

How Can Older People with Managed Personal Budgets be Ensured Personalised Support? Interim findings

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Context and Rationale

- ◆ Mechanisms for managing Personal Budgets (PBs)
 - ◆ Cash direct payments
 - ◆ Managed personal budgets
 - ◆ Local authority-managed
 - ◆ Provider-managed (known as Individual Service Funds)
- ◆ Most older people prefer managed PBs
- ◆ Most managed PBs used for home care

Aims and Methods

- ◆ To explore factors affecting the delivery of personalised support to older people who opt for managed PBs
 - ◆ Identify market development activities
 - ◆ Explore support planners' roles in shaping older people's expectations and requests
 - ◆ Explore home care provider responses to changes in contracts and older people's requests
 - ◆ Examine older people's experiences
- ◆ Interviews and focus groups in three local authorities in England

Market Development Activities

- ◆ Changes in commissioning systems
 - ◆ Framework agreements
 - ◆ Brokerage systems
 - ◆ Individual Service Funds
- ◆ Market shaping initiatives
 - ◆ Innovation funds
 - ◆ Market development officers

Support Planners' Experiences

- ◆ Changes in commissioning systems
 - ◆ Framework drives up quality through competition
 - ◆ But block providers favoured and have no incentives to change practice
 - ◆ Want more Framework agencies, especially in rural areas
 - ◆ Bypass broker system or work together
- ◆ Market shaping initiatives
 - ◆ Creative thinking versus availability of services

Agency Managers' Experiences

- ◆ Changes in commissioning systems
 - ◆ Framework contracts make it hard to group clients
 - ◆ Block contracts distort the market
 - ◆ Communication issues/broker knowledge
 - ◆ Amount of budgets not always known
 - ◆ Bureaucracy and lack of trust
- ◆ Market shaping initiatives
 - ◆ Great ideas, not widely known
 - ◆ Some new services, e.g. Mops and Shops

Reflections

- ◆ Intentions good but messages not getting through
- ◆ Laissez faire versus paternalism
- ◆ Some initiatives work best in particular circumstances, e.g. urban
- ◆ Trust

Contacts and Acknowledgements

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For further information see:

<http://php.york.ac.uk/inst/spru/research/summs/managedPB.php>

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