

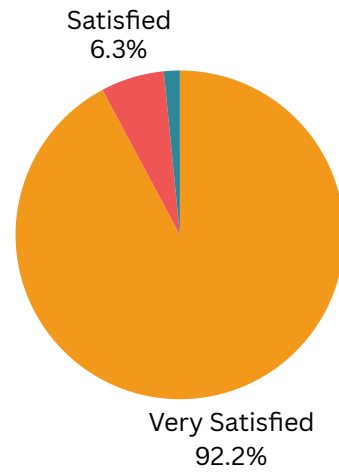
Personal Health Budget



The Personal Health Budget (PHB) facilitates a holistic approach to personalised care, providing individuals with more choice, control, and flexibility over the decisions that influence their health and well-being. The core objective of PHBs is to empower individuals to flourish in the comfort of their homes or to facilitate a safe transition back home after a hospital stay. The one-off payment initiative was administered by Age UK Cornwall and the Isles of Scilly in 2024.

Client Satisfaction

We asked our clients if they were satisfied with the one-off payment PHB and overall experience, including the service, item, and support provided. **92.2%** were very satisfied.



I could not be more happy with the service I received and the improvements the purchases have made to my life. I could never have afforded all the items. The person who was helping me was so kind, patient and an absolute credit to the service.



I would like to thank you for having this money to enable me to get the treatment that I could not otherwise afford at the present time. Having had a second head injury, things are a bit worse for me at the moment and the therapy is going to help.



Health & Wellbeing

95% of people told us that the items/services provided by PHB were extremely or very important to their health and wellbeing needs.



Staying Independent

How helpful was the PHB support to keep you well and at home, or getting you home?
95% of people told us that it was extremely, very, or somewhat helpful

You Matter

We asked clients what would have happened if they didn't have access to the one-off payment PHB. We received 122 responses.



39% of people said that their mental/emotional health would worsen.



31% of people said their physical health would suffer.



13% of people would ask for support from a health/social care professional.

From an applicant who received a wheelchair tailored to her health needs and mobility challenges:

Receiving this payment has significantly impacted my life. The new wheelchair is wonderful because it remains stable and is incredibly comfortable. Unlike the one provided by the health service, which caused me pain and discomfort for a long time, this one doesn't exacerbate my condition.

I want to express my gratitude to everyone who played a role in securing the necessary funding, as well as to Promotility, for handling all the complex paperwork to order and fit my new powered wheelchair. Without the grant, I would have felt trapped in a difficult situation.

