

What happens first?

Ask your Care Co-ordinator to refer you for a Self Directed Support personal budget.



One of their team (usually a Community Care Officer) will then visit and complete a Person-Led Assessment (PLA) with you.



If you are eligible for support you will get two things: 1) your 'support plan' which tells us about your situation and what things could help your mental health, and 2) your 'indicative budget' which tells us how much that support might cost.

What happens next?

If you already know what the support / service you want is, you will be referred straight through to the Kirklees Council 'Care Navigation' Team.

or

Maybe you'd prefer to consider a few options of what the support might be, or if you're not sure where to start looking, then Touchstone is here to help.

Care Navigation will confirm the arrangements and then refer you for a financial assessment to 'Client Financial Affairs' (CFA).

One of our Brokers will come and meet you to talk about what you want, what is available and what you are entitled to.

CFA will then visit and talk to you about your financial situation. They will then decide if you are entitled to a full budget or if you need to make a contribution towards your support.

Together we will agree an action plan to find the kind of support you want and how much it will cost.

CFA will pass your referral back to Care Navigation who will set up your account. You can manage the money yourself or use some of your budget to pay for a 'managed account'.

Your Broker will talk to you about all the options available and then you can decide which suits you best. We can help you to negotiate contracts and get support that fits in with your life.

When we've got a plan that you are happy with Touchstone will refer you back to Kirklees Council.

With everything in place, your support can now start.

Remember, if you want our help we will stay in touch with you to make sure everything is ok. If things aren't quite working out or if your circumstances change we can help you to renegotiate care packages and sort out any problems. Just give the team a call on **01924 460211**.