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# Personal Health Budgets (PHB) A Parents Guide

## Key Facts

### PERSONAL HEALTH BUDGET COACHING

Before I start, check out new  
FREE online coaching sessions  
for PHBs on Eventbrite:  
<https://www.eventbrite.co.uk/e/personal-health-budgets-supporting-you-tickets-870885330467>

### PHB COMMUNITY

We're launching a new PHB  
Community

[www.thephbcommunity.co.uk](http://www.thephbcommunity.co.uk)

Here you'll find other parents in a  
similar situation supporting each  
other.

We will be providing lots of much  
needed information in this group  
to help make your lives that little  
bit easier.

Why not come and join us?

## Why read this guide?



This guide is my parent's guide to Personal Health Budgets, explaining the reason for them, how to get the most out of them, your options, your rights and how to get you to the best place possible with care for you and your family easily, avoiding the pitfalls that I had to endure so you don't have to.

Believe me, it's a difficult journey, which you will already know by now, but done right, with the right support, this can be achieved by you, no matter who you are!

From personal experience, I know how difficult it is trying to get the best care for you and your family and dealing with the stresses of day-to-day life in tandem. Sometimes you don't have the capacity, whether it be mental, emotional or physical to think about how to get the best care possibly, as you are focussed on the new challenges you and your family have to face.

This is natural and is normal, as I did not consider any of this when my son was born with a rare life-limited condition 12 years ago. All I thought was that he was alive and that was my main purpose/focus, to keep him alive as long as possible.

It wasn't until 3 years later, I realised that the care we were receiving was not the best it could be because of several factors that I couldn't control at the time, with the NHS / Care Agency – financial, political, priorities, etc. These were not important!

What is important is how you have the option, if you want to and have the capacity and the right support to take control of your loved one's care and provide a more long-term, stable, flexible, rewarding and successful approach to the care that is delivered to make life that little bit easier and to have it within your control.

This guide is my parent's guide to Personal Health Budgets, explaining the reason for them, how to get the most out of them, your options, your rights and how to get you to the best place possible with care for you and your family easily, avoiding the pitfalls that I had to endure so you don't have to.

Believe me, it's a difficult journey, which you will already know by now, but done right, with the right support, this can be achieved by you, no matter who you are!





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# Personal Health Budgets (PHB)

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## Help / Tips

### CHILDREN & YOUNG PEOPLE'S CONTINUING CARE

The Department for Health has a framework dedicated to the process of Children's Continuing Care. Visit the GOV.UK website and search for Children's Continuing Care Framework

## So what is a PHB?

A personal health budget or a 'PHB' is an amount of money used to support your health and Well-being needs, as agreed between you and your NHS healthcare team.



The aim of a PHB is to give you more choice and control over the money spent on meeting your health and well-being needs.

Your health and well-being needs will be set out in a personalised care and support plan, **which you and your healthcare team should develop together**. I will go into Care & Support Plans in more detail later, but the 2 key factor here are:-



- You need a **care and support plan** as this underpins what you want to achieve, your outcomes, which in turn determines how it can be achieved (i.e. care requirements, funding/budget). Without this document, it is near on impossible to work these things out accurately or fairly.
- The care and support plan **needs to be co-produced** (this is a key term in the PHB Framework designed by the NHS). This means that you are not left on your own to create it, nor is it for the NHS to create one for you, **you do it together**. This way it avoids complications and disappointing expectations later on down the line.

## How do I qualify for a PHB?

-  if you have been assessed and qualify for NHS children & young people's continuing care or continuing health care
-  if you receive aftercare services under section 117 of the Mental Health Act
-  Qualify for a one-off budget to support you to achieve self-management eg hospital discharge, mental health recovery
-  to support you if you have an education, health and care plan (EHCP) where there is health provision identified.

There are a variety of ways in which you can qualify for a PHB. This ranges from being eligible for Children & Young People's Continuing Care (CYPCC), Mental Health Aftercare and if your child has an EHCP (Education, Health & Care Plan).

Other scenarios are being reviewed and added by the NHS, including One-off budgets to achieve hospital discharge, etc.





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### PHB MYTH

A care agency providing care is NOT a PHB.

Technically, in most circumstances and based on the NHS clarification, it is a PHB - NOTIONAL BUDGET.

### NOTIONAL BUDGETS

Typically, this would be your care agency scenario. If you are considering Direct Payments (DP), request what is the current budget for your Notional Budget to help plan your new DP budget

### PERSONAL BUDGET

A Personal Budget is not the same as a Personal HEALTH budget.

A Personal Budget is provided by Social Care.

A Personal HEALTH Budget is provided by the NHS.

