from social care services and you choose a support provider or personal assistant to help you live independently. You will need a separate bank account and the money will be checked by a Care Manager. Creative Support has trained staff who can help you to get the best support using your Direct Payment.
3. From 'In Control', a social enterprise that was set up in 2003 to make the social care system in England better using Self Directed Support. This is given to people with learning disabilities and is another way of helping you choose the right type of support.
4. A Personal Budget (from a Direct Payment or In Control) where your support money is paid direct to you. You can either take it as a Direct Payment or ask the local authority to get you the support you need (or a mix of both).
5. An Individual Budget, this is different from a Personal Budget as the money comes from different places, not just adult social care; this could be Supporting People, a Disabled Access Grant, the Independent Living Fund, Access to Work, Integrated Community Equipment Services and more. Before you start looking for support, you will be told what money is available to you from the different places.



If you would like any advice or information about the services that Creative Support can offer you, please contact us. Our contact details are on the next page.



Contact Us

We hope you have found this brochure helpful.

If you would like to know more about the personalised services that we can offer you, please take a look at our website: www.creativesupport.co.uk and contact our head office or the regional office nearest you:

Head Office

Creative Support
5th Floor, Dale House
35 Dale Street
Manchester, M1 2HF

Tel: 0161 236 0829

Fax: 0161 237 5126

Email: enquiries@creativesupport.co.uk

Birmingham/Midlands

Mill House
Unit 7, Mill Street
Aston
Birmingham, B6 4BS

Tel: 0121 359 3479

Fax: 0121 359 2176

Email: birmingham@creativesupport.org.uk

Morecambe/North West

York House
76 Lancaster Road
Morecambe
Lancashire, LA4 5QN

Tel: 01524 409905

Fax: 01524 418188

North East Regional Office

2 Innovation Court
Yarm Road
Stockton on Tees
TS18 3DA

Tel: 01642 661890

Fax: 01642 633080

Email: northeast@creativesupport.org.uk

Reading/South East

118-128 London Street
Reading
Berkshire
RG1 4SJ

Tel: 01189 573709

Fax: 01189 568335

Email: reading@creativesupport.org.uk

Scunthorpe/North Lincs Office

Haldenby House
Unit 2/3 Berkeley Business Centre
Doncaster Road
Scunthorpe, DN15 7DQ

Tel: 01724 858131

Fax: 01724 845114

Email: scunthorpe@creativesupport.org.uk

When contacting one of the offices for more details, please ask for the Personalisation Representative for your area.

We will be happy to discuss your support options with you.

You may also find the following websites useful:

www.valuingpeople.gov.uk
www.puttingpeoplefirst.co.uk

www.in-control.org.uk

Creative Support is committed to supporting people to enjoy their lives and reach their full potential. We promote the independence, inclusion and wellbeing of people with a learning disability, mental health and other support needs. We do this by working with the people we support, their families and partner agencies to deliver innovative, high quality services that meet individual needs and aspirations in a person centred way.

This booklet introduces you to the personalized support options Creative Support can provide and how you can access them.



Creative Support is unique as a company in my experience, by letting their service users have a real say in who they would like to support them, who they want to let into their homes. They have been very successful in encouraging their service users to achieve their own full potential and live independent lives by providing a whole range of services that allow them to do just that.

Roy, Manchester

Head Office
Dale House
35 Dale Street
Manchester
M1 2HF

Tel: 0161 236 0829
Fax: 0161 237 5126



www.creativesupport.co.uk

Creative Support is an Industrial and Provident Society with charitable status. Reg. No. 27440R