

# Personalised care for veterans in England

## Information for veterans and their families



# Contents

<b>Personalised care for veterans in England</b>	<b>3</b>
<b>What is it for?</b>	<b>5</b>
<b>What it will look like to you</b>	<b>6</b>
<b>What you can expect</b>	<b>7</b>
<b>Making three big changes</b>	<b>10</b>
<b>1. Support in the community</b>	<b>11</b>
<b>2. Personalised care and support</b>	<b>13</b>
<b>3. Personal budgets</b>	<b>15</b>
<b>Making sure change happens</b>	<b>18</b>
<b>Language buster</b>	<b>20</b>
<b>Further information</b>	<b>25</b>

## Personalised care for veterans in England

Personalised care for veterans is about making sure you get good person-centred care in your local area.

Sometimes people don't have much choice and control over the care and support they get.

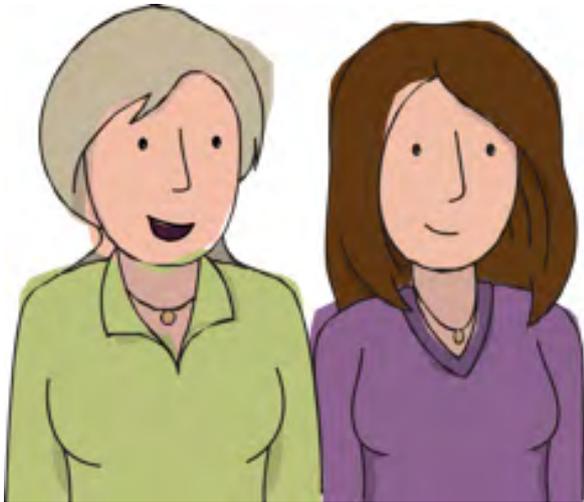
Personalised care for veterans is different because you can have more of a say in your care and support and who provides it.

The aim is for you to have more choices, to have better health and to be able to do more in your life.



# Personalised care for veterans in England

Personalised care for veterans is also about getting support from people who have the same health condition or disability. They can work with you, support you and help find the right care and support that suits you best in your local area.



For some people, it might be about using council money, NHS money or both together to buy your own care, support and equipment that you need.



This can include money for health care, social care or education.



An important part of this is a good care and support plan.

## What is it for?



Many veterans could benefit, but it could work well for people who have complex and long term physical and / or mental health problems.

Personalised care for veterans can help to make things work better for the whole family, and people who provide informal care (like members of your family or friends).

To find out if personalised care for veterans is available in your area, please contact your local clinical commissioning group. You can look on the NHS website at [www.nhs.uk](http://www.nhs.uk) to find your nearest clinical commissioning group.

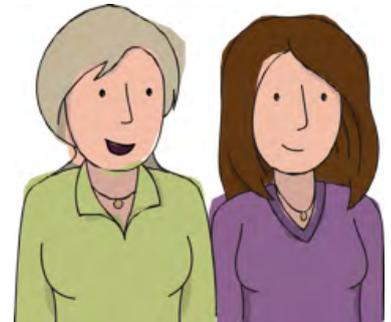
**This is a big change for veterans. It is new and different.**

# What it will look like to you



More control over the money available to you, your carers and your family.

Having a different conversation with each of the people who care for you about what's important to you.



A chance to get to know more people, get involved in your local area and to build your knowledge and confidence through peer support.



**YOU**



A wider range of care and support choices to meet your needs.



People working together to make your care better and help avoid serious problems.

## What you can expect

### You will:



be able to access information and advice that is clear and timely and meets your personal needs and preferences



experience a joined up approach that is open and honest and gives you control.



be able to get support from people with similar health conditions, as well as community support to help build your knowledge, skills and confidence to manage your health and wellbeing.

## What you can expect



### **You will:**

be involved in conversations and decisions about your health and wellbeing



have a big role in developing your personalised care and support plan and agree who is involved



be able to agree the health and wellbeing results you want to get and talk about this with the right health, education and social care professionals.