## What are my options?

It all depends on your experience, your time, your other responsibilities, the level of control you want, but ultimately the choice IS YOURS and some give more control, others reduce responsibilities. It is all about the way the care is delivered for your own peace of mind

Ultimately, it comes down to 3 types of Personal Health Budget.

	Your Responsibilities	Notional	3rd party	Direct Payment
Budget	Know Your Budget	✓	✓	✓
	Direct the outcomes	✓	✓	✓
	Manage your budget	✗	✓	✓
Employment	Recruitment	✗	✗	✓*
	On-boarding e.g. contracts, insurance	✗	✗	✓*
	Payroll Management e.g. HMRC, payroll, pensions	✗	✗	✓*
Staff	Staff Rota Management	✗	✗	✓
	Timesheets	✗	✗	✓
	Care Activities	✗	✗	✓

\* Managed account, budget holders choice of responsibility (paid service)

### Notional

A notional budget, the money is held, and services commissioned by the NHS according to the agreed **personalised care and support plan**.

This allows you understanding and discussion about your budget and it's delivery but ultimately, the NHS remain in control of the money.

This option is the least, in terms of responsibility but also reduces the level of control you have with your PHB.

### 3<sup>rd</sup> Party

This option is generally a rarer instance but the circumstances generally dictate the choice for this option.

They are particularly helpful when a person:

- does not wish to take on employer responsibilities for personal assistants.
- lacks capacity or is otherwise not in a position to manage their own budget.
- needs specialist or very tailored support that most providers are not in a position to deliver.

### Direct Payment

Direct Payments means that the money is paid to a person funded by the NHS, to allow them to purchase the services that are agreed in the **personalised care and support plan**.

This is the route I have gone down with my son, as at the time, I was not being served well by the care agency

There are varying levels of Direct Payment, which I'll go into later, but ultimately, you can vary the level of responsibility you have with this option.





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# Personal Health Budgets (PHB) A Parents Guide

## Help / Tips

### PHB CONTACTS

Each ICB should have their own PHB co-ordinators / clinical staff overseeing your PHB. If you don't have a contact, speak with your Community Nursing Team.

### PHB REVIEWS (ICB)

Although each ICB may be different, you should be having regular reviews about your PHB with your ICB representative to ensure that the right budget / care are agreed on an on-going basis.

This should not be a review annually with the fear of having your budget reduced. It should be an ongoing and collaborative process.

## Who pays for my PHB?

A simple way to look at this funding is that 2 organisations fund major elements of provision: -

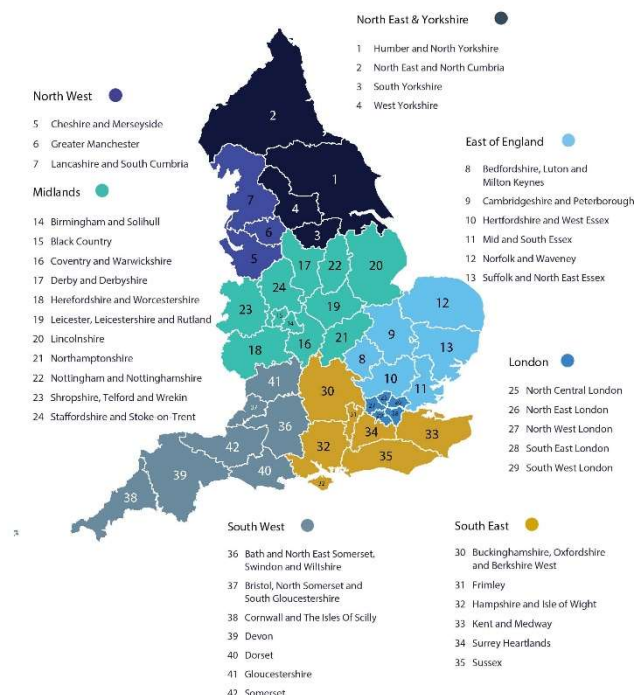
- **NHS/ICB\*** – fund medical/clinical needs via Personal Health Budgets
- **Local Authority** – fund social & education needs either separately (via a Personal Budget – just to confuse matters with similar wording to PHB) or into a PHB.

If the PHB package has funding from both NHS & Local Authority (such as Social Care and Education), which my son has, this would be known as an Integrated Budget, but ultimate, the NHS/ICB should be the lead as the majority of the funding is medical need in our case.

The key element here, which you will notice as a recurring theme, is that the funding needs to be based on outcomes, a set of things you want to achieve, which is why the **Care and Support Plan** is crucial to provide a basis for calculating the funding required.

## \* What is an ICB?

PHB's are managed and funded by the NHS via the region that you live in, called an ICB (Integrated Care Board).



