

Easy Read



Fact Sheet 5 – Support options and buying services – What do I need to know?

	<p>There are lots of good things about having a Personal Budget. One is the freedom to shop around and choose who provides your support.</p>
	<p>Your Support Plan should be safe and legal and healthy and help you to do what you want to do.</p>
	<p>These are a few examples that people have used their budget for:</p>
	<p>1. A Personal Assistant or Support Worker</p>
	<p>2. Buying services from an organisation or agency</p>
	<p>3. Expenses for unpaid helpers</p>
	<p>4. Instead of respite care you may want to try a supported holiday</p>

	<p>5. Equipment to help you be more independent</p>
	<p>6. Enrol in an adult learning class</p>
	<p>7. Membership to a gym or sports club</p>
	<p>8. Pay vet bills for a support dog or pet</p>
	<p>9. You can also give 'legal rewards' to people who may help you out. This could mean doing something for them in return like buying a meal or a treat.</p>

Tips for buying services and support

Here are some tips to help you get value for money



Don't forget help is always available if you need it - you can speak to your Care Manager if you need help with this.

	<p>Compare deals – write down the names and numbers of three or more agencies, and compare what you will get for your money.</p>
	<p>Get independent advice – talk to your family, friends and Care Manager, especially if you are buying something expensive or where you will be signing a contract.</p>
	<p>Search for services in reliable places – Your Care Manager will be able to let you know what is available to help you to look for the support you need.</p>
	<p>Use regulated services – agencies that provide personal care must be registered with the Care Quality Commission. This may help protect you if the agency lets you down or is difficult to contact.</p>



Ask Questions

	What will I get for my money?
	If I need to sign a contract, how long will it run for?
	What are my rights if I am not happy with the service?
	Take your time and make sure you fully understand the responses. If the agency is reliable they will not pressure you!



For further information please look at the other Fact sheets in this series and our website: www.york.gov.uk