

FORWARD
MIDLOTHIAN
DISABLED PEOPLE



Equality - Diversity - Inclusion

Self Directed Support - Special Edition

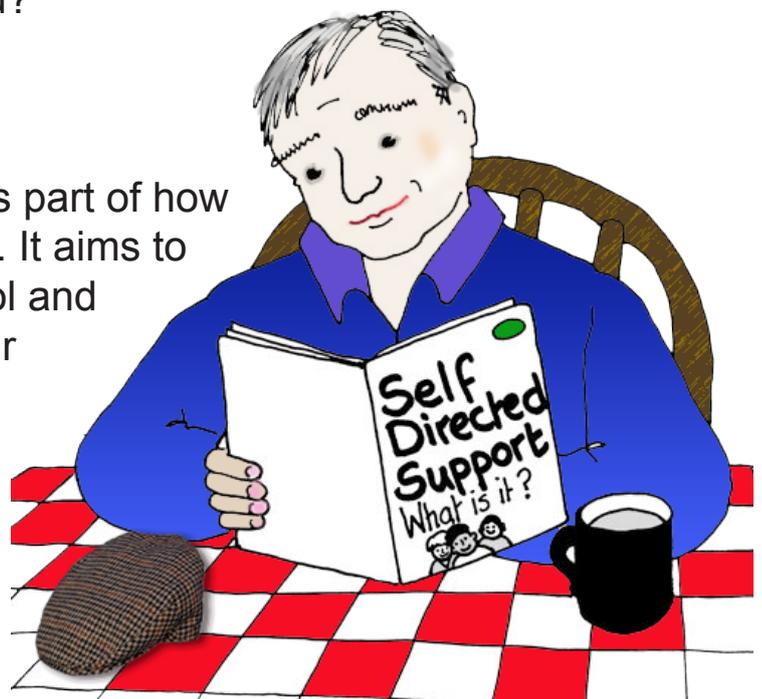
Forward Mid's focus in this newsletter is on Self Directed Support. In this issue we aim to bring you up to date information about:

- What Self Directed Support is
- The steps you need to take if you think Self Directed Support is for you
- What support is available to help you through these steps and afterwards
- Real examples of how the lives of some disabled people have been transformed when they chose this option to meet their care/personal needs.

Self Directed Support will not be everyone's cup of tea but our aim in this newsletter is to give you a clear understanding of what it is, how it works and, most importantly -- is it for you?

What is Self Directed Support?

Simply put, Self Directed Support is part of how social care is delivered in Scotland. It aims to give disabled people choice, control and flexibility over the way in which their care/personal needs are met, with whatever support they need to do this. Essentially, Self Directed Support enables disabled people to participate in society and live an ordinary life.



Information on Self Directed Support and Direct Payments from Self-Directed Support in Scotland

1.Introduction

Self Directed Support (SDS) is when you arrange some or all of your (or your child's) support instead of receiving services arranged by your local authority social work or housing department. It is for people who would like more flexibility, choice and control over their care so that they can live at home more independently.

If you choose to organise your own community care support package, you are in charge of the arrangements. This should allow you to organise your life the way you wish. You will get a sum of money to spend on the support you need instead of receiving council services. If you want, you can choose to organise some of your own support and also receive some council services.

Most people who use social work services can get self-directed support (which can include direct payments). The term self-directed support is used because it emphasises that you are in control.

If social work services agree you need support, they must offer you the choice of self-directed support instead of council services, as long as you have the capacity to consent to self-directed support, even if you require help to do this.

2.How does SDS work?

- ✓ Identifies social care outcomes for an individual
- ✓ Gives a financial value to those outcomes
- ✓ People can choose how to spend their money to meet those outcomes

SDS options include:

- ✓ Taking a Direct Payment
- ✓ Having a Direct Payment managed by a third party
- ✓ Unpaid/informal support – 'carers'
- ✓ Arrange support from the local authority or from a commissioned provider
- ✓ A mix of the above, it's up to you

3.Direct Payments

- All Local Authorities must now offer Direct Payments to eligible people
- Eligible people are those who are assessed as needing community care services (which include housing support services) or children's services
- You must be a disabled person aged 16 or over, a parent of a disabled child, a person over 65 or an attorney or guardian
- You have to be assessed as being willing and able to manage a Direct Payment with as much support as needed

Direct payments can be used to:

- Employ Personal Assistant(s)
 - Buy agency services
 - Buy Local Authority services
 - Purchase equipment
 - Purchase short breaks
 - Combination of the above.
- Direct Payments allows an individual to control their own support
 - The Direct Payment is paid into a bank account which is for the use of the recipient; the account should only be used for the Direct Payment and possibly independent Living Fund Payment.
 - Direct Payment recipient should not be at an advantage, or a disadvantage to those in receipt of Local Authority service

Thanks to SDSS for this information



Getting Started

How to access Self-Directed Support through your Council

If you feel that you have need for a level of care or support in daily living, which is not currently available to you, then you may wish to contact your Council to discuss this with a social worker.

