

How to use the Personal Health Budget Support Services Directory

A guide for people who have a Personal Health Budget



EasyRead version

Contents



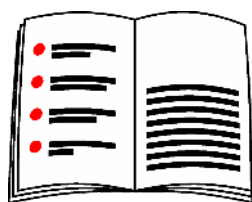
Introduction	1
--------------	---



Personal Health Budget	1
------------------------	---



Personalised Care and Support Plan	3
------------------------------------	---



PHB Support Services Directory	4
--------------------------------	---



What PHB Support Service Providers do	4
---------------------------------------	---



How to find the PHB Support Services Directory	9
--	---



Types of services in the PHB Support Services Directory	9
---	---



Personalised Care and Support Planning and Brokerage (PCSP&B)

12



What is a Personalised Care and Support Plan?

12



What is brokerage?

13



Steps to use the PHB Support Services Directory to pay for the provider of your Personalised Care and Support Planning and Brokerage

15



Money Management Service

25



What is a Money Management Service

25



Payroll Only Service

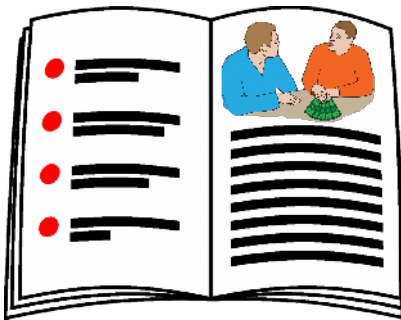
26



Managed Account Payroll/Fund Holding Service **27**



Invoice Only Service **29**



Steps to use the PHB Support Services Directory to pay for a Money Management Services (MMS) Provider **32**



PHB Support Services **41**



What are PHB Support Services? **41**



3A: Training service for PHB employers and personal assistants (one-off support) **42**



3B: Advocacy services (one-off support) **43**



3C: Recruitment support services for you as an employer (one-off support) **44**



3D: Third party service with on-going management support (on-going support) **45**



3E: Brokerage support, information and guidance (one-off support) **45**



3F: Employer insurance services (on-going support). **47**



Steps to use the PHB Support Services Directory to pay for a PHB Support Services (PHBSS) Provider **49**



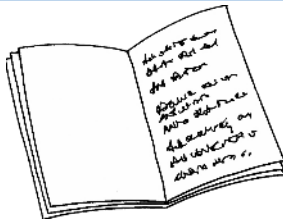
Safeguarding **58**



Here are some other organisations that can help you **59**



How to contact North Central London (NCL) Integrated Care Board (ICB) Borough **65**



What the words mean **69**

Introduction



We are the North Central London Integrated Care Board, called NCL ICB for short.

See glossary (Appendix B) to find out more about NCL ICB.



Personal Health Budget

A **Personal Health Budget** is also called a **PHB** for short.

A **PHB** is NHS money you can use to support your health and wellbeing needs such as:

- treatments



- equipment



- personal care.

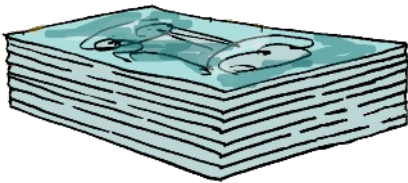


This document is for people who receive a Personal Health Budget (PHB) through:

- Direct payment



- Third party budget



- or Integrated budget.



A PHB helps you pay for the support listed in your Personalised Care and Support Plan or PCSP.



Personalised Care and Support Plan

A Personalised Care and Support Plan is about what is important to you.



It offers people of all ages greater choice and flexibility over how their assessed health and wellbeing needs are met.



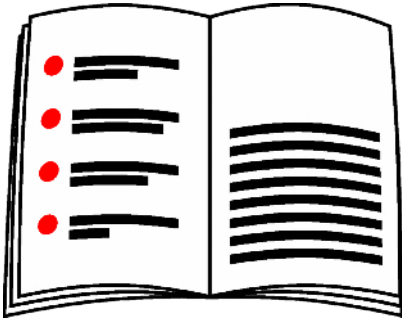
We want you to use your PHB to reach your health and wellbeing goals and have a better quality of life.



You will choose and pay for a provider.

PHB Support Services Directory

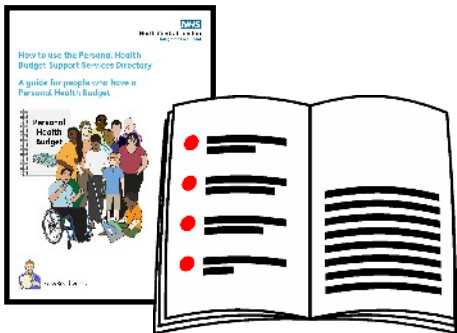
You will find a list of providers in the **PHB Support Services Directory**.



The **PHB Support Services Directory** is a list of PHB Support Service Providers that can help you manage and organise your PHB.



The directory does not list domiciliary care agencies.



This document will help you use the PHB Support Services Directory.

What PHB Support Service Providers do

PHB Support Service Providers will help you in these ways:



- understand, manage and meet your responsibilities of being an employer



- assist with the recruitment and employment of personal assistants (privately employed care staff) who will complete care and support tasks.



If you need help to understand and use your PHB you talk to your case manager about finding an advocate.



Advocacy services support you to put your point of view across and make sure your voice is heard.



What you will do

We want you to use the PHB Support Services Directory to choose a provider to work with to help you manage your PHB.



You will have enough money in your PHB to pay for:

- your assessed care and support activities



- the PHB support services to help you manage your PHB.



You will choose a provider from the PHB Support Services Directory.



Before you start working with your new provider, you will create a **PHB Holder contract** with them.

A **PHB Holder contract** is a written agreement between people.



Then you will oversee the day-to-day management of the service.



You will pay for the provider with your PHB.



What your Case Manager will do

You will have a case manager.

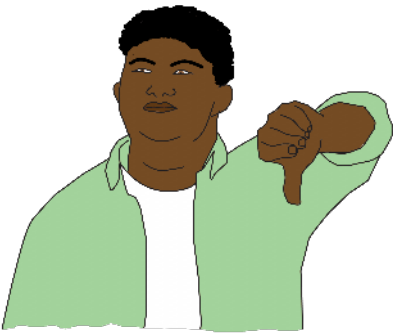


Your case manager is your main contact at the ICB and you can talk to them if:

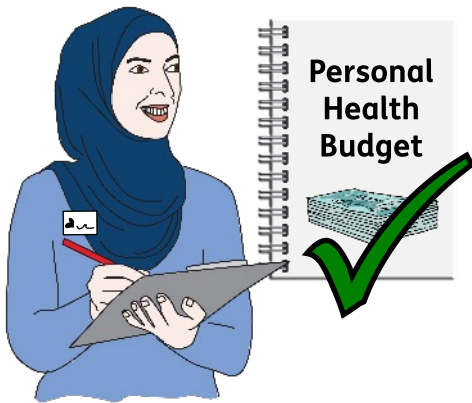
- you have any questions about your care



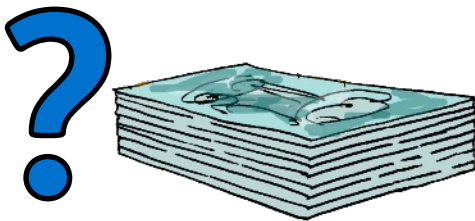
- you have a problem in using the PHB Support Services Directory



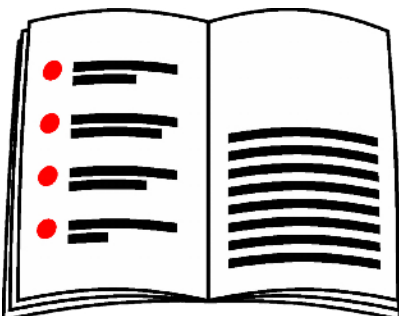
- you have a problem you cannot sort out with your PHB Support Service Provider.



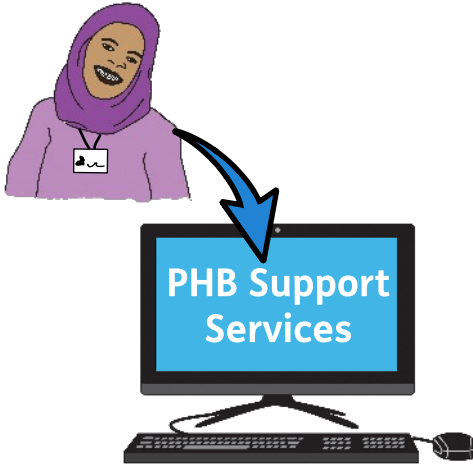
Your case manager will check you are eligible for a PHB.



