Individual Service Fund (ISF) case studies

David



About David and his support



David is a 49-year-old gentleman who lives in his own home in Ivybridge. David has a keen interest in sport, especially football and rugby as well as having a passion for music.

David moved from his previous support provider in August 2020 where he was funded via a combination of a commissioned service and a direct payment, managed by his Mum.

David and his Mum were introduced to ISF's in July 2020 and a PATH (planning alternative tomorrows with hope) meeting was held with himself, Mum, his sister, social care assessor, ISF holder (New Key) and new support provider (eLIVEate) ahead of David's ISF being set up in late August 2020.

Why and ISF?

David and his Mum, who is closely involved with all aspects of David's life, had felt that previous support was not aligned with David's preferences and needs and that there was a lack of direction, choice and control.

The concept of an ISF appealed to David and his Mum as he was wanting to make some positive changes to his support and liked the idea of having more involvement in how his budget was used and the flexibility offered by an ISF.

Although David has a limited understanding and capacity around finances, he was able to see how his support could be managed in a more flexible way and was able to articulate some of the things he would like to be supported with in the future, as discussed and set out in the PATH planning meeting.





First steps

David was supported to create a PATH (planning alternative tomorrows with hope) to map out his hopes, dreams and targets which helped to design how he would like to be supported.

Due to the Covid-19 Pandemic, there were many things that David was unable to participate in, so David's support initially focused on assessing exactly what support David needed by working with him to review the level of support he needed with all things at home.

This then resulted in forming a weekly routine which provided David with the support he needed, when he needed it. This included introducing video calls after a period of training around how to use WhatsApp, to provide support around reminders of how to safely reheat food and with evening check ins to reduce reliance of physical support and help David to reduce support hours in order to maximise his budget. David also set up a new office in his spare room and acquired a new laptop and tablet devise to help him with technology training.

Through active support, David developed a better understanding of tasks he was able to complete without paid support in order to ensure that all support sessions had a focus. This enabled David to review his support, be fully involved in setting outcomes, and look at ways of using his ISF to meet other needs and interests.



A 247 Grid license was set up for David to record how his ISF was being spent. Although David has a limited understanding around money, he was able to participate in weekly sessions where he is supported

to update the grid and review his previous week. The colour coding has helped David to differentiate between different support types and costs.

After the initial assessment, over a period of around six months, David had established a positive routine for the week that included structured 1:1 support sessions, video calls and voluntary work.

David was supported to develop his voluntary position with Ivybridge Brewing Company, a role which he is currently actively involved with. This was interrupted at different times due to Covid restrictions, but David remained connected by regular video calls. David requires support to coordinate his session at IBC but has been able to attend without the need for paid support, with the eLIVEate team working closely with IBC. This role will soon include an opportunity to David to work within a new taproom, which may also lead towards elements of paid work.

Next steps



By ensuring effective and efficient use of David's budget and by creating a focused weekly plan, his 1:1 support hours were able to be decreased, which provided David with the ability to use elements of his ISF for alternative means. This included him using part of his ISF to pay for a weekly session with a personal trainer. eLIVEate introduced Ben, an ex-professional rugby player to David and supported David to arrange a weekly session to work on a personalised fitness programme.

The flexibility of the ISF, allowed for David to use part of his budget for the sessions with Ben that provide David with a positive male role model, a professional fitness and wellbeing service and has contributed to increase confidence.

What’s happening now?

David continues to enjoy a structured week, consisting of 1:1 support sessions to provide him with support in the areas he needs, where he needs it. Fitness sessions with Ben take place weekly – these have hugely benefited Davids fitness and confidence.

From the end of January 2022, David is also utilising his ISF to access a regular art session at a Community hub in Ivybridge. This is providing David with an opportunity to explore and develop his artistic interest within his peer group.

There have also been occasions where David has "shared" support with peers to take part in enabling and skills building activities. The ISF allows for this to be arranged on an ad-hoc basis in a way that works best for David.

David continues to be supported to use the 247 grid which allows him to visualise how his budget is being used and keeps him actively involved in reviewing how he is being supported and how his ISF is being maximised. eLIVEate are also supporting David to use a new Support Networking and planning tool, Multi Me, to help map out and record all aspects of his life and support and are exploring whether this can be funded via his ISF to ensure he maintains ownership of this tool.

How has an ISF benefited David?

Flexibility and adaptability

At times where David has needed more support due to health issues and anxieties, we have been able to make changes to accommodate this without the need to review and receive authorisation which can be time consuming and mean delays in providing what is needed.

Choice and control

David feels more involved and listened to has developed more of an understanding about his support and budget.

Increased options

This has included the personal trainer sessions with Ben, which have been hugely beneficial, ad-hoc shared support and attending group sessions

Thoughts as a provider new to ISFs

As an organisation, the management team at eLIVEate have had a long-standing interest in ISF's, but this has been our first direct involvement with them. It has been great to work alongside David in reshaping his support and ensuring that he gets the most out of his ISF.

We feel that in order for an ISF to work effectively, that this needs to work in tandem with the support provider operating with an active support ethos and to look outside of our organisation if there are other options that benefit the person, alongside ensuring the support we provide directly is regularly reviewed, with David's full input.

The ability to make alterations to meet changing / fluctuating needs also ensures that responsive decisions can be made without the need for potentially lengthy review processes.