If you don't know which ICB runs your local NHS services, you can take a look at the map and it'll show you all the ICBs in England.

Effectively, the ICB runs the NHS services in that particular area, be it doctors, hospitals, healthcare (public), etc. that are required for individuals needs.

So this is where the funding for the PHB will come from should you qualify. It is also where the ownership for your PHB should reside also from a clinical / medical support perspective.





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# Personal Health Budgets (PHB) A Parents Guide

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### PHB PROCESS

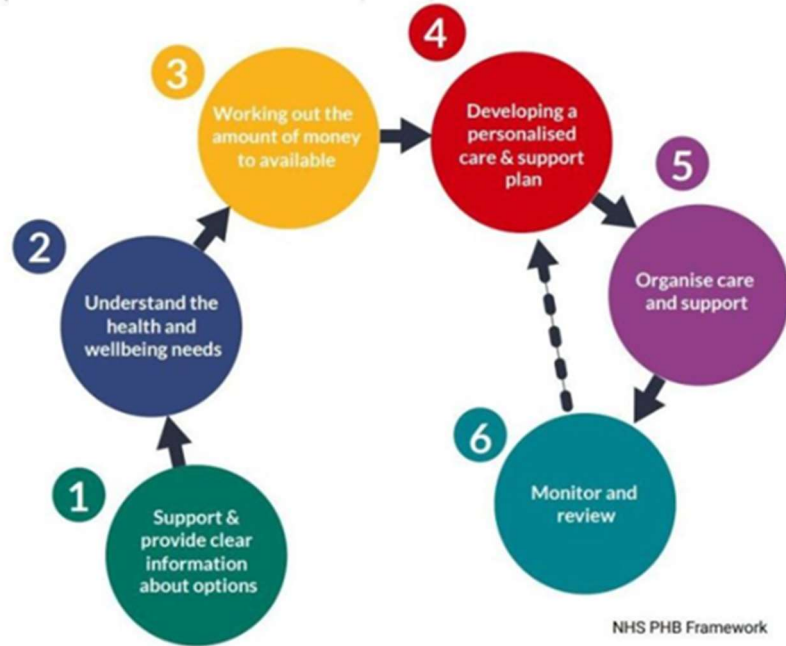
Ensure you are supported throughout this process, as it is crucial for you to get the best care you need.

### CARE & SUPPORT PLAN

The Care and Support plan (Stage 4) is a foundational document and should be co-produced between NHS staff and the individual / representative.

I would recommend request one be created if you do not have one.

## What is the PHB Process?



The process for setting up a PHB, once someone has been determined eligible should follow a 6 stage process, shown above, called the PHB Quality Framework.

Each eligible person should be supported through the 6 stages in order for them to understand the options available to them (similar to this guide), leading to the NHS contact to **work together** with the individual (or family) to determine their needs and desired outcomes from the PHB.

This collaboration should lead to the **co-production** of a couple of key items that are the foundation of the Personal Health Budget process. These are a **Care and Support Plan** and a realistic and manageable **budget**.

With these key documents in place, both the NHS & the family can move forwards to introduce a manageable and successful PHB which will be able to deliver the care and outcomes that is needed to succeed.

Generally the most lengthy part of the process tends to be Stage 5, organising care and support. With the current crisis in care, it is difficult recruiting but there are ways of succeeding in this area and you don't necessarily have to default to an agency. I'll discuss this more later in this guide.

As with any process, regular review and support is key to a successful PHB, which I would recommend if you are not receiving this support. .





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#### INFORMATION

This guide and the Thrive Care Solutions WEBSITE is just a small set of resources available to understand this process.

There are lots more sources of information regarding PHBs.

Make sure you ask questions, understand the process and find others that have been through the process to support you.

## Step 1 - Support & provide clear information about options

### What should happen at the stage?

The main responsibility of the NHS is to supply you with the information so that you can make an informed choice.

This sometimes may not be easy to find or easily digestible but nevertheless, the information needs to be available to you.

### What should you get out of this step?

You should receive **clear and concise information** about all of your options for PHBs, allowing you to make an informed choice on which option you would like to move forwards with.

### Key challenges to watch out for

Information, although available, sometimes is not easy to find and when found, is not necessarily easily digestible.



Contact us at [www.thrivecaresolutions.co.uk](http://www.thrivecaresolutions.co.uk)





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### NHS / ICB

Make sure that this process is explained and that you/your families needs are understood by a professional.

## Step 2 – Understand the health and well-being needs

### What should happen at the stage?

A discussion between you and your NHS team should take place to understand the needs and outcomes that matter to you/your family, including the health needs, impact on well-being and circumstances involved in the home, work and family.