They will check how you want to receive your budget.



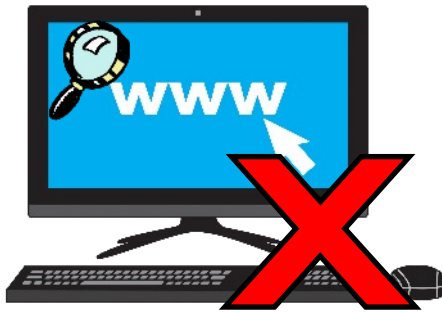
Then they will tell you to look at the PHB Support Services Directory.



How to find the PHB Support Services Directory

You can find the PHB Support Services Directory on the NCL ICB website.

You need a link. Your case manager will give you a link to open it.



You cannot do an internet search for it.

Types of services in the PHB Support Services Directory



In the directory you will find 3 types of services:

1. Personalised Care and Support Planning and Brokerage Services



2. Money Management Services



3. PHB Support Services



There are 6 types of PHB Support Services:

3A: Training service for PHB employers and personal assistants (one-off support).



3B: Advocacy services (one-off support).



3C: Recruitment support services for PHB employers (one-off support).



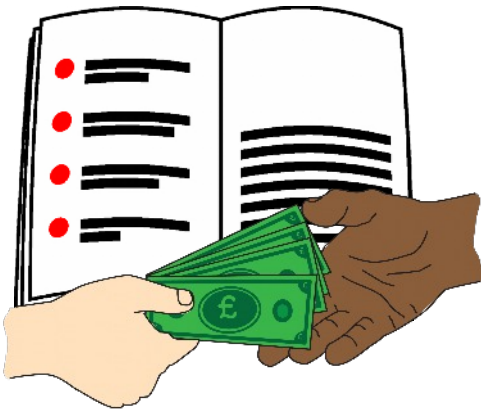
3D: Third party service with on-going management support (on-going support).



3E: Brokerage support, information and guidance (one-off support).



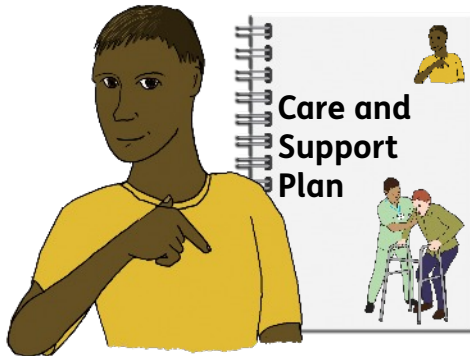
3F: Employer insurance services (on-going support).



The next pages show you the steps to take when you choose and pay for a provider from the PHB Support Services Directory.

Personalised Care and Support Planning and Brokerage (PCSP&B)

What is a Personalised Care and Support Plan?



You need a Personalised Care and Support Plan which is also called the PCSP for short.

A PCSP is all about what is important to you.



The PCSP will build on your own strengths and resources in your community.



The plan shows how you will manage your PHB so you can reach your health goals and have a better quality of life.



You must have a PCSP to receive a PHB from the ICB.

What is brokerage?



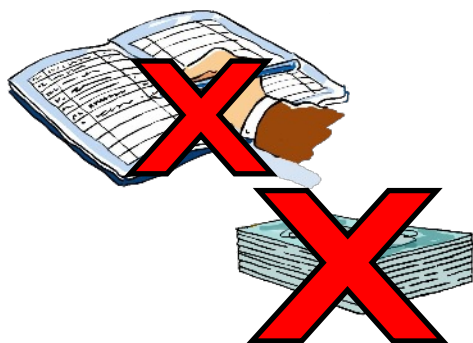
Brokerage means you have someone who can:

- explain your PHB
- help you decide which services you can afford in your area
- help you with setting up the PHB Holder contract with your providers.





You must record how you spend your PHB.



If you do not keep records, the ICB may suspend or end your PHB payments.



Your case manager will keep checking your PCSP to see if it is meeting your needs. If your needs change a lot you will need a new PCSP.



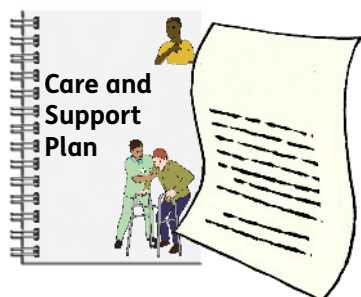
The Personalised Care and Support Planning and Brokerage Service is a one-off service, and the case manager will let you know when you need a new PCSP and service.

Steps to use the PHB Support Services Directory to pay for the provider of your Personalised Care and Support Planning and Brokerage

Find your provider

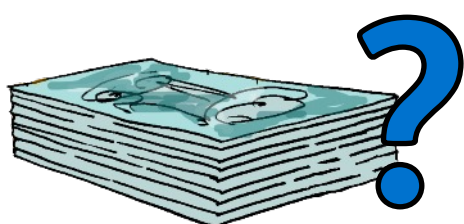


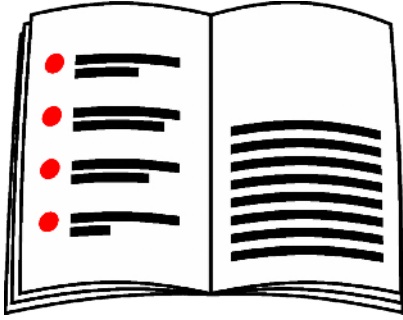
1. Your case manager checks if you will receive your budget as a direct payment, third party budget or integrated budget.



2. Your case manager will give you your PCSP and a letter from the ICB that show:

- you are eligible
- your PHB budget

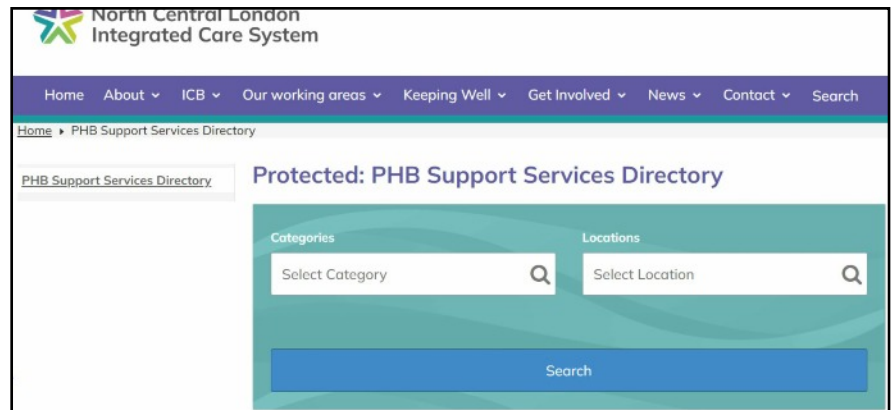




- helpful information about using the online PHB Support Services Directory.



3. You will open the directory to find PCSP&B providers. Your screen will look like the picture below.



4. You will choose a provider and call them for information.

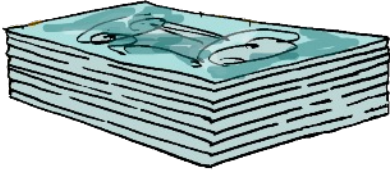


5. The provider will call you back within 1 working day.



6. You will talk to them about:

- the service



- the cost



- how you will pay them



- how long it will take to create the PCSP and complete brokerage.



Set up your contract

1. When you have chosen your provider you will make the PHB Holder contract.



2. Follow these steps.

- Go back to the directory and choose the category or type in the provider's name.

The screenshot shows the North Central London Integrated Care System website. The navigation bar includes links for Home, About, ICB, Our working areas, Keeping Well, Get Involved, News, and Contact. The main content area is titled 'Protected: PHB Support Services Directory'. It features a 'Categories' section with a search bar and a list of categories: 'Personalised Care and Support Planning and Brokerage Services' (0 results), 'Money Management Services' (0 results), and 'PHB Support Services' (1 result). There is also a 'Locations' section with a search bar.



- You will see this page next.

Press the button that says Create PHB Holder Contract.

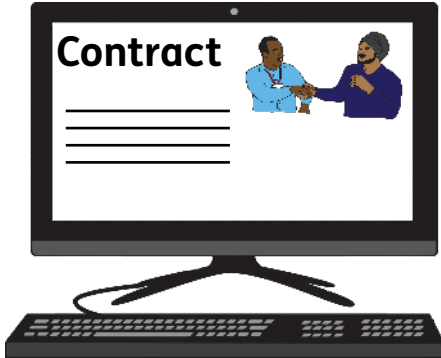
The screenshot shows the 'Protected: PHB Service Delivery Form'. The form contains several input fields for Name, Date of Birth, Gender, and Address. There is a 'Send' button at the bottom right of the form.

