

Information Sheet

Individual Service Fund.

What is an Individual Service Fund?

An Individual Service Fund offers a client choice and control, over their care, but avoids the need for people who use Rose Care's service to become involved in managing the financial aspects of their care or the need to become an employer themselves when employing a personal assistant.

The money needed to meet your care outcomes is paid directly to Rose Care a month at a time instead of Rose Care invoicing Social Services or yourself.

How do they work?

Initially a Social Worker will come and discuss your care needs with you and fill out a care and support plan which outlines the outcomes you would like to achieve through support. This does not have to be the traditional plan where you have a carer come in every morning and support you with washing and dressing, it could be that you are able to manage this or have family who can help you. You could have a carer come and take you out shopping or to a social engagement.

The Social Worker will also discuss your personal budget with you. This is the amount of money you will require to achieve your outcomes. Once your care and support plan and personal budget have been agreed the Social Worker will give you a list of care companies in your area that provide Individual Service Funds. Rose Care has an agreement with Suffolk County Council to provide this service in Felixstowe, the Trimleys and Kirton.

What do I have to do?

If you choose to use Rose Care as your provider the client co-ordinator will come and see you to discuss how we can assist you to achieve your outcomes. During the discussion the client co-ordinator will fill in our assessment sheet and should you wish to go ahead we will discuss a start date and write a care plan which shows how we will meet your needs. You will be given an Individual Service Fund Agreement to sign.

You will need to inform your Social Worker that you have chosen Rose Care so that they can send us a copy of your care and support plan and set up the Individual Service Fund. Once we have received the paperwork we will be able to start.

Do I have to pay anything?

This will depend upon your personal budget. Sometimes clients are asked by the council to make a contribution to their personal budget, this will be discussed with you by the Social Worker. Rose Care charge £18 per hour for Individual Service Fund clients. This is less than our private rate but more than the rate Social Services pay. It may be that you will need to top up your personal budget to reflect this.

Where does the money go?

Suffolk County Council will pay Rose Care your allotted monthly budget every month which is used to pay Rose Care for the services you receive. Rose Care has a separate bank account into which the money is paid. If you need to top up the monthly budget then Rose Care will send an invoice to you with the amount owing.

How do I know what my money has been spent on?

In addition to any invoice you receive from Rose Care you will also receive a three monthly statement which shows the money received from Suffolk County Council including any contribution you make to them and any money you have paid to Rose Care as a top up and how this money has been spent.

What happens if I have a surplus amount?

Rose Care can hold and manage up to a maximum of 4 weeks' worth of the regular weekly payment made by the council to Rose Care. If you have a surplus you can use this towards anything as long as it meets your agreed outcomes ie you use it to pay for someone to take you shopping or out for coffee.

What happens if I go into hospital or respite?

Rose Care will remain as your provider for as long as required but any surplus money paid to Rose Care over the maximum of 4 weeks' worth of regular weekly payment will be paid back to Suffolk County Council and Rose Care will let the council know you are in hospital or respite.

What do I do if I want to terminate my agreement with Rose Care?

Unless a client has to go into residential or nursing care at short notice or passes away we require that you give Rose Care 4 weeks' notice.

