



Zoe Upham

Personal Budget Support Plan



What some people who know Zoe well said they loved and admired about her...

- "I love how Zoe is always happy"
- "I love how Zoe has the ability to lighten up a room"
- "Zoe is always happy to help"
- "Just seeing Zoe brightens up my day"
- "Her laugh is infectious"
- "The little comments Zoe says make me laugh"
- "Zoe always thinks of other's feelings"
- "I love how friendly she is"
- "I just love the person she is!"
- "Her smiles and joyfulness, her ability to light up a room as soon as she comes into it"
- "The love she shows to everyone she knows and the way she makes friends so easily"
- "Her love for shopping"
- "Zoe lightens my day, she always makes me laugh, she cheers everyone up and is never in a bad mood"
- "Zoe has such a smiley face, her smile is catching she has such a bubbly personality"
- "Zoe is always happy to help and polite and always considerate of other's feelings"
- "I love Zoe's love for coffee, and her dress sense"
- "Zoe is always cheerful and helpful. She likes to please and do tasks"
- "She's never on time!"
- "Zoe can bring a smile to the face of a stranger, she has a great joy for life, concerned about others and their needs. Constantly surprising us with what she can do"
- "I love bumping into Zoe when I'm out and about, she always makes me feel like she's pleased to see me. Just hearing Zoe laugh it always make's me laugh."
- "Her attitude to life, her smile and happiness, her sense of humour and fun, her concern for others especially if they are unhappy and her ability to bring a smile to all. All that she brings to my life, joy, pride and love all good things. Her positive attitude and her ability to make me feel better."

What's important to Zoe?

- Living with family - Margaret, Paul, Jane
- Banana's
- All types of music, Radio Cornwall and putting on tapes
- Keeping Busy - going places, meeting new people, experiencing community life, people watching and getting to know new people, spending time with her PA'S
- Going to parks, garden centres (new and regular ones where she has relationships and knows lots of people)
- Cathedrals, shopping!!! Cribbs causeway favourite right now, meeting up with friends for coffee, tea, cafés, pubs, going to meetings, conferences, seaside, watching swimming (but never go in!! or on!)
- Spending time away from home
 - Bungalow
 - Start to explore short travel excursions overnight away from home to build up on going on own holiday.
- Telephone calls Zoe Loves chatting on the phone to anyone
- Spending time with Friends, Jo, Jessica from the centre - maintaining these friendships outside of the John Daniel Centre. Church and the friends and community that Zoe is part of there
- Having new friends - meeting new people all the time as Zoe is going to more places. And being introduced to new people.

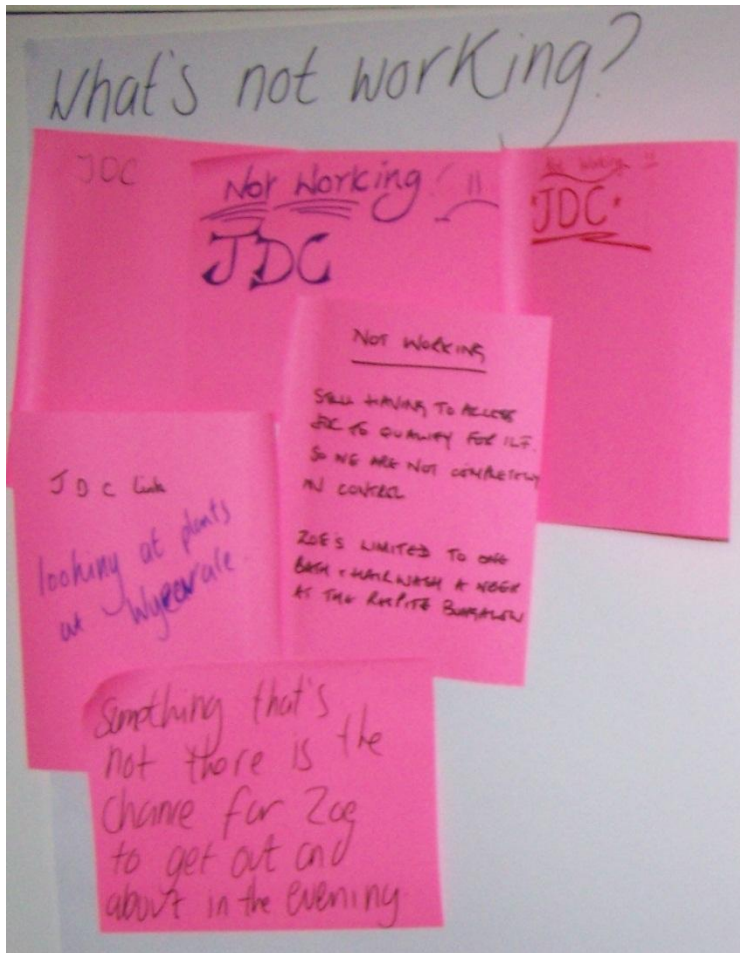


What's important to Zoe? Continued.