### What should you get out of this step?

The **process of how your needs will be assessed** should be explained to give you time to understand and feel you have an equal voice in this process (co-production).

This step is crucial to provide a full picture of your needs and any goals you may have in order for the PHB to be successful.

### Key challenges to watch out for

This stage sometimes gets overlooked and time isn't taken to detail this upfront between parents / medical professionals.

The process skips directly to Step 5 (Organising Care/Support), which causes further issues when putting care in and reviewing as the actual requirements, training, budget is not written down or even understood.





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# Personal Health Budgets (PHB) A Parents Guide

## Help / Tips

### BUDGET

A budget (indicative/draft) should be created at this point, as it helps set expectations later on in the process.

### BUDGET

### CONSIDERATIONS

See the section after this on budget considerations to make sure all needs are considered when co-producing with your NHS/ICB contacts.

## Step 3 – Working out the amount of money available

### What should happen at the stage?

To ensure your PHB is going to meet your ongoing care and support needs, working out the amount of money and identifying an **indicative budget** (draft budget) must be done after your health/wellbeing needs have been assessed.

The **indicative budget** (draft budget) is a realistic amount of money you are likely to require to meet your needs

### What should you get out of this step?

Your budget will be calculated (an indicative budget) to ensure you have enough money to plan for how your agreed needs can be met, including the process to review if the budget is not sufficient to meet your identified needs.

It is your right to ask at this stage for an indicative budget to determine whether it has any chance of meeting your needs.

### Key challenges to watch out for

Providing a draft/indicative budget is sometimes a step that is forgotten or not done properly and the process moves forwards to Step 5 (Organising Care/Support).

This means that expectations of funding are not set earlier in the process and when it comes to organising care, there often isn't enough funding to cover what is required.







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### CARE & SUPPORT PLAN

The Care and Support plan (Stage 4) is a foundational document and should be co-produced between NHS staff and the individual / representative. I would recommend request one be created if you do not have one.

### BUDGETING

With a well defined and co-produced Care & Support Plan, the budget creation side becomes a lot easier and quicker and gives a baseline on which to continue to discuss throughout the PHB lifecycle.

## Step 4 – Develop a personalised Care and Support Plan

### What should happen at the stage?

Care and support planning is crucial to the success of any PHB journey.

You should be supported by your local authority / NHS healthcare team who should work in partnership **with you** to discuss and determine how your needs will be met and how the budget will be used to achieve this.

### What should you get out of this step?

You will be supported to help you **prepare, plan and make decisions about the care and support you need** and to understand how your budget can be used to achieve this.

A detailed document (**Care and Support Plan**) with your needs and outcomes will be produced **with you** in order that the necessary care and support can be implemented.

### Common challenges to watch out for

The creation of a Care & Support Plan is one of the most common steps I see being missed.

It can be extremely detailed and time consuming but is the backbone of the PHB process and co-production is crucial but sometimes the constraints on clinically resources or the speed at which the PHB needs to be up and running, means it is forgotten.





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# Personal Health Budgets (PHB) A Parents Guide

## Help / Tips

### CHOOSE THE RIGHT BUDGET

Each budget type is different and will depend on your circumstances and where you are in the PHB lifecycle. Choose which one is right for you at that time, knowing you can change it in the future. It is an evolving process.

### CARE AGENCY

Do not feel that if the care agency (notional budget) is not performing that you cannot do anything. Talk to your NHS/ICB contact (or us) and see if you can change your situation positively. You can achieve it with the right support.

### DIRECT PAYMENTS

Do not be put off by the responsibility of Direct Payments. There are many ways in which to achieve this with varying levels of responsibility to suit your situation.

## Step 5 – Organising care and support

### What should happen at the stage?

Care and support can be arranged based on Care and Support Plan. Dependent on choice of PHB, this stage can differ significantly:-

**Notional Budget** – Liaise with the NHS to determine & direct where/how to spend your budget.

**3rd Party Managed Budget** - Working in partnership with an independent organisation, Local Authority or NHS to ensure you get the care and support you need.

**Direct Payment** - Becoming an employer with or without the support of a 'managed account' organisation to ensure your care needs are met appropriately.

### What should you get out of this step?

Appropriate support should be made available to give you control and flexibility over **organising care and support** to achieve what matters to you.

Direct Payments and the responsibilities will be outlined in more detail in this guide, as this is the path that I chose for my family.

### Common challenges to watch out for

Organising care and support can be a hugely difficult step for families, as even having the funding doesn't guarantee getting the right staff/care you need.

Lots of support, patience and expectation setting needs to happen in this stage, but you can manage this and it will be worth it in the end.