- Fill out all the sections on the form then press Send.



3. The provider will:

- receive an email with your contract



- open it



- sign it on their screen.



4. Then it is your turn to sign the contract.

- You will receive an email like this:

E-Sign

Action Required: Please sign contract

This message originated from outside of NHSmail. Please do not click links or open attachments unless you recognise the sender and know the content is safe.



- Click on it and press Review & Sign the Envelope.

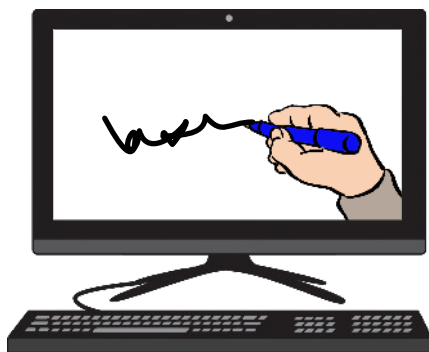
NOTIFICATION

Dear PHB Holder Mr XYZ, as sent you an envelope to E-Sign.

ENVELOPE TO SIGN:

PCSP Contract

Review & sign the envelope



- Follow the directions to sign it.

1 FIELD(S) REQUIRED TO COMPLETE - PHB HOLDER MR XYZ

Next Field

SIGNED by

for and on behalf of

[PROVIDER NAME]

P ABC
19/02/2024 15:44:09

Signature

Provider Name

Name

Title

19/02/2024

Date

SIGNED by

for and on behalf of

PHB Holder

Click here to sign

Signature

PHB Holder Name

Name

Relationship to PHB Holder (If applicable)

19/02/2024

Date



- A QR code, date and time stamp will show on the contract.

SIGNED by

for and on behalf of

PHB Holder

P H M XYZ
19/02/2024 15:57:41

PHB Holder Mr XYZ

Signature

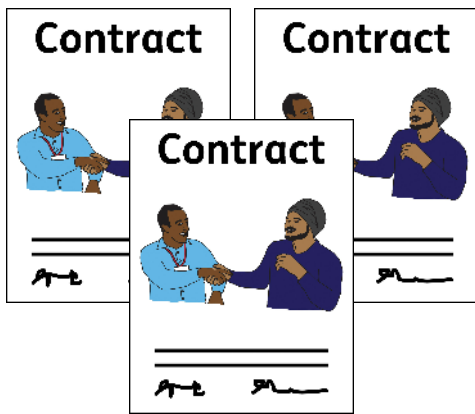
PHB Holder Name

Name

Relationship to PHB Holder (If applicable)

19/02/2024

Date

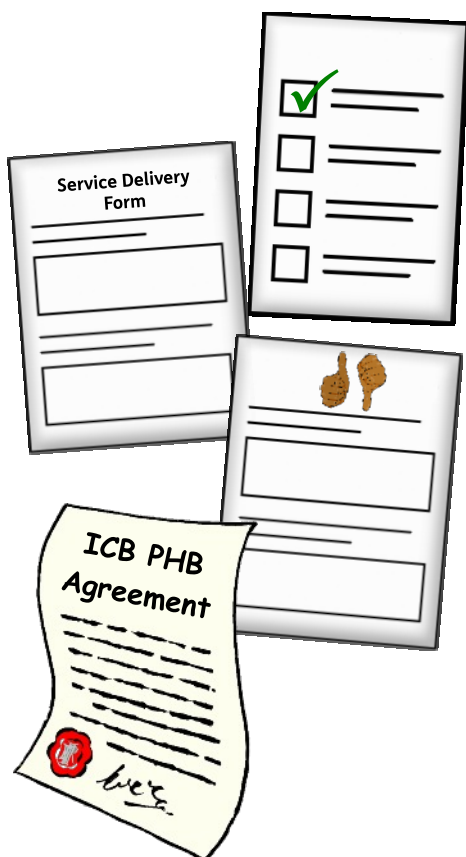


5. When you and the provider have signed the PHB Holder contract we will send a copy to you, the provider, your case manager and the ICB PHB team.

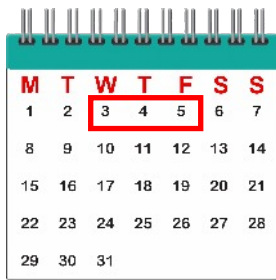


6. Within 2 to 5 working days of accepting the referral, your provider will start working with you.

After you have worked with your provider



1. You and your provider will complete the:
 - quality assurance process
 - the service delivery form (service completed section)
 - the provider's satisfaction survey
 - the ICB PHB Agreement.

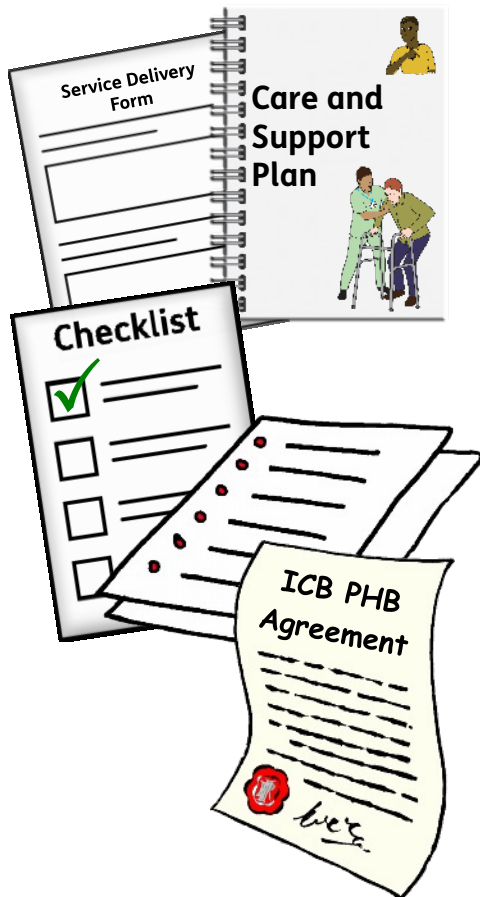


You have 3 to 5 days to do this.



2. Then the provider will email some documents to you and the case manager to check:

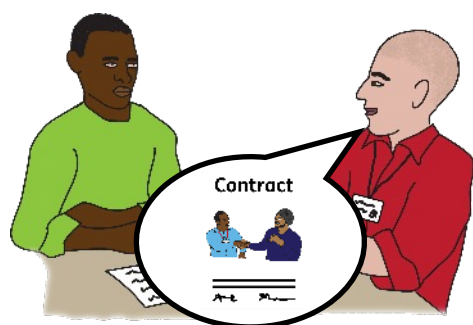
- the PCSP
- the service delivery form (service completed section)
- service set-up checklist
- evidence of brokered support services
- ICB PHB Agreement.



3. The case manager will take the PCSP to the ICB panel for review.



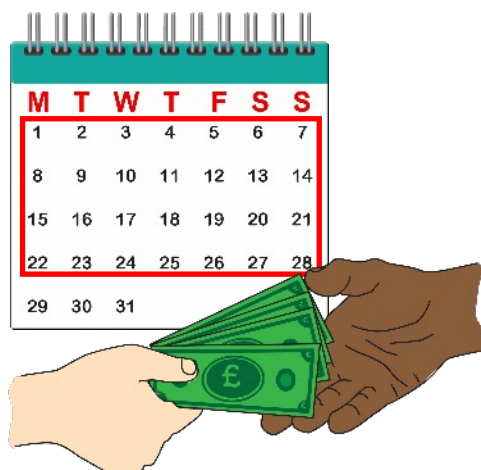
4. After the panel the case manager will email you and the provider with the start date of the PHB.



5. The provider will talk with you about setting up contracts with various support services you have chosen to help you meet the goals of your PCSP.



6. They will add any changes to your PCSP and email them to you and your case manager within 2 working days.



7. You will agree for your provider to be paid within 28 days of the ICB panel decision.



8. Your case manager will meet with you after 12 weeks to check how things are going and complete a quality survey.



Then they will meet with you every year.



9. The ICB will email you to ask you to take part in a survey about your provider. We may use what you say to rate the provider in the directory.

Money Management Service



What is a Money Management Service?

We want you to stay in control of your PHB direct payment, third party budget or integrated budget money.



This is so you can pay for your planned and unplanned care and support costs and complete quarterly monitoring.



You can use the Money Management Service just once or in an on-going way. Your case manager will talk to you about this.



Your PCSP should say if you need a Money Management Service.



There should be enough money in the PHB to pay for the Money Management Service.



There are different Money Management Service options.



