

# Community Based Support

## Frequently Asked Questions

### Question

Why has the Council decided to change the way it works?

### Answer

The Council wanted to re-focus the service on delivering and monitoring the outcomes for individuals and that will enable much more flexibility between the service users and the service providers in terms of how support is provided. This new way of working will also ensure that everyone who is eligible for a service can benefit from a period of reablement support to maximise their independence. Previously, the reablement service was only available where it had capacity and where a person had been identified as having reablement potential. Now it will apply to all people receiving support.

### Question

Will the cluster providers provide all the care and support in my cluster?

### Answer

South Gloucestershire has been divided into four geographical areas or 'clusters', and a lead provider has been appointed to each that will take responsibility for delivering support in that area. Each of the four providers will be responsible for providing all support in people's homes in the cluster area and/or supporting them to access support in the community. Each provider has gone through a thorough assessment process and the Council has awarded contracts to providers that can best meet the needs of our service users. The lead provider in the cluster may choose to sub-contract some of their work and if this happens the sub-contracted provider would also go through an accreditation with the council to ensure they will deliver the quality of care the Council expects.

### Question

If the new Cluster provider is my current provider what will happen?

### Answer

Your service will remain the same.

### Question

What happens if I do not want to move to the new provider?

### Answer

You can talk to your current provider about the possibility of taking up a direct payment or Individual Service Fund to enable you to stay with them. If you are currently charged for the full cost of your home care by the Council you would not be eligible for a Direct Payment or an individual service fund and so you might want to discuss with your current provider whether you can stay with them as a private client.

Call adult care customer services on 01454 868007 for general advice on things like moving to a direct payment. They can put you in touch with a social worker if needs be.

Our factsheet on Direct Payments is also available online (<http://www.southglos.gov.uk/health-and-social-care/care-for-adults/personal-budgets-and-direct-payments/personal-budgets-direct-payments/>)

### Question

If I am happy to move to the new provider, how and when will this happen?

### Answer

The new lead providers have put together detailed plans covering how and when changes will take place. There will be a managed transition period for people moving to the new provider and you and your carer/family will be involved in discussions between your current provider and new provider who will be able to answer these questions.

No transfers will happen before April, and many will take place later in the year, but you will be able to discuss the exact timing with your provider.

### Question

I would like to find out more information about the provider working in my Cluster, how do I do this?

### Answer

The Care Quality Commission monitor, inspect and regulate health and social care services. They publish their findings, including ratings to help people choose care.

If you would like to find the inspection report for the provider in your cluster please visit: <http://www.cqc.org.uk/>