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# Personal Health Budget (PHB) A Parents Guide

## Help / Tips

### BUDGETING

With a well defined and co-produced Care & Support Plan, the budget creation side becomes a lot easier and quicker and gives a baseline on which to continue to discuss throughout the PHB lifecycle.

### REVIEW PERIOD

So long as you have an agreed time period and it is regular, a review is always a good idea. No surprises should appear through the year if a regular review is taking place. Constant communication is key.

## Step 6 – Reviewing your budget

### What should happen at the stage?

This stage should identify what is working well and what isn't.

This monitoring & review process helps identify any changes in your needs or circumstances,

- whether your agreed outcomes are still appropriate
- any changes in risks or safeguarding needs
- if your budget is adequate.

### What should you get out of this step?

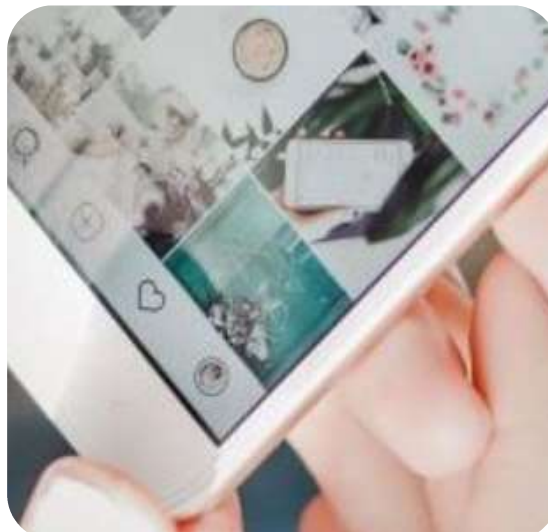
A review on a regular basis with your ICB, to ensure your PHB is working for you.

Generally associated with only 'reduction' in care needs/funding and not with 'increases' required. This is why the Care & Support Plan is crucial to refer to in each review as a baseline and a reminder of the agreements in care and why they are needed.

### Common challenges to watch out for

Regular reviews are different dependent on where you are in the country unfortunately. I had an annual review for the first 8 years of my PHB and now it will be every 3 months. It all depends on the ICB.

So long as you know that you should have a review, it's a good thing to have a conversation about how it's going (good and bad) so it can be understood and also documented with the ICB.





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## Help / Tips

### BUDGET REVIEW OR CREATION

We can work with you and your NHS team to help determine the right budget for you and your family.

Just visit our website

www.thrivecaresolutions.co.uk  
and look for the 'Build a Better Budget' section and contact us.

## Your Budget



Whether you are going through setting up a PHB with support from the ICB/NHS or whether you've had one for years and going through an annual/quarterly review, the budget is a key support for the care you are looking to be provided.

This should be based on evidence/discussion from documented agreements such as the Care & Support Plan that should have been created at the start of your PHB journey.

When being involved in the co-production, you will be able to work together with NHS/ICB to agree different aspects of services/care that you require for your PHB to be successful.

Of course, PHBs vary dramatically between patients but here are some example budget items to be considered should they suit your PHB requirements.

## Budget tips/considerations

- **STAFF RECRUITING** - When recruiting care staff, you will need different budget elements to allow you to advertise, recruit, train, shadow and sign off the new recruits. The key to a good, realistic and long-term recruitment strategy is to ensure the funding is there for upfront quality training.
- **CONTINGENCY PLANNING** - You are entitled to request some form of contingency in case of emergencies, parent/PHB owner illness, etc. This isn't a reason to add more for your budget but may be needed if things don't go to plan.
- **BE AN EMPLOYER (DIRECT PAYMENT)** - If you go down the road and become an employer of carers (Direct Payments), there are different elements that you should highlight in your budget to successfully undertake the employer role. It is crucial to at least have this discussion and get it documented as the cost of administration, paperwork, etc. will certainly be included in a 3rd party care agency cost so I believe that this should be the case for Parent Employers.

This is not an exhaustive list but just ensure that your budget is co-produced with you and your NHS team and that it meets the needs that you have agreed (Care & Support Plan), otherwise getting the right budget will not be possible and will cause a lot of challenges on both sides.

It is not simply a case to be told what your care hours are and informed to go and use them.





## Help / Tips

### WHERE ARE YOU IN THE PHB LIFECYCLE?

The type of PHB you chose to have will hugely be dependant on where you are in your PHB lifecycle.

If you are in the early stages of managing a complex needs/disabled child, a Direct Payment PHB may not be for you as you may not have the mental, emotional or physical capacity to manage all/some of the PHB aspects.