Payroll Only Service

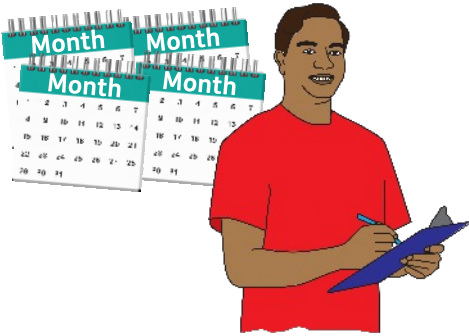
This service is for when you choose to have your direct payment paid into a bank account you have set up.

PAY SLIP	
	£2345.78

The payroll only service helps you with making payslips for staff you employ and working out how to pay workers fairly.



Then you will make the actual payments.



You will report to the ICB regarding your payments every 3 months.

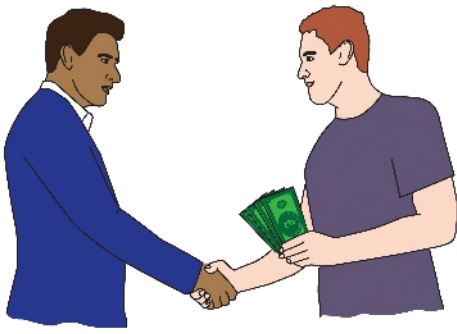


You are the legal employer of employed staff. The payroll only service provider assists you in your employer's duties.



Managed Account Payroll/Fund Holding Service

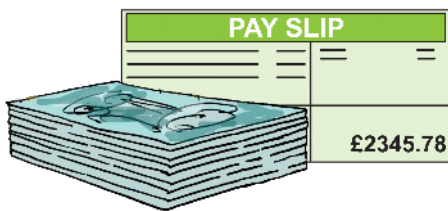
This service is for when you choose to have your direct payment paid to your Money Management Service Provider.



The provider will then hold and manage your direct payment for you.

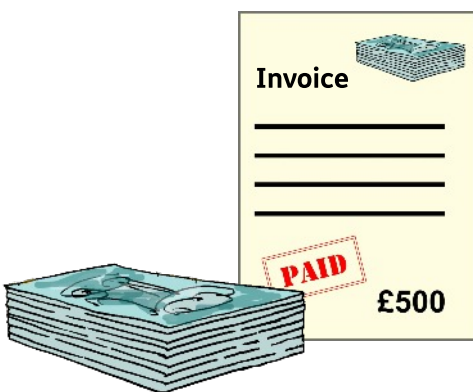


The provider will make payments in line with your Personalised Care and Support Plan.



They will:

- run a payroll for employed staff



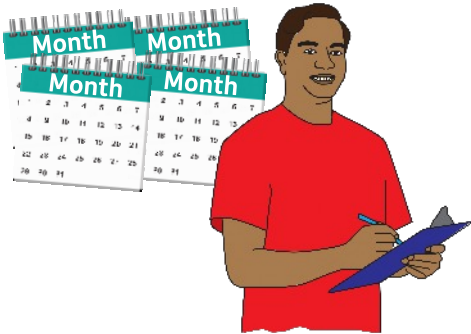
- pay invoices for care and support services



- pay employer liabilities and pensions costs



- offer help on the rules about self-employment and the checks to complete



- carry out quarterly reporting to the ICB for you.

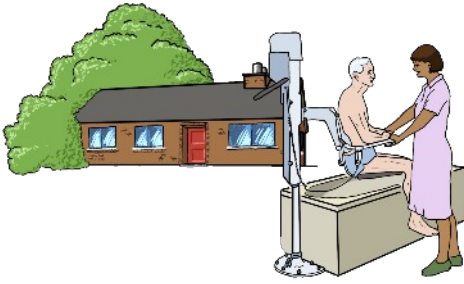


The provider will not be the legal employer of your employed staff.

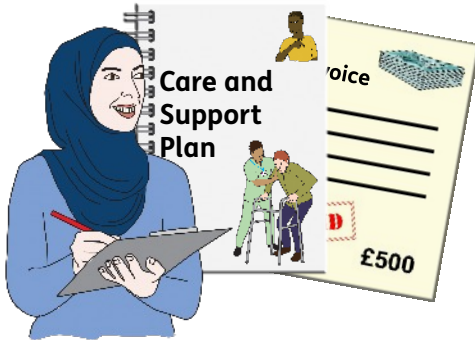


Invoice Only Service

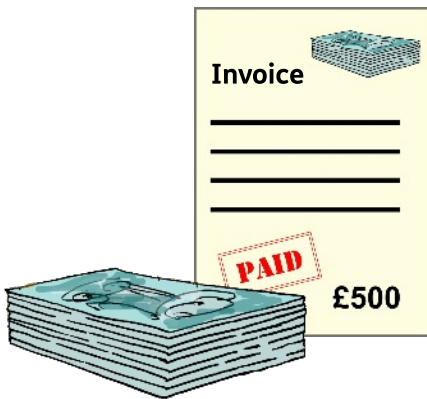
This service is for when you choose to have your direct payment paid to your Money Management Service Provider.



If you receive an invoice from your care provider, your Money Management Service Provider can help you:



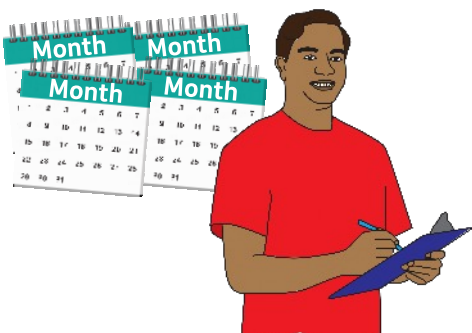
- check you are being charged for services that are in your plan



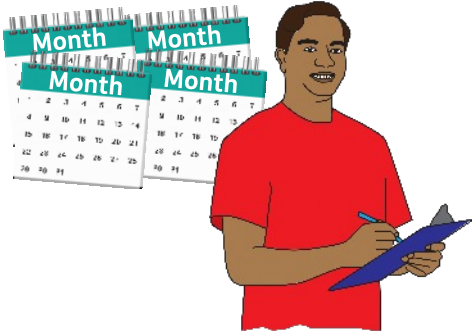
- pay the invoice



- offer help on the rules about self-employment and the checks to complete



- carry out quarterly monitoring for the ICB for you.



The provider will not be the legal employer of your employed staff.



You should to talk to your case manager about paying for domiciliary care. If you are going to purchase domiciliary care the NHS will set up a **notional budget**.

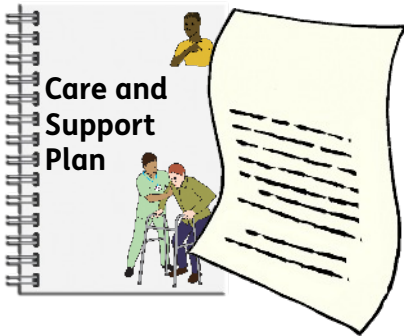
Notional budget means the NHS manages your budget money and buys the domiciliary care set out in your care and support plan.

Steps to use the PHB Support Services Directory to pay for a Money Management Services (MMS) Provider



Find your MMS provider

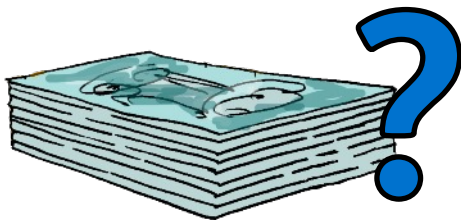
1. You contact your case manager.



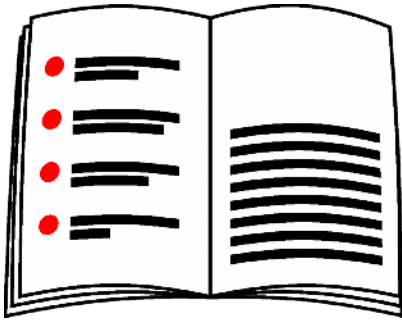
2. Your case manager will give you your PCSP and a letter from the ICB that show:



- you are eligible



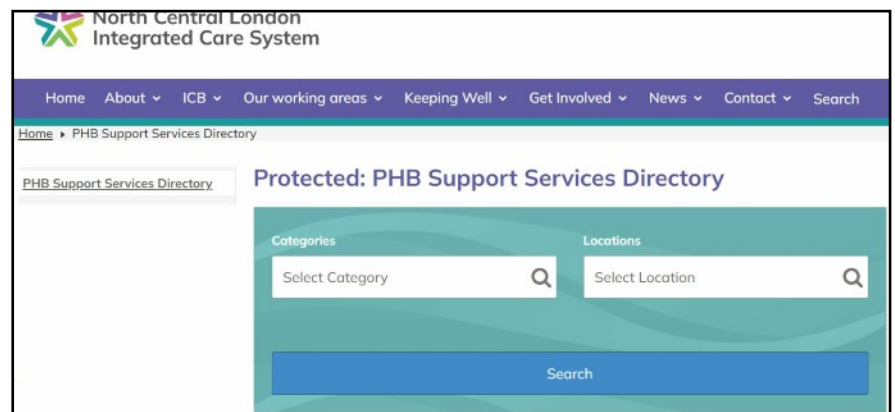
- your PHB budget



- helpful information about using the online PHB Support Services Directory.



