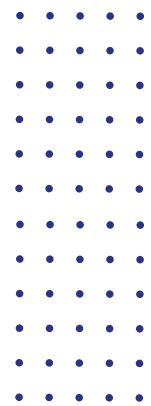




Personal Health Budgets (PHB)

PARADOR GROUP
Harland Services
Parador Care Support





About

PERSONAL HEALTH BUDGETS

Personal Health Budgets (PHB) are one of the six components of the NHS Comprehensive Model for Personalised Care, which is designed to give people the same choice and control over their mental and physical health that they have come to expect in every other aspect of their life.

A PHB is an amount of money to support a person's identified health and wellbeing needs, planned and agreed between the person and their local NHS team.

WHAT ARE THE ESSENTIAL PARTS OF A PERSONAL HEALTH BUDGET?

The person with the PHB (or their representative) will:

- be able to choose the health and wellbeing outcomes they want to achieve, in agreement with a healthcare professional
- know how much money they have for their healthcare and support
- be enabled to create their own care plan, with support if they want it
- be able to choose how their budget is held and managed, including the right to ask for a direct payment, or a Third-Party service.
- be able to spend the money in ways and at times that make sense to them, as agreed in their plan



PHB Management

HOW CAN A PERSONAL HEALTH BUDGET BE MANAGED?

PHBs can be managed in one of three ways, or a combination of them:

- Direct payment for healthcare - the money is paid to the person or their representative
- Notional budget - the money is held by the NHS
- Third-party budget - the money is paid to an organisation that holds the money on the person's behalf and supports the person with the management of their care package.



HOW DOES PARADOR FIT IN?

Parador already supports PHB clients across England with the recruitment and training of PAs, and the provision of clinical oversight by our team of nurses. Through our group company; Harland Services, Parador is now able to offer a Third-Party Service.



Parador's Third-Party Service from Harland Services

The NHS commissions Harland Services to deliver an agreed package of health care support, managing the personal health budget and employing the staff this requires.

Parador will work with the client and NHS commissioners to develop a support plan which meets the needs of the client.

If required, we will recruit PAs to support the needs of the PHB client. The client will be fully involved with this process, as they wish:

- helping to write job descriptions, person specifications and advertisements
- meeting and interviewing shortlisted applicants and deciding who will be employed in the package
- agreeing rates of pay and hours of work
- helping draft the employment contracts

The PAs will be employed by Harland Services to ease the burden on the client and their family. We can take care of rotas, although some clients prefer to continue to manage this themselves.

We will deal with payment of salaries, HR etc and provide dedicated operational support to ensure shifts are filled and the PAs have the support they need.

The operational support will be the client's day-to-day point of contact with Harland Services and their role will also be to ensure that issues are resolved before they escalate.



Parador's Third Party Service from Harland Services

The client's budget will be managed by Harland Services and held in a bank account which will be named and unique to the client. Account transactions will be transparent and audit information will be provided to the NHS commissioners, as required.

Our nurses will train the PAs in the necessary care and support tasks, ensuring that competencies are assessed and signed off. They will also provide oversight to ensure that care tasks are delivered as per the trained standards and that client and PAs alike are happy and confident that the package is achieving the agreed outcomes.

If required, we will attend discussions between the PHB holder and the commissioners. We will be proactive in proposing enhancements to the package which will enable the desired outcomes to be realised.

We will ensure that the client is treated as an individual and that the package of support is bespoke and personalised to their needs and aspirations.



Why our service is different!

■ SUPPORTING, NOT CONTROLLING

We understand the need for the client to have their say in the development of their own support plan. Our approach is to try and help the client achieve the outcomes they want rather than trying to impose something which might not be appropriate. We believe it is the relationship between the client and Harland Services as the Third-Party Service provider, which is particularly distinctive and critical in this respect.

■ THE IMPORTANCE OF DEVELOPING TRUST

Our experience suggests that for many clients and their families, the need to gain or regain control is rooted in a sense of vulnerability and broken trust: a much-loved family member has serious health problems and relies on others, sometimes just so they are able to go on living.

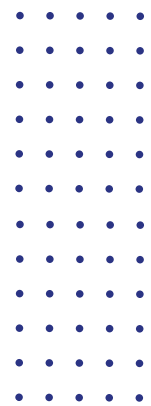
■ GETTING THE RIGHT STAFF AND PAYING THEM FOR THE JOB

Finding and supporting the right staff for a person with health needs and their family is critical. This varies from person to person, and from family to family, and this is why we talk about 'personalisation'; an approach with personal circumstances and choice at its heart.



A New Approach which aligns our values to the client's needs

Personalised
Honest
Respectful
Quality
Brave



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