

Self Directed Support Feedback



Adult and Community Services

County Council

Part 1 - About you

ISSIS Number :

1. Date of Birth :

2. Gender : (Please tick one box) Male Female

3. What is your ethnic group? (Please tick one box)

White
British Irish Any other White background

Black or Black British
Caribbean African Any other Black background

Asian or Asian British
Indian Pakistani Bangladeshi Any other Asian background

Mixed
White and Black Caribbean White and Black African
White and Asian Any other mixed background

Chinese and other ethnic group
Chinese Other

4. What is the major need that you need help with? (Please tick one box)

Physical impairment Sensory impairment
 Learning disability Visual impairment
 Older person Mental health condition
 Other need Please state your "other need"

Part 2 - Self Directed Services

5. How did you first hear about Personal Budgets? (Please tick one box)

- Social Worker / Reviewing Officer
- Friend
- Carer
- Support Worker
- Other (Please specify)

6. Were you given sufficient information in order to make a decision to proceed with a Personal Budget? (Please tick one box)

Yes No

a) If yes, where did you get this information from?

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7. How did you fill in the Self Rating Questionnaire? (Please tick one box)

- By yourself
- With your Social Worker / Reviewing Officer
- With a family member or friend
- With support from care provider staff

8. Did you find the Self Rating Questionnaire easy to complete? (Please tick one box)

Yes No

If no, what did you find difficult?

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9. Can you suggest anything that would make the process simpler?

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10. Did your Social Worker or Reviewing Officer tell you how much money you had (Indicative amount not final amount approved) in order for you to start planning the support you needed? (Please tick one box)

Yes No

11. How did you put your Support Plan together? (Please tick one box)

- By myself
- With support from family or friends
- With support from my social care worker
- With support from my care provider
- Other (please specify)

12. How long did this process take? (Please tick one box)

- 0 to 4 weeks
- 4 to 6 weeks
- 6 to 8 weeks
- Longer (please specify).....

13. Would you say the time to complete this process was: (Please tick one box)

- Too long
- About right
- Too short

14. Would you describe the process of applying for a Personal Budget as: (Please tick one box)

- Very easy and straightforward
- Fairly easy and straightforward
- Fairly complicated
- Very complicated

15. During this process did you find the choices and decisions were led primarily by: (Please tick one box)

- You
- The social care worker
- Your family / friends
- The care provider
- Other (please specify)

16. How long has your support plan been in place? (Please tick one box)

- 4 to 8 weeks 8 to 12 weeks Longer (please specify)

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17. Has your personal budget made a difference to your health and well being? (Please tick one box)

- It has helped
 It has made things worse
 It has made no difference

18. Has your personal budget enabled you to spend time with people you like? (Please tick one box)

- It has helped
 It has made things worse
 It has made no difference

19. Has your personal budget made a difference to your social life? (Please tick one box)

- It has helped
 It has made things worse
 It has made no difference

20. Has your personal budget improved in the quality of your life? (Please tick one box)

- It has helped
 It has made things worse
 It has made no difference

21. Has your personal budget enabled you to take part in the community you live in? (Please tick one box)

- It has helped
 It has made things worse
 It has made no difference

22. Has your personal budget made a difference to how safe you feel at home? (Please tick one box)

- It has helped
 It has made things worse
 It has made no difference

23. Has your personal budget made a difference to how safe you feel when you go out? (Please tick one box)

- It has helped
- It has made things worse
- It has made no difference

24. Has your personal budget made a difference to the control you have over your support? (Please tick one box)

- It has helped
- It has made things worse
- It has made no difference

25. Has your personal budget made a difference to the total amount of money you get? (Please tick one box)

- It has helped
- It has made things worse
- It has made no difference

26. Has your personal budget made a difference to whether you are supported with dignity? (Please tick one box)

- It has helped
- It has made things worse
- It has made no difference

27. Can make any suggestions about how we could improve the Self Directed Support process for citizens who are eligible for social care services in Lancashire?

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Thank you very much for the taking time to complete this important questionnaire. Your comments will be used to inform the Self Directed Support process and will help us to shape the future systems and processes for delivering the personalisation agenda in Lancashire.