3. You will open the directory to find MMS providers. Your screen will look like the picture below.



4. You will choose the MMS provider and call them for information.

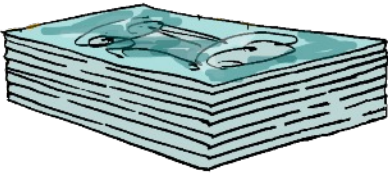


5. The provider will call you back within 1 working day.



6. You will talk to them about:

- the service



- the cost



- how you will pay them



- how long it will take to create the PCSP and complete brokerage

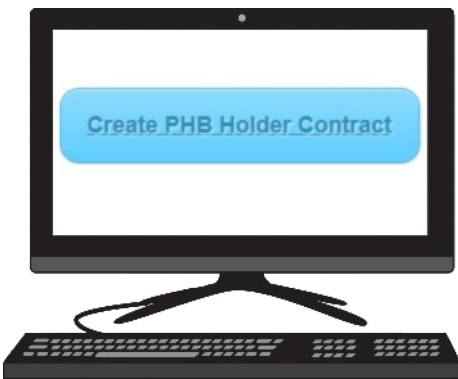
Set up your contract



1. When you have chosen your provider you will make the PHB holder contract in this way.

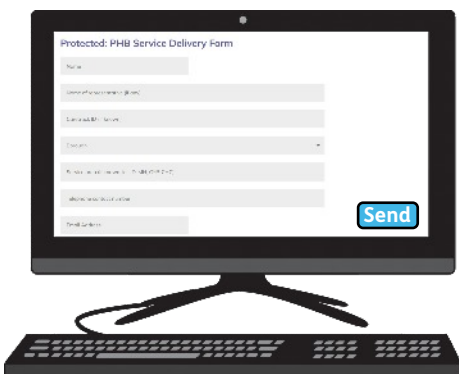


2. Go back to the directory and choose the category or type in the provider's name.



- You will see this page next.

Press the button that says Create PHB Holder Contract.

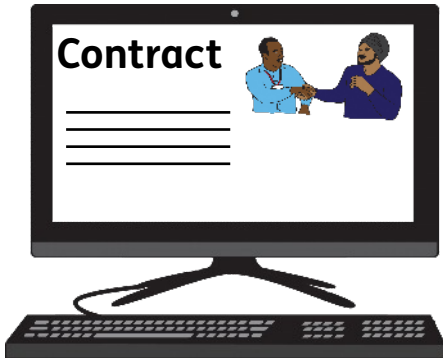


- Fill out all the sections on the form then press Send.



3. The MMS provider will:

- receive an email with your contract



- open it



- sign it on their screen.



4. Then it is your turn to sign the contract.

- You will receive an email in this way:

E-Sign

Action Required: Please sign contract

This message originated from outside of NHSmail. Please do not click links or open attachments unless you recognise the sender and know the content is safe.



- Click on it and press Review & Sign the Envelope.

NOTIFICATION

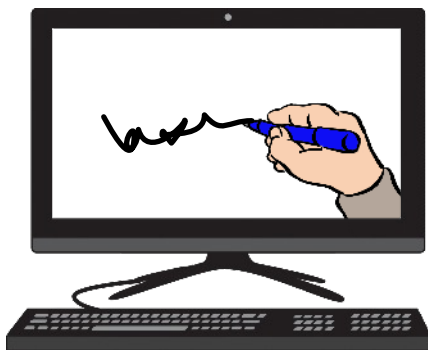
Dear PHB Holder Mr XYZ, as sent you an envelope to E-Sign.



ENVELOPE TO SIGN:

PCSP Contract

Review & sign the envelope



- Follow the directions to sign it.

1 FIELD(S) REQUIRED TO COMPLETE - PHB HOLDER MR XYZ

Next Field

SIGNED by
for and on behalf of
[PROVIDER NAME]

SIGNED by
for and on behalf of
PHB Holder

P ABC
19/02/2024 15:44:09

Signature

Provider Name

Name

Title

19/02/2024

Date

Click here to sign

Signature

PHB Holder Name

Name

Relationship to PHB Holder (If applicable)

19/02/2024

Date



- A QR code, date and time stamp will show on the contract.

SIGNED by
for and on behalf of
PHB Holder

P H M XYZ
19/02/2024 15:57:41

PHB Holder Mr XYZ

Signature

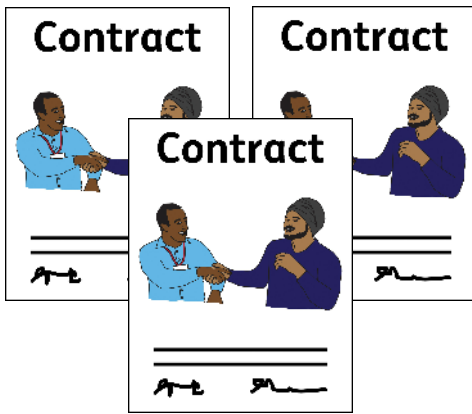
PHB Holder Name

Name

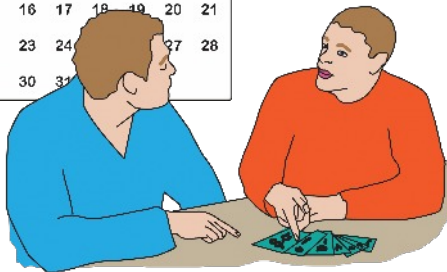
Relationship to PHB Holder (If applicable)

19/02/2024

Date



5. When you and the provider have signed the PHB Holder contract we will send a copy to you, the provider, your case manager and the ICB team.



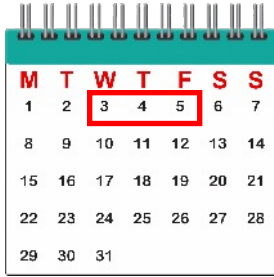
6. Within 2 to 5 working days of accepting the referral, your provider will start working with you.

After you have received the service

1. You and your provider will complete the:



- quality assurance process
- service delivery form (service completed section)
- the provider's satisfaction survey



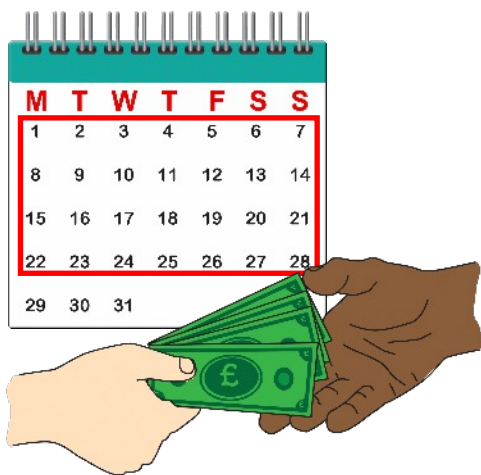
You have 3 to 5 days to do this.



2. Then the provider will email some documents to you and the case manager to check:
 - the agreed service has been set up
 - the service delivery form (service completed section)
 - service set-up checklist.



3. The case manager will add any changes to your PCSP such as the provider's name and the start date. They will email the updated PCSP to you and your provider.



4. You will agree for your provider to be paid within 28 days.



5. The ICB will email you to ask you to take part in a survey about your provider. We may use what you say to rate the provider in the directory.

PHB Support Services



What are PHB Support Services?

PHB Support Services help you manage, understand and meet your PHB employer responsibilities.

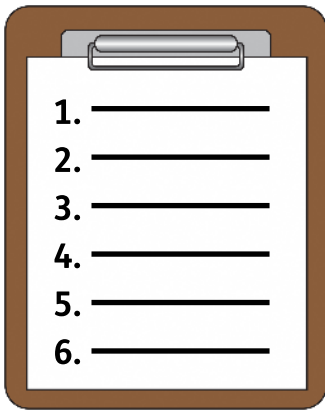


You can purchase PHB Support Services from the PHB Support Services Directory if:

- the PHB Support Service is recorded in your PCSP
- and there is enough money in your PHB direct payment/third party budget to pay for it.



Your case manager can help if you have questions about your PHB. You can also contact your case manager if the PHB Support Service is not recorded in the PCSP and/or the PHB Direct Payment/Third Party Budget does not have enough money to pay for it.