By using the 247 grid, support is transparent and provides a visual overview of the levels and different types of support used.

It is also refreshing to feel that there is greater trust placed in you as a provider to effectively and responsibly manage a persons ISF.

Personal budget

David’s ISF budget is £408.32

Average weekly spend is £343.00

Difference of £65.32 per week

Annual saving through ISF £3,396.64





Janice



About Janice and her support



Janice is a 54-year-old women who lives in a supported living house in Kingsbridge sharing with two other ladies.

Janice has previously had commissioned support hours all of her adult life with limited control over her support arrangements.

Janice was introduced to ISF's in November 2019 and a PATH (planning alternative tomorrows with hope) meeting was held with herself, advocate, Social care assessor, ISF holder and support provider (New Key).

Why an ISF?

Janice previous commissioned support was not giving Janice choice and control over how she met her eligible care act needs.

As part of Janice's review, we discussed an Individual service fund which would support Janice to take responsibility for her own life including identifying her own goals and aspirations with her circle of support.

Enabling Janice to learn new skills, build natural networks and having a sense of belonging in their community which is important to Janice.

ISF appealed to Janice as she wanted to make some positive changes to her support and liked the idea of having more involvement in how her budget was used. Janice talked about stopping

attending the Day Service and looking at alternatives to access her community, interacting with others whilst learning new skills.

Janice has a limited understanding and capacity around finances, she was able to see how her support could be managed in a more flexible way and was able to articulate some of the things she would like to be supported with in the future, as discussed and set out in her PATH planning meeting.





First steps

Janice was supported to create a PATH which means Planning Alternative Tomorrows with Hope.

An inclusive graphic planning tool to create a shared vision of a positive future for her.

A step-by-step process that works backwards from the dream to identify SMART outcomes

Involves Janice and those who know her best to map out life goals, or a specific target or dream for the future. The PATH works out the actions that are need and who will do what in order to make that happen.

Due to the Covid-19 Pandemic, there were many things that Janice was unable to participate in, Janice's support initially focused on assessing exactly what support Janice needed by working with her to review the level of support she needed at home including pooling budgets in order to maximise her budget.

Janice formed a weekly routine. This included zoom online cookery sessions hosted by Sam – a gentleman with Downs syndrome who lives in Bristol.

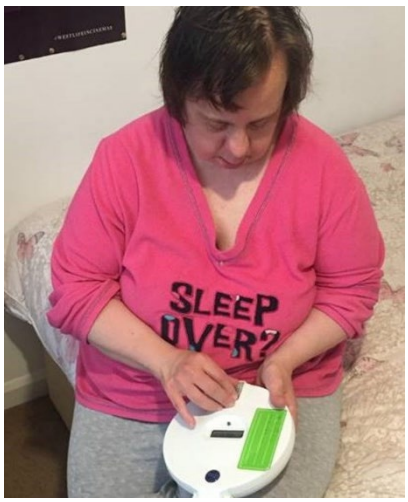
Through active support, Janice developed a better understanding of tasks she was able to complete without paid support, undertaking cleaning with easy read instructions, preparing healthy light snacks in order to ensure that all support sessions had a focus.

A 247 Grid license was set up for Janice to record how her ISF was being spent. Janice has a limited understanding around money, she was able to participate in weekly sessions where she is supported to update the grid and review her previous week. The colour coding has helped Janice to differentiate between different support types and costs.

How has an ISF benefited Janice?

One of Janice's goals was to purchase assistive technology with her ISF to help her become more independent around cooking. This has involved using an iPad to create a personalised video recipe slide shows which is enabling her to cook with less support.

Within a few weeks of Janice using her new medication dispenser she was able to administer her own meds without support.



Janice has weekly Zoom meetings with her team, care manager and Gary (New key) which reviews the 24-7grid and her outcomes and achievements.

Simple solutions

For years Janice had her medication administered for her by staff (15 minutes every AM & PM). Now she uses a medication dispenser that was paid for via her ISF, her support worker has spent time working with her to see that she can use it and it has now increased her independence.

Janice and Trudy - pooling personal budgets

Trudy has recently acquired an allotment plot and has pooled her ISF with Janice to pay for shared support so they can both enjoy horticultural activities together outdoors.

This is providing both ladies with a more creative and effective use of their budgets, as well as an opportunity to develop new skills and social circles.

The ladies are occasionally joined by friends in the area who have an interest in horticulture, generating further opportunities for shared support, widening of social circles and greater independence as skills and confidence grow.





ISF's – the benefits for Janice

Choice and control

Janice can choose which provider or personal assistant she wants to work with and has more of a say over how her personal budget is spent.

Improved outcomes for Janice

The budget can be used to make best use of the Janice's, and her communities, strengths and assets.

Flexibility
Janice's personal budget can be used flexibly and creatively to meet her needs and achieve her outcomes.

Responsiveness
If Janice wants to change her care and support, this can be done quickly and easily by the ISF holder, who knows her well and will be able to negotiate and action changes on her behalf, in a timely manner, without needing to involve the local authority. (This was proven through the Coronavirus (COVID-19) pandemic) & took a lot of pressure off the local authority)

Clarity
The ISF agreement ensures that everyone is clear about their role, rights and responsibilities, which avoids confusion and complexity.

Personal budget

Janice's ISF budget is £300.96

Average weekly spend is £130

Difference of £170.96 per week

Annual saving through ISF £8,889.92



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