- Feeling valued - people responding to greetings, conversations, engaging when handing people paper, pens back and forth, answering, giving reassurance when things may be distressing or not liked
- Having a committed circle of support including family and friends. The more the merrier.
- Coffee half hot water, half cold water with milk so it's not too hot, going to café's and coffee shops where people know exactly how Zoe takes her coffee because she's a familiar face.
- Cooking and then inviting family and friends to share what she's been doing, Zoe is a great hostess.



What's not good in Zoe's life at the moment?



- Unanimously everyone said that The Johns Daniel Centre was not working for Zoe.
- Zoe only being able to have a bath and hair wash comfortably once a week when Zoe has her overnight at the Penwith Respite Bungalow.
- Zoe being reliant on her family to get out and about in the evenings and at the weekend.

What's good in Zoe's life at the moment?

What's working?

going for coffee, Starbucks,
Marks + Spencer's, Spoons in Camborne
Wyvale, Boating lake @ Helston ^{"first name terms"}

Asda-falmouth = Gullley Beach
People watching - saying hello to everyone

Having PA's who are a similar age
to Zoe, shared interest's

Zoe's vocabulary growing (1:1 support)
remembering people's names, a new
word every day - sentence building

Using the telephone = conversations
Building independence, her own network

Zoe has a normal life / an ordinary life.
trust + confidence in her support.

Zoe's facing her fears -

days are guided by Zoe.

relaxed / flexible.

Zoe's a great organiser.

Cooking new skills
hospitality

Sam - Stint

- Because everyone felt there was so much that was working and good in Zoe's life at the moment, people felt it was better to record it all on one big sheet rather than everyone doing it individually.
- Zoe really love's going for coffee she has her favourite haunts which include the café at Marks & Spencer's, "spoons" in Camborne, the Wyvale café, and the café at the boating lake in Helston. In many of these places she is on first name terms with the staff and they know exactly how she likes her coffee. Zoe enjoys people watching, and being able to say hello to people she meets. All the time Zoe's vocabulary is growing and almost on a daily basis she is using new words, being out and about meeting new people is having a very positive affect on her communication.
- Having PA's that are a similar age to Zoe is a really positive thing and Zoe obviously loves spending time with them. Zoe is taking a real interest in what she wears, suddenly she is making real choice and being very definite.
- Zoe is facing some of her fears, with the right support.
- Cooking with her PA's then inviting family and friends round to share what she's been doing, Zoe is a fantastic hostess!

Zoe being supported to cook with her PA's in ways that make sense to her.



How does Zoe and the people who love her want her life to be different?

- Zoe's has flourished by having PA support, her language and her confidence have both grown massively. She is present and known in her community, this helps keep Zoe safe. Zoe and everyone who knows her wishes for this continue and to develop further.
- Zoe has lots of gifts and talents everyone would like to see her using them. Making a contribution to her community or even finding some employment.
- At the moment Zoe is only able to have one bath and hair wash each week, Zoe is getting really interested in what she wears and being supported to look nice is a big part of that. Margaret and Zoe's PA's would like Zoe to be able access the respite bungalow to use their bathroom at times when she isn't staying there. Some money has been set aside from the budget to pay for this. Everyone felt that as Zoe is so comfortable there it would be the best place for this support to continue.
- At the moment Zoe doesn't get out much in the evenings and at the weekends except with family everyone would like to see Zoe using her PA's to support her to get out and about more.
- All the time it seems that Zoe is developing new skills and finding new things to do and places to go Zoe's PA's should continue to support Zoe to explore and discover new things about herself and her community.

What will a typical week look like for Zoe?

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning routine	Informal support or formal support	Formal support	Informal support or formal support	Informal support or formal support	Informal support or formal support	Informal support or formal support	Informal support or formal support
Day support	Informal support or formal support	Informal support or formal support	Informal support or formal support	Informal support or formal support	Informal support or formal support	Informal support or formal support	Informal support or formal support
Evening support	Zoe spends the night at the Penwith respite bungalow	Informal support or formal support	Informal support or formal support	Informal support or formal support	Informal support or formal support	Informal support or formal support	Informal support or formal support
Bedtime routine	Formal support	Informal support or formal support	Informal support or formal support	Informal support or formal support	Informal support or formal support	Informal support or formal support	Informal support or formal support

The times that Zoe has support will be flexible, Zoe and her family would like Zoe to be able to have support on some mornings so that Zoe's mum doesn't have to do Zoe's morning routine with her every morning. Everyone agreed that Zoe would really enjoy getting out and about in the evenings perhaps for a meal or just a drink and catch up with friends, this is the same for the weekends. Traditionally Zoe has not used her PA's at weekends but this will change when Zoe starts using her personal budget. The hours that Zoe's PA's work will depend from week to week on what it is Zoe wants to do and the times she needs support, if her family aren't around to support her.