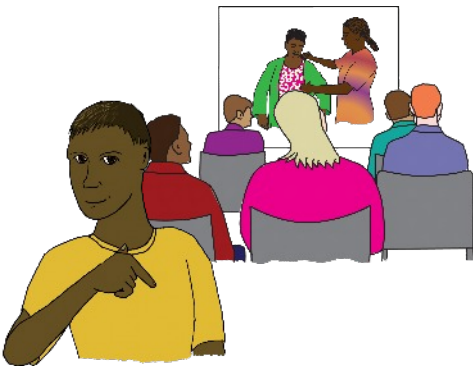


There are 6 types of PHB Support Services available from the PHB Support Services Directory.

3A: Training service for PHB employers and personal assistants (one-off support)



The service will provide practical training about healthcare and other care.



The training will be personalised to your needs.



It may happen face to face in your home or in the community with training equipment.



If you have problems finding a provider to deliver training contact your case manager for help.



3B: Advocacy services (one-off support)

Advocacy services support you to put your point of view across and make sure your voice is heard.



You may want help to:

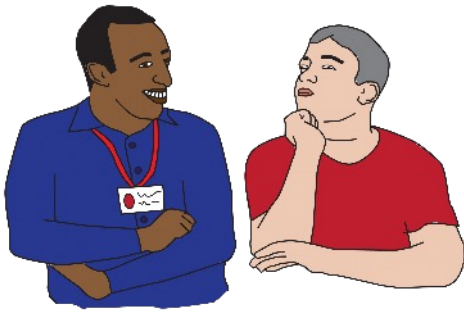
- understand the PHB process



- make a complaint



- look at ways you can receive your PHB



- find the right PHB support services.



They will explain your choices and how your decisions will affect you.



Advocacy services can be delivered on a one to one or in a group.

3C: Recruitment support services for you as an employer (one-off support)



You may **recruit** your own people to help you with health care and other activities at home or in the community.

Recruit means find and employ workers.

3D: Third party service with on-going management support (on-going support)



This service is for people who receive a direct payment but cannot manage the finance or employ support staff.



Your provider will hold your direct payment in a safe bank account. They will report to the ICB every 3 months.



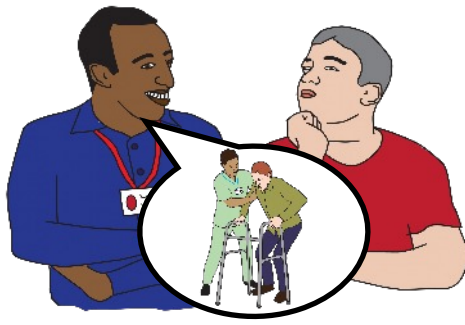
They will recruit staff who can help you.

3E: Brokerage support, information and guidance (one-off support)

The provider can help you in the following ways:

- help to understand what a PHB is and ways manage it





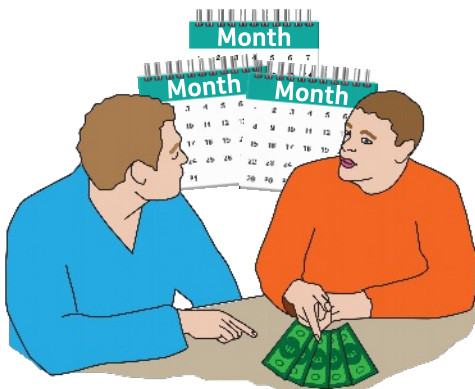
- advice and support about care and support options



- sign-posting to alternative services so you can reach the health and wellbeing outcomes described in your Personalised Care and Support Plan



- broker new care and support agencies for you at short notice within your budget



- help you complete the 3 monthly ICB monitoring if you don't have a Money Management Service



- help you to create PHB Holder Contracts to work with PHB Support Service Provider



- offer a 24-hour flexible and accessible support service for you to manage issues with care and support delivery and staffing matters.

3F: Employer insurance services (on-going support)



You need to protect yourself and your employed staff.

Employer insurance service providers ensure that the right type of insurance is in place within 1 working day of referral for the employer and/or their personal assistants.



Types of employer insurance:

- Employers' public liability
- Public Liability
- Indemnity to principal
- Redundancy cover and notice payment



- Healthcare task cover
- Negligence by personal assistants
- Legal costs and expenses
- Employment legal advice helpline
- On-line health care related training courses.



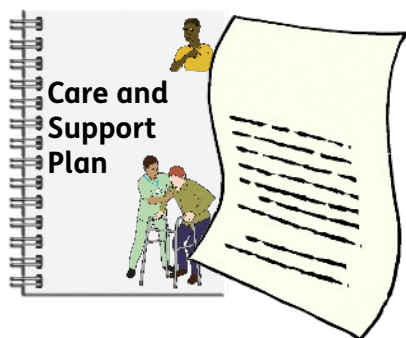
Your case manager will check how this is going at your PHB review.

Steps to use the PHB Support Services Directory to pay for a PHB Support Services (PHBSS) Provider



Find your PHBSS provider

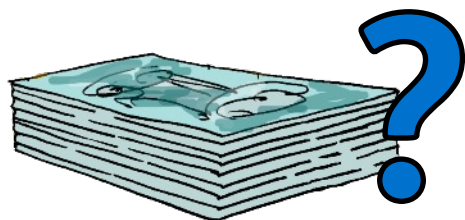
1. You contact your case manager.



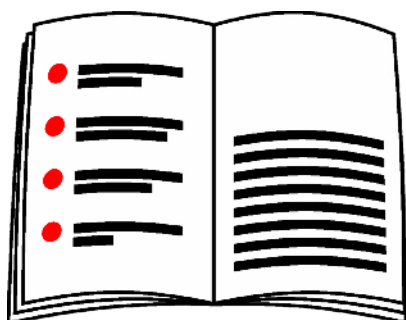
2. Your case manager will give you your PCSP and a letter from the ICB that show:



- you are eligible



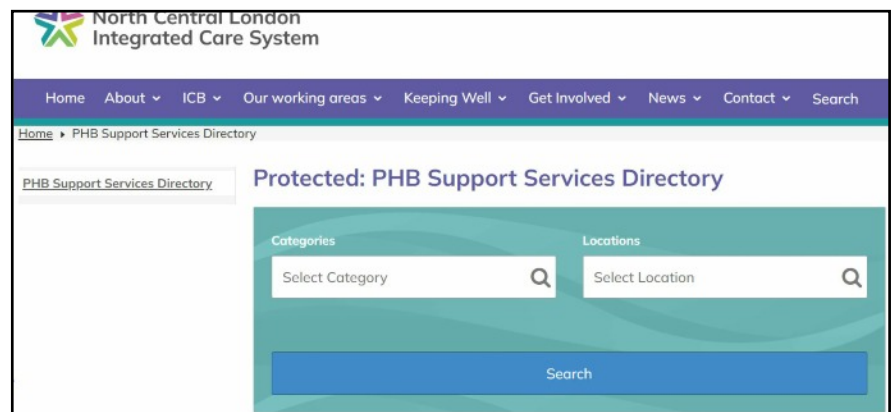
- your PHB budget



- helpful information about using the online PHB Support Services Directory.



- You will open the directory to find PHB Support Services providers. Your screen will look like the picture below.



- You will choose the PHB Support Services provider and call them for information.

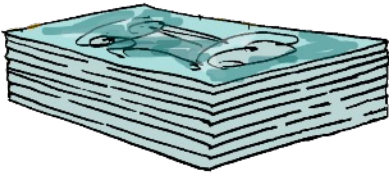


- The provider will call you back within 1 working day.



6. You will talk to them about:

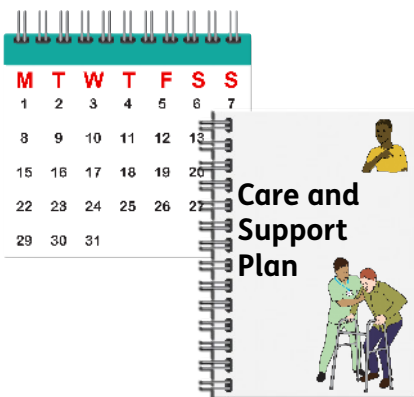
- the service



- the cost



- how you will pay them



- how long it will take to create the PCSP and complete brokerage.



Set up your contract

1. When you have chosen your provider you will make the PHB Holder contract in this way.



- Go back to the directory and choose the category or type in the provider's name.

