



Continuing Healthcare

Personal health budgets

What you need to know

What is a personal health budget (PHB)?

A personal health budget is the amount of money the NHS allocates for a care and support package to meet your assessed needs. The amount of funding is allocated in line with our Equality and Choice policy, so we are fair and consistent in our decisions about care funding.

A personal health budget aims to give you more choice and control over how your health and wellbeing needs are met.

You will be able to use your budget for a range of things to help you meet your health and wellbeing goals, as agreed with your healthcare manager.

There are three ways to manage a PHB

A notional budget

You and your healthcare manager will plan for the care and support you want and your healthcare manager will arrange this on your behalf.

Your Healthcare Manager will tell you how much money is available to meet your needs, however you don't have any funds paid directly to you, Continuing Healthcare manages the money.

Why choose a notional budget ?

- You will have your say in how the money allocated to your care and support is used but you will not have any responsibility for organising or paying for the services you receive.
- All your care and support will be purchased and managed through Continuing Healthcare.

Direct payments

You will receive the funds to buy the care and support you and your healthcare manager agree you need. You will hold these funds in a separate bank account and control how the money is spent; you'll need to keep records to show how you've spent the money. You will be fully responsible for arranging the care support agreed and this includes any contract arrangements such as being an employer.

Why choose a direct payment?

- With a direct payment you manage your own personal health budget and control the care and support you receive.
- You can employ and pay your own carers - we can provide support to help you do this.
- You do not need to manage the budget on your own - you can receive your direct payment through an independent organisation who can help you with this. We call this a 'Direct Payment Support Service'



A third party budget

The funds are paid to an organisation who hold the budget on your behalf. The third party organisation is responsible for the money and all contract arrangements. They will work in partnership with you to ensure the care and support they arrange meets your agreed outcomes.

Why choose a budget held by a third party?

- Your chosen third party will directly employ carers on your behalf and manage all aspects of your personal health budget.
- You will still make all the decisions about how your budget is used, including who works for you and what they do.

What does this mean for me?

You can choose the best personal health budget option for you.

If you have existing services, including those arranged through a social services direct payment, you may be able to transfer these to personal health budget. We will work with you to review your arrangements, to ensure they are suitable and safe to meet your assessed needs and costs are in line with our equality and choice policy.

Whatever form of personal health budget is used, the assessment and review process for NHS continuing healthcare remains the same.

Will it affect my benefits?

Personal health budgets are not a welfare benefit and are not part of the government benefits system. This means they are not taken into account when calculating your benefits entitlement. Personal health budgets are given in order to meet health and wellbeing needs and cannot be spent for any other reason.

How does a personal health budget work?

There are four key steps to meeting health and wellbeing needs when using a personal health budget system:

1. Care and support needs identified

Your healthcare manager will ask you questions to find out what you need for your health and wellbeing.

2. Budget allocation

Your assessment of needs is used to calculate an estimate of the money needed to meet your health and wellbeing needs.

3. Support planning

Your healthcare manager will help you decide how best to use the personal health budget to meet your needs.

You will be able to talk about the things that matter to you and that matter for your health. This will include choices about how care is delivered.

This is written in a support plan which both you and your healthcare manager must sign.

4. Using your budget

Your final budget is agreed when you and your healthcare manager are happy with how your care and support needs will be met.

While it can take some time to get your personal health budget, we will make sure that this doesn't cause a delay in your needs being met and an interim care package may be offered.

Continuing Healthcare has a duty to ensure that payments are being used in the ways agreed with your healthcare manager and as documented in your support plan. They are also entitled to recover any money that is not spent appropriately.

Your care and support needs, and your budget, will be reviewed regularly.



Contact the team

If you have any questions or concerns please do not hesitate to contact us.

Continuing Healthcare
Albert House
Queen Victoria Road
High Wycombe, Buckinghamshire
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Tel: 01865 902861

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Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please tell a member of the continuing care team or contact the PALS and complaints team on freephone 0800 328 5640.

Complaints can be sent to:

The Complaints Manager
Buckinghamshire Clinical Commissioning Group
Albert House
Queen Victoria Road
High Wycombe
Buckinghamshire
HP11 1AG

Tel: 0800 328 5640

New Email: bucksccg.palscomplaints@nhs.net

Continuing Healthcare

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at:

EqualityandInclusion@oxfordhealth.nhs.uk

Arabic يُرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتتسيق مختلف.

আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে **Bengali** পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।
Urdu اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

Chinese 若要以其他語言或格式提供這些資訊，請與我們聯繫

Polish Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

Portuguese Queira contactar-nos se pretender as informações noutra idioma ou num formato diferente.

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Become a member of our Foundation Trust
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Continuing Healthcare is part of our Older People Directorate.