## What you can expect

If this leads to a personal budget, you will:



be told how much money you have available for healthcare and support



have enough money in your budget to meet the identified health and wellbeing needs and results agreed in your personalised care and support plan

have the option to manage the money as a direct payment, a notional budget, a third party budget or a mix of these



be able to use the money to get the results you want in ways and at times that make sense to you. This will be agreed in your personalised care and support plan.

## Making three big changes

Personalised care for veterans is different and new. There are three big changes to the way people get care and support. You might not see all of these changes. It depends on what is happening in your life and what support you need:

**You should be able to get more support in the community and be able to access things like peer support**

**You should have more say in your care and support planning and it should be more personal to you**

**You may get a personal budget to pay for care and support if it is agreed you need this as part of your support plan**

If you get a personal budget this could include money from the NHS (a Personal Health Budget), council (a personal budget) or education.

# 1. Support in the community



**Your local council and the NHS** need to provide information on who can benefit from this type of care.

This should include information on how it works for veterans with long term conditions.

This information should say:

- what support is available, and how people can get this
- what a personal budget is, and who can get one and who can't get one.

Personalised care for veterans means you will be able to find out what help and support is available to you locally and how you can get this to meet your goals.

# 1. Support in the community



You will get help to improve your knowledge, skills and confidence to look after your own health and stay healthy, in ways that work for you.

You will be able to get support from other people who are in the same situation as you. They can help you to learn more and build your confidence.

You will be able to get this support in a way that is best for you. This could include one to one, group and online support.

Some areas will provide community navigators. These are people who can help you find your way around the services and support available in your area.

## 2. Personalised care and support



You will be able to speak to people about what matters to you and what is working and not working in your life.

This will be done in a way that builds on your own skills, knowledge and confidence.

You will be able to find out what support and services are available to you.

This could include help from voluntary organisations that you may not be aware of or have used before.

## 2. Personalised care and support



You will have one personalised care and support plan, which is agreed with you. This will include everything that is important to you.

You will be able to change your plan if it isn't working or your condition or your life changes.

### 3. Personal budgets



A Personal Health Budget is when you are given a budget from the NHS to pay for some of the care and support you need.

Adults who get NHS Continuing Healthcare have a right to a Personal Health Budget. This does not mean you have a right to have a direct payment. But the NHS needs to be able to make direct payments.

Some people can get a personal budget from their local council for social care support. A small number of people can get a personal budget.

The budget can be used to buy care and support. It can also be used for other things that will improve your health and wellbeing, such as education. These will be agreed with your support team and written down in your care and support plan.

## 3. Personal budgets



A personal budget is a way to bring together money from the NHS or the council into one place. There are three options for how your budget can be managed:

1. Direct payment
2. Notional budget
3. Third party budget or a mix of them.

You will be able to get information and advice about organising care and support, employing personal assistants and managing direct payments. You do not have to have a direct payment if you do not want one.

Each local area taking part in this will have a plan for what money is available for personal budgets for veterans.

### 3. Personal budgets



You will know from the start if you can get a personal budget. You will get a statement telling you what education, health and social care money is included.

The rules on how you can use your budget are kept as clear and simple as possible and follow the laws for councils and the NHS.

You can get more information about Personal Health Budgets from your local clinical commissioning group, the NHS website, and the Peoplehub website (see page 22).

For information about personal budgets, contact your local council.

# Making sure change happens



There are more things that you won't see yourself, but are the things that your local council and the NHS need to do to make the three big changes happen. These things are:



## **Co-production**

When you and the other people who get support and use services are involved as equals in designing and making them better.



## **Finance**

Being open and honest about what money people have in their budget.

Finding new ways to provide support to people in the community which might not cost money.

# Making sure change happens



## **Commissioning**

Making sure money can be used to buy new services.

Changing contracts to make money available for personal budgets for veterans.

Buying services which are different and meet people's needs.



## **Workforce**

Being flexible about employing people.

Supporting people to work differently.

Making sure there is enough support available, in ways that suit people's lives.

Training for staff so that they understand personalised care for veterans and know what they need to do differently.

## Language buster



### **Active participant**

When you are included in decisions about your care and support, and have a say in how you live your life and how you want to spend your time.