North Central London Integrated Care System

Home About ICB Our working areas Keeping Well Get Involved News Contact Search

Home > PHB Support Services Directory

PHB Support Services Directory

Protected: PHB Support Services Directory

Categories	Locations
Select Category	Select Location
Personalised Care and Support Planning and Brokerage Services	0
Money Management Services	0
PHB Support Services	1

Search



- You will see this page next.

Press the button that says Create PHB Holder Contract.

Protected: PHB Service Delivery Form

Name

Organisation Name (BIC)

Contract ID Number

Contract

PHB Service Delivery Form (BIC)

PHB Service Delivery Form

Send

- Fill out all the sections on the form then press Send.

3. The PHB Support Services provider will:



- receive an email with your contract



- open it



- sign it on their screen.



4. Then it is your turn to sign the contract.

- You will receive an email in this way

E-Sign

Action Required: Please sign contract

This message originated from outside of NHSmail. Please do not click links or open attachments unless you recognise the sender and know the content is safe.



- Click on it and press Review & Sign the Envelope.

NOTIFICATION

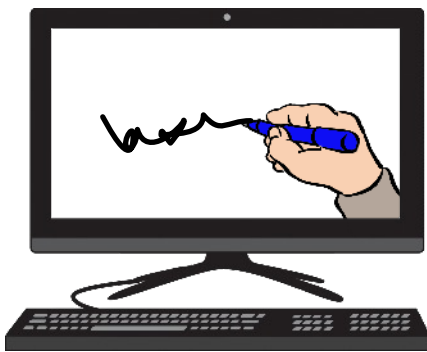
Dear PHB Holder Mr XYZ, as sent you an envelope to E-Sign.



ENVELOPE TO SIGN:

PCSP Contract

Review & sign the envelope



- Follow the directions to sign it.

1 FIELD(S) REQUIRED TO COMPLETE - PHB HOLDER MR XYZ

Next Field

SIGNED by
for and on behalf of
[PROVIDER NAME]

SIGNED by
for and on behalf of
PHB Holder

P ABC
19/02/2024 15:44:09

Signature

Provider Name

Name

Title

19/02/2024

Date

Click here to sign

Signature

PHB Holder Name

Name

Relationship to PHB Holder (If applicable)

19/02/2024

Date



- A QR code, date and time stamp will show on the contract.

SIGNED by
for and on behalf of
PHB Holder

PHB Holder Mr XYZ

Signature

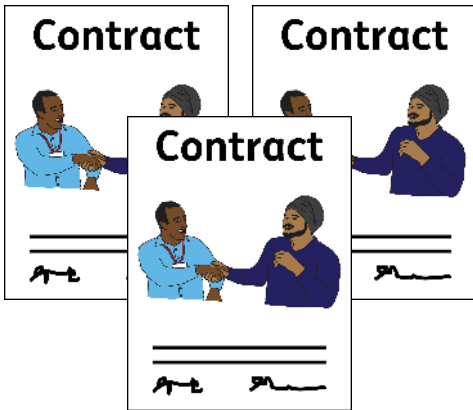
PHB Holder Name

Name

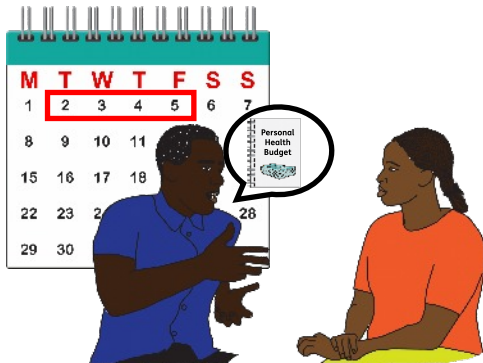
Relationship to PHB Holder (If applicable)

19/02/2024

Date



5. When you and the provider have signed the PHB Holder contract we will send a copy to you, the provider, your case manager and the ICB team.

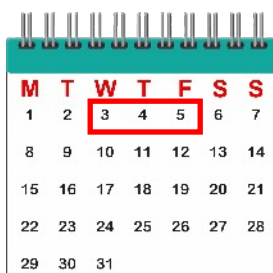


6. Within 2 to 5 working days of accepting the referral, your provider will start working with you.



After you have received the service

1. You and your provider will complete the:
 - quality assurance process
 - the service delivery form (service completed section)
 - the provider's satisfaction survey.

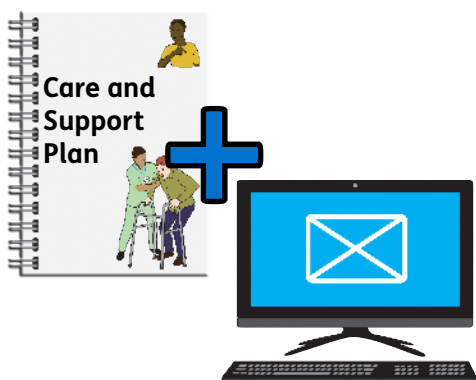


You have 3 to 5 days to do this.

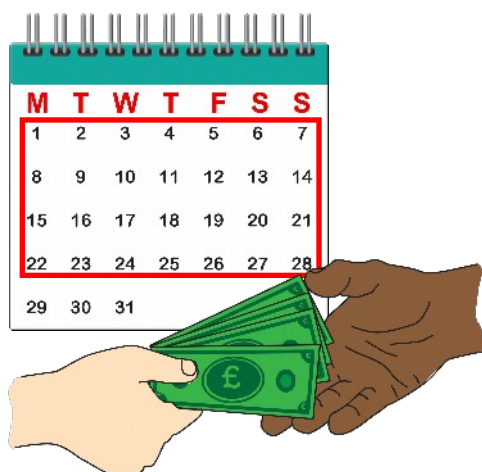


2. Then the provider will email some documents to you and the case manager to check:

- the agreed service has been set up
- the service delivery form (service completed section)
- service set-up checklist.



3. The case manager will add any changes to your PCSP such as the provider's name and the start date. They will email the updated PCSP to you and your provider.



4. You will agree for your provider to be paid within 28 days.



5. The ICB will email you to ask you to take part in a survey about your provider. We may use what you say to rate the provider in the directory.

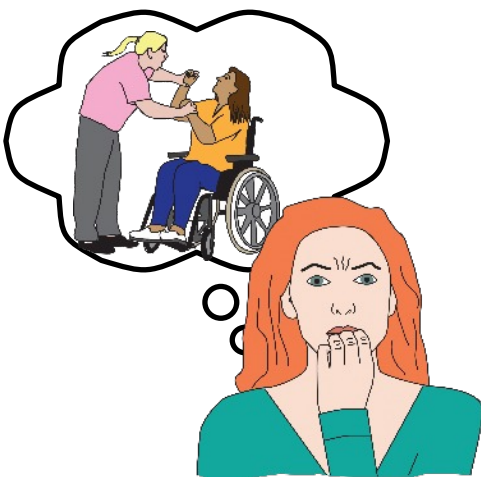
Safeguarding



Safeguarding means protecting groups of **vulnerable** people.



We say that people are **vulnerable** when they have a difficulty and need extra support. This could be a disability, mental health condition or an experience which has made someone feel unsafe.



If you are worried about the safety or welfare of a child or adult including yourself, or you are worried about abuse or neglect, please contact your Local Authority or in an emergency dial 999.

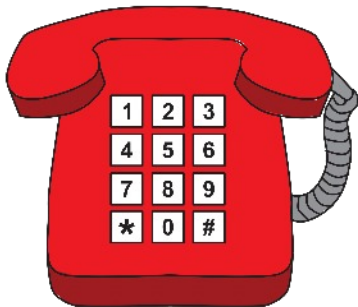
Here are some other organisations that can help you



Concerns about a child or children

Please see below for more information and your borough contacts:

Barnet



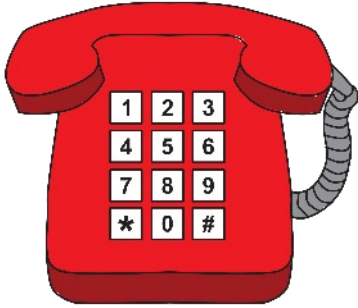
Tel: 020 8359 4066
9am-5pm

Out of hours Tel: 020 8359 2000



Website:
www.barnet.gov.uk/wwc/working-children-barnet/practitioner-guidance/multi-agency-safeguarding-hub-mash

Camden



Children & Families Contact Service

Tel: **020 7974 3317**

9am to 5pm

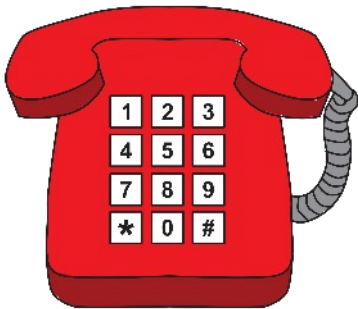
Out of Hours Tel: **020 7974 4444**



Email:

