

## School for Social Care Research

Improving the evidence base for adult social care practice

# LA-managed Personal Budgets: Choice and Flexibility of Home Care for Older People?

Parvaneh Rabiee, Kate Baxter, Caroline Glendinning  
SPRU, University of York

SSRG Annual Workshop - Coventry  
11<sup>th</sup> March 2013



## School for Social Care Research

### Structure of the presentation

- ◆ Context and the rationale for the study
- ◆ Aims and methods
- ◆ Commissioning and market shaping
- ◆ Support planners' roles and responsibilities
  - ◆ LA support planners
  - ◆ Agency managers
- ◆ Service users' experiences
- ◆ Summary and conclusions

## School for Social Care Research

### Context and the rationale

- ◆ Mechanisms for managing Personal Budgets (PBs)
  - ◆ Cash direct payments
  - ◆ Managed personal budgets
    - ◆ Local authority-managed
    - ◆ Provider-managed (known as ISFs)
- ◆ Most older people prefer managed PBs
- ◆ Most managed PBs used for home care

Key research Q: Do older people using managed personal budgets have opportunities for choice and control?

## School for Social Care Research

### Aims and methods

- ◆ To explore factors affecting the delivery of personalised support to older people who opt for managed PBs
  - ◆ Commissioning and market development activities
  - ◆ Support planners' roles in shaping older people's expectations and requests
  - ◆ Home care provider responses to changes in contracts and older people's requests
  - ◆ Older people's experiences
- ◆ Interviews and focus groups in three local authorities

## School for Social Care Research

# Commissioning and market shaping

- ◆ Framework agreements and brokerage
  - ◆ Choice vs. quality vs. efficiency
  - ◆ Broker knowledge and communication
- ◆ Individual Service Funds
  - ◆ Knowledge of budget amount
  - ◆ Flexibility within budget
- ◆ Innovation funds and market development officers

## School for Social Care Research

### Support planners' roles and responsibilities

- ◆ LA support planners - drawing up the basic support plan based on identified needs



- ◆ Agency staff - drawing up more detailed support plan

## School for Social Care Research

# LA support planners' experiences

- ◆ Training and knowledge of roles
  - ◆ No role model
- ◆ Shaping demands
  - ◆ Thinking 'outside the box'
  - ◆ Limited choice of services
  - ◆ Knowledge of amount of budgets
- ◆ Experiences of brokerage system
  - ◆ Delays/Backlog
  - ◆ Communication
- ◆ Reviews and monitoring
  - ◆ Opportunities for change
  - ◆ Putting up with the care

## School for Social Care Research

# Agency managers' experiences

- ◆ Training and knowledge of roles
- ◆ Shaping demands
  - ◆ Negotiated details but little leeway to make changes
  - ◆ Time banking
- ◆ Experiences of brokerage system
  - ◆ Little time to respond to brokers
  - ◆ Communication
- ◆ Reviews and monitoring
  - ◆ Too much bureaucracy



## School for Social Care Research

# Service users' experiences – evidence of choice and flexibility

- ◆ Choice over agency
  - ◆ All allocated BUT general satisfaction with the agency
- ◆ Choice over Carers
  - ◆ Continuity of carers (small teams)
- ◆ Choice over content/tasks
  - ◆ Limited flexibility
  - ◆ 'Off care plan' activities
  - ◆ Some evidence of time banking
- ◆ Choice over timing of care
- ◆ Little evidence of formal/regular reviews

## School for Social Care Research

### Summary and conclusions

- ◆ Health warnings
- ◆ Resource constraints
- ◆ Intentions good but communication problems
- ◆ Trust
- ◆ Time banking
- ◆ Service users fitting in with the carer

## School for Social Care Research

# Contacts and acknowledgements

### Contact details

[Parvaneh.Rabiee@york.ac.uk](mailto:Parvaneh.Rabiee@york.ac.uk)

[Kate.Baxter@york.ac.uk](mailto:Kate.Baxter@york.ac.uk)

[Caroline.Glending@york.ac.uk](mailto:Caroline.Glending@york.ac.uk)

### For further information see:

<http://php.york.ac.uk/inst/spru/research/summs/managedPB.php>

### Acknowledgements

*These slides present independent research commissioned/funded by the NIHR School for Social Care Research. The views expressed in this publication are those of the authors and not necessarily those of the NIHR School for Social Care Research or the Department of Health, NIHR or NHS.*