Therefore, it's key to understand what you capabilities and situation is when looking at options, which your NHS team should be working together with you to factor this into account.

## Being an Employer

Your Responsibilities		Notional	3rd party	Direct Payment
Budget	Know Your Budget	✓	✓	✓
	Direct the outcomes	✓	✓	✓
	Manage your budget	✗	✓	✓
Employment	Recruitment	✗	✗	✓*
	On-boarding e.g. contracts, insurance	✗	✗	✓*
	Payroll Management e.g. HMRC, paylips, pensions	✗	✗	✓*
Staff	Staff Rota Management	✗	✗	✓
	Timesheets	✗	✗	✓
	Care Activities	✗	✗	✓

\* Managed account, budget holders choice of responsibility (paid service)

## Direct Payments

First of all, don't confuse PHB Direct Payments with Direct Payments from Social Care.

Although the same basic premise, a Direct Payment in NHS/Health terms tends to be a type of PHB, see the explanation below.

- Social Care funded by Local Authority  
*Personal Budget & Direct Payment*
- Health Care funded by NHS  
*Personal Health Budget & Direct Payment*

This can cause a lot of confusion amongst parents and even professional about where the funding is coming from and who is overseeing the care required so it's important to understand and use the correct terminology.

With the different options, Care Agency vs Employer can be a daunting decision and it all depends on the circumstances and the stage at which you are at in your PHB lifecycle.

For instance, I would not have taken on a PHB when my son first came out of hospital. I had enough to deal with, adjusting to life with a complex needs child but further down the line when the agency let us down and it was the only option but also the best decision we made. This is why I am now being an advocate to support other parents to achieve the same as I have, control and consistency with care, but obviously getting results quicker than it took me.





## Help / Tips

### CAN I BE AN EMPLOYER?

Yes, you certainly can be an employer like me, you just need the support, skills and confidence to realise it.

This is why I've written this guide to help de-mistify different aspects so that you can understand a little more about the responsibilities and activities and oppourtunities you have for more control over your PHB.

## Being an Employer

There are many factors that need to be considered as to whether you decide to go down the employer route, but not having the confidence or support should not be one of them.

With the right level of support and confidence, any parent can achieve 'Being an Employer' irrespective of their background, circumstances or level of experience.

Most of the parents I speak to did not have any background in being an employer, Human Resources, Team Management, Financial / Budget Management or even logistics / organising things, but they have succeeded with their PHBs as they had the right environment in which to thrive.

The 3 key areas of responsibility when becoming an employer of a PHB that needs to be understood / managed.

**Employer**

**Money**

**People**

These 3 areas of responsibility have varying levels of difficulty dependent upon your previous skills and experience but also based on how much control you want in your PHB.

In simple terms, the MORE CONTROL you want, the MORE RESPONSIBILITY you must be willing to take on. But remember, if you can find the right people you trust and can rely to carry out these responsibilities the easier this control becomes.





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## Help / Tips

### EMPLOYERS LIABILITY INSURANCE

By law, all employers in the UK must have Employers' Liability (EL) Insurance. Your Personal Assistants (PAs) may be injured or get ill as a result of working for you.

### CONTRACTS

All employees have an employment contract with their employer. A contract is an agreement that sets out an employee's:

- employment conditions
- rights
- responsibilities
- duties

At Thrive we can help create those contracts for you, to avoid any unnecessary stress or break down between employers and employees.

## Employer responsibilities



Parenting a child with special needs takes a lot of love, patience, and hard work. When becoming an employer for a PHB, it does become a lot harder and more responsibility, but in return, you are rewarded with more consistency, continuity and control.

It is a hard balance between being a parent and an employer, but one I feel I've managed well over the past 10 years. Ultimately, we have more of a say in making sure our kids gets the right care at the right time.

Managing as an employer involves a variety of responsibilities. Heres are few examples:

- **Insurance:-** Obtaining employer insurance to protect against liability for caregivers or support workers. I have used Mark Bates Ltd (Premier Care) for the past 10 years and they've been amazing. They provide support from an employment law perspective but there are lots of other insurers so take a look around for the right one for your family.
- **Contracts:-** Drafting and managing contracts for caregivers or support workers, including terms of employment, duties, and compensation.
- **Timesheets/Pay:-** Keeping accurate records of hours worked by carers to ensure fair pay and compliance with employment law.
- **Your Home:-** Ensuring a safe and supportive environment at home for our children to thrive in whilst complying with health and safety laws.

When becoming a PHB employer, it is hard work but so is raising a child with complex needs. Ultimately, you have the choice is yours but if you want more choice and control, you sadly need to take more responsibility.