LBCMASHadmin@camden.gov.uk.cjsm.net

Enfield



MASH

Tel: **020 8379 5555**

Out of hours: **020 8379 1000**

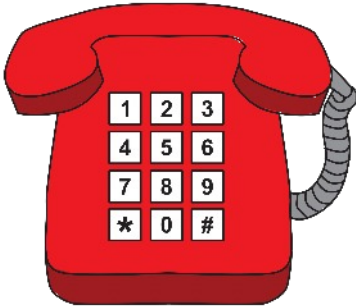


Website:

cp.childrensportal.enfield.gov.uk/web/portal/pages/home

Haringey

MASH



Tel: **020 8489 4470**

Monday to Thursday 8.45am to 5pm

Friday 8.45am to 4.45pm

Tel: **020 8489 0000**

out of office hours including weekends



Referrals via Haringey Council Single Point of Access

Email: mashreferral@haringey.gov.uk

Islington

MASH



Children's Services team

Tel: **020 7527 7400**

Disabled Children's team

Tel: **020 3688 2828**

Out of hours

Tel: **020 7527 7400**



Complete the form here: [Children's Services request for service form](#)



Concerns about an adult or adults

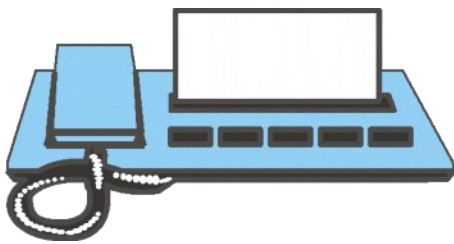
Please see below for more information and your borough contacts:

Camden

Adult Social Care Access and Response Team



Tel: **020 7974 4000**
4444 out of hours
and select option 1,



Fax: **020 7974 5822**



Email: adultsocialcare@camden.gov.uk

Barnet

Adult MASH Social Care Direct



Tel: **020 8359 5000**

Monday to Friday, 9am – 5pm

Out of hours Tel: **020 8359 2000**



Referral

form: www.barnet.gov.uk/adult-social-care/keeping-safe/report-adult-abuse

Enfield

MASH



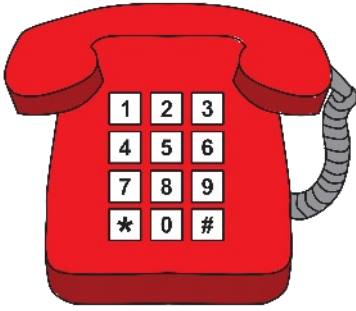
Tel: **020 8379 3196**

Out of hours: **020 8379 1000**



Email: TheMashTeam@enfield.gov.uk

Haringey



Contact the First Response Team

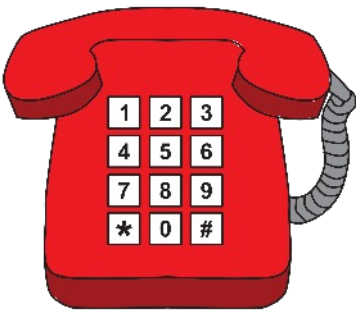
Tel: 020 8489 1400



Email:

firstresponseteam@haringey.gov.uk

Islington



Islington Adult Social Care First Point of Contact

Tel: 020 7527 2299

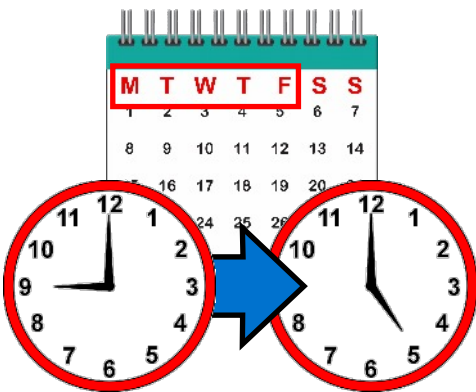


Email: ASCTReferrals@Islington.gov.uk

How to contact North Central London (NCL) Integrated Care Board (ICB) Borough



If you need to speak with a case manager about using the PHB Support Services Directory or PHB, please contact them using the details below.



Working hours are Monday to Friday, 9:00am to 5.00pm (but not on bank holidays).



Barnet CHC Team

Tel: 020 3198 9743



Email: nclicb.chcbarnet@nhs.net



Camden CHC Team

Tel: 020 3198 9743



Email: nclicb.chccamden@nhs.net

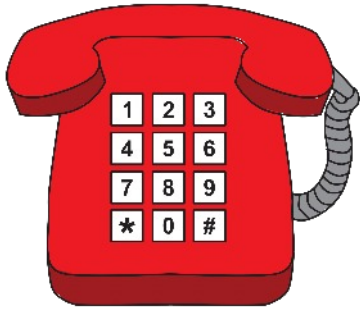


Enfield CHC Team

Tel: 020 3198 9743



Email: nclicb.chcenfield@nhs.net

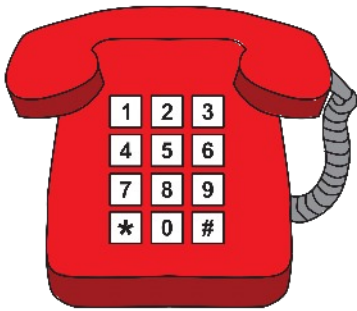


Haringey CHC Team

Tel: 020 3198 9743



Email: whh-tr.continuingcare1@nhs.net

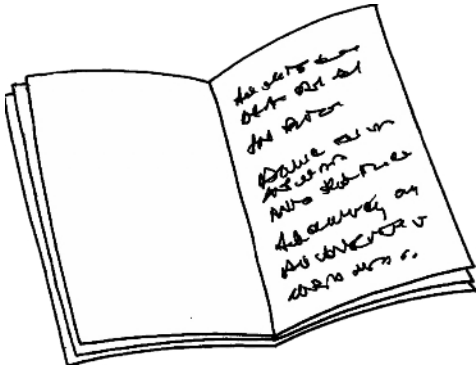


Islington CHC Team

Tel: 020 3198 9743



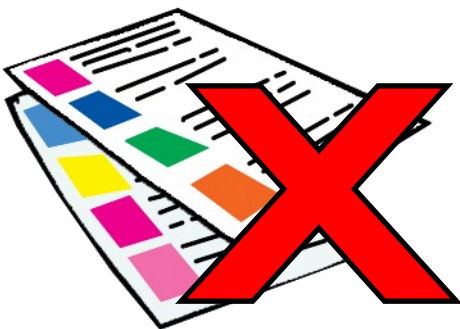
Email: continuingcare3@nhs.net



The ICB has made a list called a glossary that helps you understand some words and terms we use in this guidance document.



There is also a document called the ICB PHB Policy which has extra information about the ICB's rules for the use and management of PHBs.



The glossary and policy are not in easy read and you might need someone to help you use them.

What the words mean

Brokerage means you have someone who can explain your PHB and help you decide which services you can afford in your area.

Contract is a written agreement between you and your provider.

The **Directory** is a list of trusted support service providers for people who have a PHB.

Direct payment means you are in charge of your Personal Health Budget.

Personal Health Budget or PHB is NHS money you can use to support your health and wellbeing needs such as: treatments, equipment, personal care.

A PHB lets you to create an individually agreed personalised care and support plan.

Personalised Care and Support Plan is about what is important to you.

Protected characteristics it is against the law to discriminate against anyone because of age, gender reassignment, being married or in a civil partnership, being pregnant, disability, race, religion or belief, sex, sexual orientation. These are protected characteristics.

Quality assurance means checking providers are meeting the standards we ask them to.

A quality service means these things:

1. You will have a say about choosing your health provider.
2. You will have more providers to choose from.
3. There will be several providers who can help all ages and all service groups.
4. It will be easy for you to organise your own care and support.
5. You will feel confident about organising your care.

Safeguarding means keeping vulnerable people safe

Survey is a list of questions.

Suspended means a service is stopped from operating for some time.

Third-party budget is when you ask someone else to handle the money for you.

Vulnerable. We say that people are vulnerable when they have a difficulty and need extra support. This could be a disability, mental health condition or an experience which has made someone feel unsafe.

Credits



This paper has been designed and produced by the EasyRead service at Inspired Services Publishing Ltd.
Ref ISL230 23. February 2024.

www.inspiredservices.org.uk



It meets the European EasyRead Standard. © European Easy-to-Read Logo: Inclusion Europe.

More information at
www.easy-to-read.eu



Speaking Up Together -
making EasyRead information.



Artwork includes material from the Inspired EasyRead Collection and cannot be used anywhere else without written permission from Inspired Services.

www.inspired.pics