### **Care plan**

A written plan after you have had an evaluation, setting out what your care and support needs are, how they will be met (including what you or anyone who cares for you will do) and what services you will get. You should have the opportunity to be involved in the plan and to say what is most important to you.

### **Commissioning**

The process of planning services for a group of people who live in a particular area. It does not always mean paying for services, but making sure that the services people need are available in that area.

### **Community navigators**

People who can help you find out what is available to support you in your local area and how to get involved in social activities. They may be employed by your council to help connect you with local services, facilities and activities.

## Language buster



### **Coordinated approach**

This is when things are planned and delivered with everyone involved, so everyone knows what others are doing.

### **Coordinated care**

A way of joining up all the care and support offered to someone with complex needs by getting people and processes to work together. It means thinking about what you need as a whole person, not just treating each illness or health problem separately.

### **Co-production**

When you are involved as an equal partner in designing the support and services you receive. Co-production recognises that people who use social care services (and their families) have knowledge and experience that can be used to help make services better, not only for themselves, but for other people who need social care.

### **Dialogue**

When people talk to each other about something and they both listen to each other.

## Language buster



### **Empowering**

When something happens in a way which makes you feel in control and makes you want to take more control in the future.

### **Health and wellbeing goals (or outcomes)**

A goal or outcome is something you would like to do or need to happen. This could be continuing to live in your own home, or being able to go out and about. You should be able to say which things are the most important to you and receive support to do them.

### **Notional budget**

A type of Personal Health Budget. It is the amount of money that is given for your care and support. You do not get this money, but decide how you want it to be spent to meet your needs. Care is then arranged for you, based on the amount of money that is available and the decisions you make about how to spend it.

### **Peer support**

The practical and emotional help and support that people who have personal experience of a particular health condition or disability can give each other, based on their shared experience. People support each other as equals, one-to-one or in groups, either face-to-face, online or on the telephone.

## Language buster



### **Personalised care and support**

An approach that puts you at the centre of the way care is planned and delivered (person centred care). It is based around you and your needs and what is important to you. It treats you as an equal partner and means 'no decision about you without you.

### **Self manage**

This is when you do more things for yourself. This might mean planning and doing more for yourself and finding out more about your own health and how you can make it better.

### **Third party budget**

This is money paid to an organisation who organises your care and support for you. This is a good idea if you are not sure you can do this yourself or you want someone else to do it for you. You should still be fully involved and have a say in how your care and support is given.

### **Timely**

Things which happen or are done at the right time.

## Language buster



### **Transparent**

This means you know what is going on, how a service is being delivered, what plans and decisions are being made and what money or people are involved.

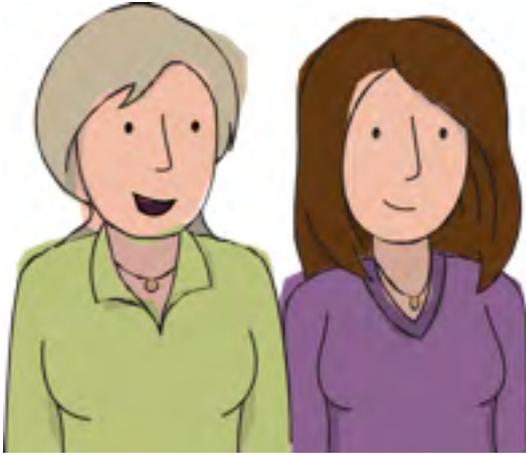
### **Workforce**

The people who provide care and support or work for health services like doctors, nurses and care assistants, as well as the people who plan and pay for these services.

### **Language buster:**

<https://www.thinklocalactpersonal.org.uk/Browse/Informationandadvice/CareandSupportJargonBuster/>

## Further information



Personalised care for veterans and their families is about making sure the care and support you need is personal to you, meets your needs and makes use of all the things available to you in your area.

### For more information

Personalised health and care web pages:

<https://www.england.nhs.uk/personalisedcare/>

Peoplehub website:

<https://www.peoplehub.org.uk/>

NHS website:

<https://www.nhs.uk/using-the-nhs/help-with-health-costs/what-is-a-personal-health-budget/>

Email: [england.integratedpersonalcommissioning@nhs.net](mailto:england.integratedpersonalcommissioning@nhs.net)