With each of the elements of being an employer, whether it be Money, Employer Responsibilities or People, there are many services, business or organisations that can help you manage these elements, so you don't necessarily need to go as far as I did and take on all aspects of being an employer.

**You just need to make sure that they are identified and that your ensure your ICB supports you with the funding of these services.**

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### CARE & SUPPORT PLAN

I appreciate that I have mentioned this document (Care & Support Plan) a lot during this guide, but it IS critical, especially when it comes to money and budgets, as without it, there is no way of justifying any accurate funding for a PHB.

## Money



With regards to Personal Health Budgets, as the title suggests, the whole focus around this option is around 'BUDGET' or money.

Of course the process of a PHB is person-centred, ensuring that they get the care and support they need but more often than not, the right care, service or support does come down to funding.

Who provides the funding, why they provide the funding, is it necessary and is it cost-effective.

Funding is one of the most contentious and widely debated aspect of any Personal Health Budget, which it needs to be, to ensure that the right funding is provided for the right levels of care.

Unfortunately, as it's our children, family and our own well-being (especially when we are sleep deprived and fighting multiple battles), there is never a good/right time to discuss funding without an element of emotion attached to it and rightly so, but there does need to be a balance to get the right outcome.

The key elements that need to be understood/undertaken when dealing with money / finance in PHBs (especially Direct Payments) are:-

### Do It Yourself

**Bank Account:** In order to manage the funding, a bank account will need to be set up and managed on an ongoing basis.

**Employer:-** You will need to be registered as an employer for managing funding and employees.

**Payroll:-** Managing staff/carers will be the main aspect of being an employer. The main money related activities focus on timesheets, paying employings, paying other GOV related items such as *Tax* and *Pensions*.

You can find these areas on the GOV.UK website.

### Managed Account

**Managed Accounts:** As described across the page, you can, like me, take on all these responsibilities which gives you a very detailed level of control. But this may not be achievable for your circumstances.

If you don't want to take on this, there are plenty of companies / services that provide 'Managed Accounts' which means that they do all the financial stuff, so all you do is provide timesheets/hours and they will do the rest, or varying degrees of the financial elements so all you do is manage your carers.







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# Personal Health Budgets (PHB) A Parents Guide

## Help / Tips

### TRAINING

Clinical training of your staff, both theory and practical is a must to ensure your child gets the right level of safe care.

Contact Thrive if you need training for your staff, as we work with Clinical trainers and have access to online clinical training courses.

## People



People, staff, carers, Personal Assistants, friends, family, whomever provides the care for your family is crucial. You need people you can both rely on and trust.

Dependent on which way you decide to use a PHB, will help determine who will provide this care and how much say and control you have in who they are and how they provide this care.

When it comes to staff management, there are a number of activities that you will need to oversee either yourself or with the help of support services.

**Recruitment:-** Looking for and hiring staff is still one of the most difficult and drawn out processes when it comes to employing people.

Don't worry, it's the same in any business, not just when being a PHB employer.

Navigating the process of writing a job description, advertising the role, selecting candidates for interview right through to choosing the best candidate, offering the job, creating a contract and getting them working can be extremely lengthy, time consuming and stressful, but if you find the right staff, it can make it all worthwhile.

There are lots of ways to improve the speed in which you recruit the 'right' people to work for you and care for your child and we are here to support that.

**Organising staff:-** When managing staff, it can be very time-consuming. Whether you're using an excel spreadsheet, a document or piece of paper, keeping these up to date is a job in itself, forever changing shifts, updating holidays. This is where I save time and stress using more online apps, such as **RotaCloud** to manage my rota quickly and efficiently. *See the Digital Software section of this guide for more information.*

**Training:** Training your care staff is one of the most critical aspects of the PHB, to ensure that the staff you are using have the correct skills and training to be able to do so.

Finding the right training can be difficult and time consuming and determining the level of competencies needed requires a level of knowledge and judgement in order to get the right training programme.





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## TRAINING

If you are not used to or comfortable with technology, we can support you with getting apps up and running and your staff training appropriately. Just contact us at Thrive Care Solutions ([www.thrivecaresolutions.co.uk](http://www.thrivecaresolutions.co.uk)).

## Digital Software



Whatever your experience is with technology, there are some great apps and services out there which can help you get back time with your family, making your PHB easier to manage, safer and less time-consuming.

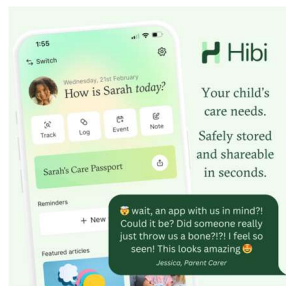
There are lots of examples that we can help you put into your PHB and provide more structured, repeatable and easy to manage package of care. They can also help with getting consistent standards of care across your care staff.



