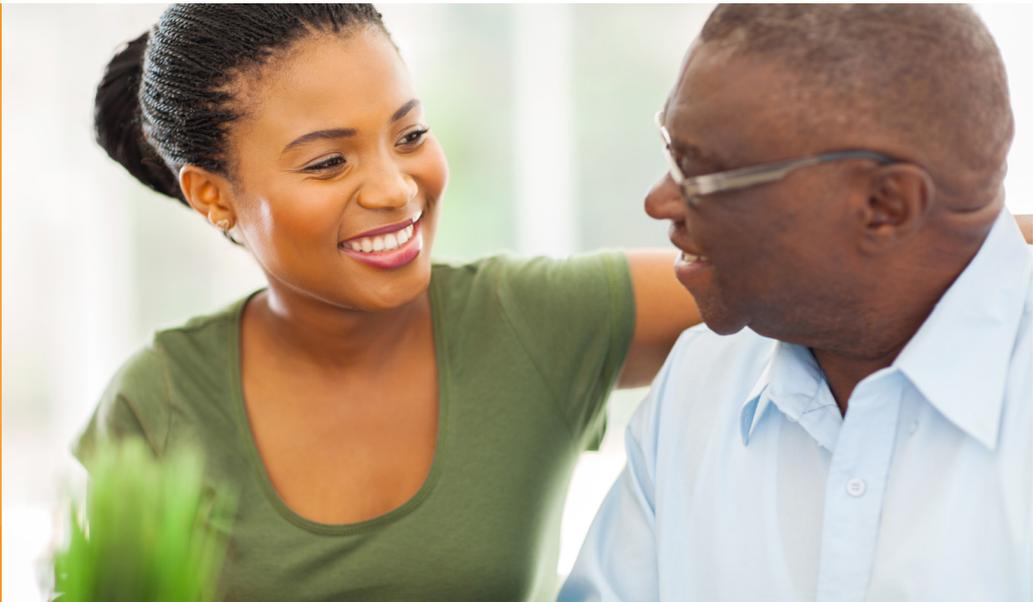


## Care Act Solutions

Helping you to meet the requirements of the Care Act



Our Care Act solutions were the first to market and have been developed in partnership with our clients, citizens and the Department of Health to ensure they deliver over and above the requirements of the Care Act and its accompanying guidance.

We provide a flexible, citizen-focused and modular approach which can be implemented alongside systems offering a compelling alternative to upgrades offered by incumbent suppliers.

### Modules include the following:

#### **Personalised information, advice and guidance**

An interactive process to determine a citizen's care, support and wellbeing needs enabling them to be provided with appropriate information tailored to their particular circumstance including next steps on how to access support, signposting to further information and an indication of eligibility.

#### **Self-serve assessments (citizens with care and support needs and carers)**

A flexible online assessment based on either outcome or asset-based approaches to assessment. Designed to meet the Care Act requirements, in terms of enabling a single assessment for self-service and a supported process by either carers or professionals. An integrated 'scoring-system' provides an indication of eligibility which the individual is able to see instantly online or it can be linked to a third party RAS system to provide an indicative budget.

#### **Financial assessments**

An online version of the traditional financial assessment which gives citizens an indication of whether they are eligible for funding and the level of contribution they may need to make.

#### **Support planning and costing**

Enabling citizens to identify and define the outcomes they want to achieve through their care and support. Outcomes can be selected from a list of pre-defined options, or they can be specified by the citizen themselves. Costs can then be attributed to each outcome from either a catalogue of generic local authority defined costs or from actual products or services listed in the eMarketplace. Each local authority is in control of defining how they want individuals to cost their care and support plan and individuals can build up costs based on their care needs for a typical week, month, or for the full year.

#### **Care Accounts**

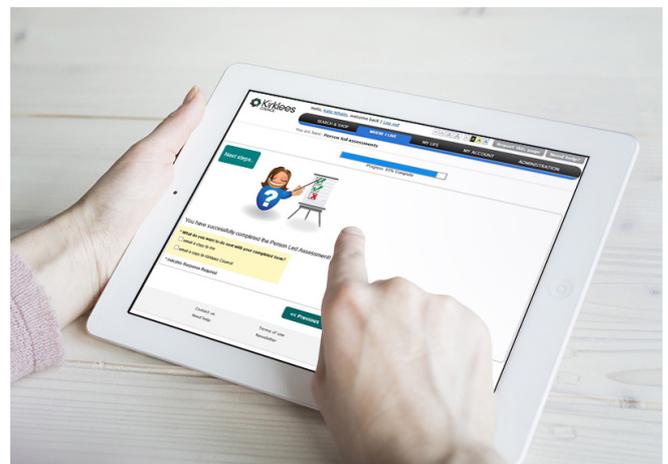
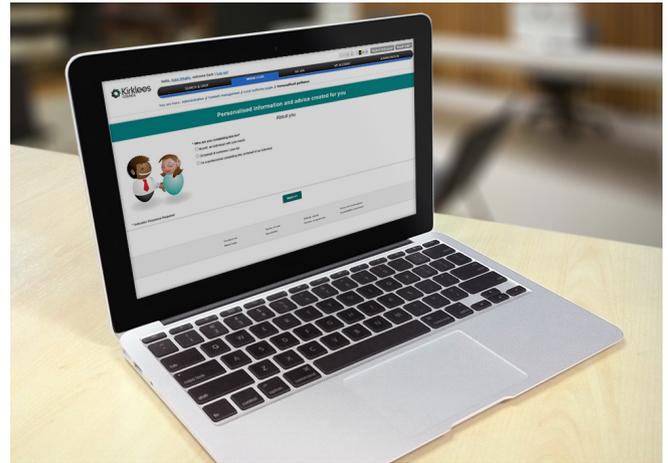
Although the government is delaying the introduction of the Care Cap we have already developed and tested online Care Accounts providing an individual with the ability to record their agreed Independent Personal Budget (IPB) or Personal Budget (PB) and all transactions related to their care and support needs online. The Care Account uses the PB/IPB to track spend so that the local authority and individual can easily see progress and a likely date for reaching the cap on care. This functionality is available now to local authorities who want to test the approach and gather data on self-funders prior to the introduction of the cap.

## Benefits of our 'self-serve' approach

Many local authorities are now looking at meeting the expected increase in assessments by using online, self-service functionality.

### Benefits of an online self-serve assessment process include the following:

- Low costs in comparison with assessments being done over the telephone or face-to-face
- Choice, independence and flexibility in assessment for citizens, and a less intrusive process
- Citizen empowerment - they become partners in a process that recognises and draws on their knowledge and expertise
- Enabling primary, secondary and tertiary prevention as well as reablement and wider wellbeing through the first stage of producing personalised guidance for citizens taking part in the process
- 24/7 access
- Ability to stop and start and complete the assessment in a way that works for citizens, around their lives, or caring duties and enabling citizens to take time to reflect on their situation and consider their future needs
- Stepped approach – citizens are not overwhelmed with long forms at the outset
- Improved accessibility – enabling citizens to use accessibility options online as appropriate
- Opportunities to enable integration and shared information across sectors
- Speed of process - individuals are, in effect, able to access self-service care in 24 hours



For more information, contact us today at [info@publicconsultinggroup.co.uk](mailto:info@publicconsultinggroup.co.uk) or at 0333 600 6330.

