



## Transcript

### Personal Budgets

(TC: 00:00:10)

Male Narrator:

Personal budgets in social care are well established and personal health budgets have also been widely tested. The ultimate aim is to integrate health and social care so that people have a single budget to cover all their needs. Kent County Council is a lead pilot site, looking at how integrated budgets might work. In this film, we look at the work taking place in Kent and hear from those involved about what integration would mean for them.

(00:00:44) **TITLE: Personal Budgets HEALTH AND SOCIAL CARE INTEGRATION**

(00:00:45) Georgina Walton:

NHS Eastern and Coastal Kent is one of twenty in-depth pilot sites nationally. So, for the last three years, we've been looking at how personal health budgets work within health. What the Department of Health is really keen to explore is building upon personal health budgets and no longer just having personal health budgets and social care budgets, but actually how it would work to bring those together and have an integrated budget.

Narrator:

Peter is unable to walk and talks through a device. Peter is helping Kent move towards an integrated system that would make a big change to his life.

(00:01:19) Georgina Walton:

Peter has been supporting the personal health budget programme for the last three years. He uses both health and social care and, as I say, for him it's quite frustrating because he has a piece of equipment that he communicates with, and he clearly sees that as a social need because it's about him communicating.

Peter: Hello, how are you?

(00:01:38) Georgina Walton:

I'm good thank you, we haven't seen each other for ages. Unfortunately, social services can't fund and maintain that piece of equipment and he's been referred to health.

Health are now looking into that, but it's taking a long time. Whereas, what we hope in the future, if you've got integrated budgets, we would look at one budget being allocated to maintain that piece of equipment.

(00:01:59)Narrator:

Peter is part of a steering group that also includes health and social care professionals. It brings people together to discuss how to implement an integrated budget.

(00:02:09) Georgina Walton:

As you know, I've been working on personal health budgets now for the last three years. There have been twenty in-depth pilot sites looking at how personal health budgets work across a wide range of condition groups. It's a small number of people, but what we're trying to do through the steering group, we have health and social care representatives on that which consists of frontline staff, so nurses. We've also got social workers that sit round the table. We have CCG representatives and communication leads. Also we have budget holders both from health and social care who can share their experience around receiving budgets and their frustrations around how the system's not working.

(00:02:48) (Words on screen) Peter:

With Social Service direct payment, it is more hard to say what care is on paper. They do say you can get help to get you dressed. In normal life you can call on care for brilliant things, like I need help in toilet when I am out, but I don't need that person to walk around with me every minute of my life.

Georgina Walton:

So, Peter is involved in the steering group because he has been through the system, he has both health and social care needs and he knows what works and what doesn't work. So, by having him come to that steering group is so important because he can help shape how we will deliver integrated budgets.

Narrator:

For Peter, integrating health and social care budgets would make his life easier.

(00:03:2) (Words on screen) Peter:

I think when the NHS and Social Services do work together, we can get calling Great Britain Great Britain again.

(00:03:40) James Lampert:

We see the integration of personal health budgets and social care personal budgets as being an enabler towards integrated working. So, I think there are probably two strands to this. Certainly, from a patient or a service-user perspective it means that they're going to get their resource allocation in one place and can then use that money flexibly to access the services that are right for them. Secondly, as an enabler for health and social care practitioners, it will encourage them to work together.

(00:04:10) Narrator:

Health and social care staff already work together in some of Kent's integrated teams. Harris, who has Parkinson's, has benefited from health and social care professionals working more closely together. His health and social care needs were considered in one plan, covered by his personal health budget, funded by continuing healthcare. Harris talks regularly to support worker Katie Bell and community matron Claire Morgan.

Georgina Walton:

It reduced the impact on him because he moved from social care into health. He just revised his plan, the funding stream was arranged behind the scenes, so he just continued to live his life and get the package of care that he needed but he remained in control around how that was delivered.

Katie Bell: So, we've just come to review your support plan today.

Harris: Oh, right.

Katie Bell: Obviously, we want to make sure we can look at all the different needs that you've got.

(00:05:01) Narrator:

For Harris, having a single budget funded by continuing healthcare for both his health and social care needs has demonstrated how a system of integrated budgets could improve outcomes.

Georgina Walton:

You've got Claire Morgan who is his nurse, and the broker working together to look at how his needs can be met with his budget and improving the outcomes for him. But it means that he doesn't have so many people coming into his home, and he is really in control around the care and support that he accesses which considers both his health and social care elements. Harris has had a positive experience around having a personal health budget, kind of, really an integrated budget because it does address both his health and social care needs. But he is now keen to share his experience and support others through that process through a thing called peer support.

Harris: Maybe we can form, a volunteer service where we could help the new user through the system, advise them.

Claire Morgan: So, you could give them information on what's available to them.

Harris: Yes, information on what's available.

Claire Morgan: Or what worked for you perhaps.

(00:06:04) Harris:

That's right. Well, I personally think that social care as well as the healthcare, should really merge together and share the information they have between themselves. It makes my life so much easier if I just have one single system.

Narrator:

The goal of one individual carrying out a single integrated assessment could streamline the process for service users.

(00:06:28) Janice Duff:

It's one contact, and then that contact can be dealt with, with the aim that the individual then receives input from the appropriate profession, has the right assessment undertaken at the right time, which should mean that they don't have as many people trampling through their front doors and that they don't have to repeat the same information over and over again.

Georgina Walton:

When they're doing a support plan, and we're talking about their needs, they don't really know that some is funded by social care and some is funded by health. They get caught up in the middle of the two organisations.

(00:07:07) Narrator:

Vivien, who has MS, and her husband, Mick, are an example of two people who have experienced the frustrations of dealing with health and social care systems. Georgina is helping them to become the first people in Kent to receive an integrated budget.

Georgina Walton:

They would like to go onto the integrated budget pilot and help us learn how it will work, because they've experienced the frustrations around health and social care not working together. Vivien has a piece of equipment, a hoist, and they've had some issues recently about how-, who uses the hoist and how it's used, and in the end they had to bring in health and social care and have a huge meeting and discussion about this

piece of equipment. They didn't understand why they had to go to social care over one part and why they had to go to the NHS over another part. They just knew that they needed the hoist and that they wanted to use it in a particular way, but felt that they had to go through a very bureaucratic process to overcome those issues. Through integrated budgets, you'll have one review and one audit, so you'll have-, so you won't have a health professional coming in and doing their review and finance audit and then a social care professional coming in doing theirs.

Mick: That sounds like good news, definitely.

For Mick, as a carer, an integrated budget could be a step in the right direction for improving the experience of those accessing both health and social care.

(00:08:43) Mick:

I'd like to think that an integrated budget would help to bring not only the two departments together but also an understanding, a collective understanding of what the individual's needs are, holistically, for that whole care package.

Integration is not without its challenges in Kent, but they're committed to the journey.

Janice Duff:

We don't have systems that talk to each other, that will be something that will take quite a considerable period of time to work through. So, it is really looking at alternative ways that you can bring teams together.

(00:09:18) James Lambert:

Some of this is going to be around cultural barriers and will bring practitioners from the two different separate sorts of organisations with different values and beliefs. So, in order to get professionals working together in a better way, actually there is an awful lot of work that needs to be done to help them work through what that means and ask them to work in a different way with each other.

(00:09:38) Mick:

Integration, as a whole, of these two departments has to be the, kind of, Holy Grail at the end of the day. So, I think a greater level of integration focusing in on this individual's care requirements, yes, would be a real step forward, I think. It may require more than just the integration of the budget, but let's see, let's start somewhere, that's the way to do it.

(00:10:04)