**RotaCloud** is rota management software that makes managing your care staff easier.

Providing easy to use screens for you and your team to make sure you get the care you need at the time you need it.

<https://rotacloud.com/r/130760/>  
(free trial)



**Hibi** is an app to support families of children with developmental differences and health conditions, providing access to care management tools and expert guidance.

<https://hibi.health>





[www.thrivecaresolutions.co.uk](http://www.thrivecaresolutions.co.uk)

# Personal Health Budgets (PHB) A Parents Guide

## THRIVE SERVICES

Thrive Care Solutions is a new service that can help you achieve individual success with your Personal Health Budgets.

Tailoring each aspect to suit your families care needs.

Visit

[www.thrivecaresolutions.co.uk](http://www.thrivecaresolutions.co.uk)

to find out how we can help you today.

## SOCIAL MEDIA

You can find myself (Ed Kemp)

and Thrive Care Solutions on social media (Facebook &

LinkedIn) so please feel free to get on contact if you need help and support.

## About Me



During the last 12 years, I have spent my time with my wife and family looking after our son to ensure he has the best quality of life he can with his complex life-limited condition. Living day by day and navigating life as it comes.

This has included spending time learning, understanding, and taking on essential elements of a Personal Health Budget (PHB) to allow me to keep my son safe, give me flexibility and ultimately give my son the best care we can.

Obviously, this has been a rollercoaster of a journey but this is where I am looking to use my experiences to help support and ultimately empower new or existing PHB families to feel confident in all areas of their PHBs, especially becoming employers and looking after their own care staff.

It can be incredibly rewarding when you have good staff working for you and who can feel almost part of the family, providing the level of care you want for you or your family member.

During the past 10 years, I have helped lots of families along the way, and felt that it was now the right time that I used my experience along with my passion for helping families with their PHB journey, so that they could feel supported by a more parent-led approach.

This has resulted in me creating **Thrive Care Solutions**.

Knowing how difficult and stressful it is to care for a loved one, as well as dealing with day-to-day responsibilities, the additional burden of a PHB sometimes can be a step too far. But if the knowledge, support and guidance is provided, a PHB can be a lifeline to a family to allow control over their loved ones care.

**My vision** is to combine my own experiences, the experiences of others and best practices to bring about a more supportive, empowered and positive experience to those embarking on a PHB journey.

If you want to find out if there's a better way to manage your families care needs, answer these 3 simple questions

1. What do you want to get from your Personal Health Budget?
2. Do I have the confidence, skills or time to achieve this myself?
3. Do you need some support / guidance on how to get there?

Email me your answers at [info@thrivecaresolutions.co.uk](mailto:info@thrivecaresolutions.co.uk) and we can work together to help you achieve these with a little support and guidance.





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# Personal Health Budgets (PHB) A Parents Guide

## PERSONAL HEALTH BUDGET COACHING

Check out new FREE online coaching sessions for PHBs on Eventbrite:  
<https://www.eventbrite.co.uk/e/personal-health-budgets-supporting-you-tickets-870885330467>

## PHB COMMUNITY

We're launching a new PHB Community

Visit [www.thephbcommunity.co.uk](http://www.thephbcommunity.co.uk)

Why not come and join us?

## Useful Resources



I hope you found this guide useful and there are lots of extensive resources out there so I thought I'd list some of them, in case you do further reading around this subject.

## Websites & Groups

- **FREE PHB Coaching** - <https://www.eventbrite.co.uk/e/personal-health-budgets-supporting-you-tickets-870885330467>
- **PHB Community** – <https://www.thephbcommunity.co.uk>
- **NHS England - Personal Health Budgets**  
<https://www.england.nhs.uk/personal-health-budgets/>
- **Gov.uk - Personal Health Budgets**  
<https://www.gov.uk/government/publications/personal-health-budgets>

## Legislation / Frameworks

- **Personal Health Budget (PHB) Quality Framework.**  
[www.england.nhs.uk/publication/personal-health-budget-phb-quality-framework/](http://www.england.nhs.uk/publication/personal-health-budget-phb-quality-framework/)
- **National Framework for Children and Young People's Continuing Care.**  
[www.publishing.service.gov.uk/media/5a80e998ed915d74e623126b/children\\_s\\_continuing\\_care\\_Fe\\_16.pdf](http://www.publishing.service.gov.uk/media/5a80e998ed915d74e623126b/children_s_continuing_care_Fe_16.pdf)

Contact us at [www.thrivecaresolutions.co.uk](http://www.thrivecaresolutions.co.uk)

