

## What is the care and support plan process?

After your assessment, the amount of money you need to meet your needs will be worked out. It is called an indicative budget (IB). The NHS personal health budget team will inform you of this and give you the support plan form.

NHS personal health budget team will contact you within 2 weeks to offer support to write your care and support plan.

You can complete as much, or as little of the plan as you want

Talk through your plan with your NHS personal health budget team, complete any remaining sections and finalise the plan.

The plan then goes to an NHS personal health budget panel for approval, partial approval or reasons why it can't be approved

You receive a copy of your approved plan. Any actions from the plan will be put into place

After 3 months, you will have a review to ensure everything you need is in place and working well for you.



# Personal Health Budgets: Personalised care and support planning

Information leaflet for personalised care  
and support planning

Leaflet 2 of 6

**Personalised care is one of the five major practical changes happening in the NHS. Personalised care means you have choice and control over the way your care is planned and delivered. It is based on ‘what matters’ to you and your individual strengths and needs. Personalised care and support planning is one of the ways to offer personalised care. It is central to personal health budgets. For more information on personal health budgets, please see leaflet 1.**



**What is a personalised care and support plan?**

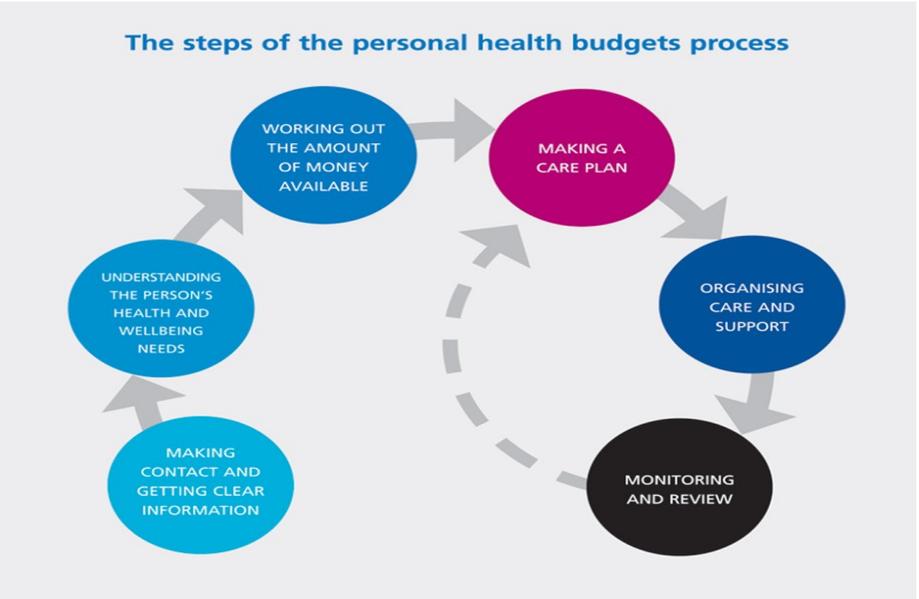
A personalised care and support plan is central and an essential step in the personal health budget process. It is about agreeing with your NHS team how you will meet your healthcare needs and understanding ‘**what matters to you**’.

It’s important that you are actively involved in writing your care and support plan to ensure it is about you and that it’s right for you, reflecting the support you need.

It is a conversation in which you, or people who know you well, actively participate to understand what’s important to you and for you, in relation to your health and well-being within the context of your whole life and family situation.

A good plan recognises your skills and strengths, as well as your experiences and the things that matter most to you including the things that are working and not working.

There are 6 steps to having a budget, with personalised care and support plan being step 4 and central to the personal health budget process, as outlined below:



**Can I do my own care and support plan?**

**Yes** - We encourage you to write you own care and support plan, with help from family and/or friends. Doing it yourself means you can fill it in at your own pace and have more time to think about what matters to you and the kind of support would be best for you.

Your NHS personal health budget team will always be there to help and support you with your planning.

**What to consider when completing your plan?**

A good personalised care and support plan includes the following:-

- ⇒ Who you are and the important things/people in your life?
- ⇒ What is going well in your life and if there is anything you would like to change?
- ⇒ What would you like a typical week to look like?
- ⇒ What you enjoy doing or where do you like to go?
- ⇒ How to keep you safe and well in your own home or when you go out?
- ⇒ What would you like to achieve and what would your health and wellbeing