How is Zoe going to manage her budget and her support?

- Zoe is going to be supported by her mum Margaret and step dad Paul to manage her budget as they have been doing for her ILF. Paul will continue to manage the pay roll for Zoe's PA's as he has been doing and ensure that all records receipts are kept correctly and will make them available to ACS at Zoe's review. By Paul doing the pay roll for her PA's Zoe will save the cost of accountants fee's and will this will increase the hours of support she gets. Together Margaret and Paul will make sure that Zoe is getting value for money and the most out of her budget. Paul will make sure that HMR and Taxes are paid and that PA's get the correct amount of holiday pay and sick pay.
- Margaret will continue to manage/supervise Zoe's PA's as she has been doing. She has contact details for the learning and development team and will access free training for the PA's via them, they were particularly interested in person centred planning training. Zoe has a circle of support who will offer support both to Zoe, Margaret and Paul as and when they ask for it. Both Margaret and Paul are graduates of Partners In Policymaking courses and this means that they have a huge national network of support to draw on.

How is Zoe going to stay in control?

- Zoe is surrounded by people who love her and know her well, there is her immediate family Margaret, Paul, Jane and John her Dad. Zoe has got to know her PA's really well and they all know her. Everyone is confident that they know Zoe well enough to know when something is not right or is bothering her, or if she's simply not enjoying something. As the words Zoe uses increase, she is growing in confidence and become more assertive and becoming more definite about her choices. There is real honesty and openness between everyone, nothing is done in isolation, decisions are made collectively, everyone's contribution is valued.
- Zoe has a person centred plan and a circle of support. Her circle is evolving and her plan remains a work in progress, this will be the compass which guides everything, everyone can constantly refer back to the plan and ask the question 'is this what we should be doing?'
- Zoe's PA's have expressed an interest in getting involved in person centred planning training so that they will be able to get more involved in Zoe's plan.

How is Zoe going to stay healthy and safe?

- Zoe her family, her PA's and her circle of support will all work together to plan her support, when they do this they will always consider Zoe's safety as well as the safety of her PA's. This will always be done in an open and honest way with everyone involved.
- Zoe's Mum will continue to support her to maintain her health and to attend all health checks, it will be her responsibility to make sure that Zoe's PA's have all the relevant information to best support Zoe to maintain her health.
- Zoe is becoming very well known in her community, people recognise her and often say hello, Margaret and Paul often hear from people that they have seen Zoe out and about, if things weren't right people would certainly let them know.
- Zoe has 1:1 support, and is never left at home alone or when she's out and about. This doesn't mean that Zoe should not be given her own space at home and when she is supported in the community.

Action Plan

What will needs to happen?	Who will do it?	When will they do it by?	What outcome does this achieve?
<p>Zoe's will be able to have an extra 23 hours per week of support from her PA's.</p>	<p>The support will be from Kate, Emma and Fran this will be arranged by Zoe Margaret and Paul.</p>	<p>As soon as the budget is available to them to use.</p>	<p>An increased number of PA hours will mean Zoe will be able to get out and about in her community a lot more. She will be less reliant on her mum for support with personal care. Whilst out and about socialising and meet new people, this will have a positive impact on her language, her skills and her own self confidence. Zoe will be present and known in her community this helps to keep Zoe safe.</p>
<p>Zoe would like to be able to access the Respite Bungalow just to use the bathroom with support a couple of times a week in addition to her respite stay.</p>	<p>Margaret and Paul will discuss with the manager at the respite bungalow to see if Zoe can pay for this one off service.</p>	<p>As soon as possible</p>	<p>Zoe will be able to have more than one bath and hair wash a week. The more often Zoe is able to have a bath might help her phobia around baths and water in general. Most importantly hopefully Zoe will feel better in herself and this will help her confidence.</p>
<p>Zoe to look for a some work ideally paid uses all her gifts and talents.</p>	<p>Margaret will support Zoe and her PA's to explore options. The first idea was for Zoe to approach ASDA about being one of the people who greets people as they go into the store.</p>	<p>As soon as possible</p>	<p>Zoe finding a role in her community will be a huge impact on her life. She will get to know more people and make friends, she would be valued and have a purpose.</p>

What will Zoe happen in an emergency?

- If any of Zoe's PA's are off sick the support will either be covered by one of the other PA's or Zoe's informal support will support her. Because of the cost implication most likely it will be Zoe's informal support.
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- Zoe is never at home alone and is never left unsupported when out and about in the community. Zoe carries with her in her bag a laminated list of contacts, there are plenty of contacts just in case the first contacts were unavailable. Zoe also has an RAC card which means no matter what vehicle she is traveling in she can be rescued so this covers PA's cars which she travels in regularly.