Councils have a duty to support people in need to the best of their ability and this support should be based upon a formal assessment of your need.

Step 1

Each Council may have slightly different processes but it is most likely that in your area there will be a central contact telephone number. You can either call yourself, or have a friend, neighbour, doctor, family member, nurse, or another make contact on your behalf.

Step 2

A senior social worker will consider the details you have given them, usually within one day.

If the social worker concludes that you may have needs that the council should be helping you with, he or she will arrange for a home visit. If you are in hospital a social worker from the hospital will visit you in the ward before discharge.

Step 3

The home or hospital visit will commence an assessment, the Council will discuss with you:

What your needs are
How far they extend into your life
How far they should be met by the Council
What is the best way to meet your needs.
Remember it's important that your council take into account your preferences and those of your family – you should not be afraid to tell the social worker what you think you need. They must take this into consideration.

At this point you can state your preference to have your assessed needs met by Self-Directed Support and you should be able to choose from

the options. The Council has a duty to listen to your own preferences.

You may wish to submit an assessment of your own. This is sometimes called a self-assessment, and is no more than your own statement of your own needs.

You can write or illustrate in any way you wish. You could for example write out a weekly timetable showing the times when you need support and describing the kind of support you need. Submitting a statement by yourself, or from someone assisting you, is your chance to say it as you see it.

Your social worker is not obliged to accept this assessment. However, they do need to take your views into account when making their professional judgement.

Step 4

If the council concludes that you have needs, which they have a responsibility to meet, they will state so in a community care (or children's) assessment. You should be given a copy of this statement and have an opportunity to change it, again you can ensure that your preference for Self-Directed Support is noted. If it is agreed that you need support you will be offered arranged services or Self-Directed Support. You can choose one option or have a mix of each.

Step 5

Once agreeing on what option you should receive a copy of a care plan, which will identify how your individual budget should be used. This may include a stated number of hours of care and support. Some Councils are moving to more flexible arrangements whereby care and support outcomes beyond a set number of hours can be purchased. In any event you are likely to need to identify a provider of care, usually an Agency or personal assistant.

In employing a personal assistant you can seek help and practical assistance and advice from a Support Organisation funded by your Council.

Remember that you are not alone. If any aspect of managing your payment concerns you – please contact your local Support Organisation

Pathway To Self-directed support



Self-directed support Myths and Truths The Gathering 2013

The Gathering 2013

Self-directed support - Myths and Truths

Wednesday 27th February @ 2:30pm

Still confused about self-directed support (SDS)? This is the workshop for you. The event will cover the myths and truths of SDS and the support and resources we can offer you.

Self Directed Support Scotland (SDSS) can help you work effectively and successfully with SDS for the benefit of your organisation and those you work with. Why not come along to find out more?

We will also cover how we work with local authorities on the local implementation SDS. And just in case we haven't said it all,

we will end with a question and answer session for all your SDS queries.



To sign up to this event please contact www.gatherscotland.org.uk/view-event/?EventID=6

SDSS have a stand at the gathering so please come and see us, we are stand 26, we look forward to seeing you on the day.

The following is real example of how Self Directed Support benefits a resident in Midlothian.

Mrs. M and her husband were referred to LCIL by a hospital social worker as Mr. M was in hospital and could not be discharged until a package of care was put in place. The funding was approved but there was no service available that was suitable that would enable Mrs. M to return to work. The Midlothian Independent Living Officer (ILO) from LCIL explained the various options available with a direct payment to Mrs. M. She was keen to employ her own Personal Assistants (PAs) as this would give her husband the continuity of care he needed, however as it would take a quite a few weeks to recruit PAs, Mrs. M decided to contract with an agency of her own choice.

The ILO contacted various agencies that work in the Midlothian area to enquire about their availability and if they could meet Mr. M's needs. Mrs. M made an informed decision about which agency to contract with and a service was soon started to allow Mr. M to be discharged from hospital and Mrs. M to return to work. In a few months, Mrs. M may consider advertising for her own Personal Assistants.



12 Years on Direct payments and me

In 1999, at the age of 41, I had an injury which damaged my spinal cord and left me paralysed. This happened totally out of the blue and as you can imagine the thoughts and energies of me and my wife were initially focused on my immediate physical condition rather than what the future would hold, when I was ready to leave hospital. We didn't think about how we would cope, what help and support we would get and what quality of life we would have.

After six months in hospital my medical condition stabilised and I was ready to leave to continue my life. We discussed the care options I had with a social worker -- none of them filled me with enthusiasm.

Fortunately, the social worker went on annual leave. We were assigned another social worker. She had heard a little about Direct Payments and suggested it might be a solution to our problem. We arranged a meeting with a representative from Lothian Centre for Inclusive Living (LCIL) who explained exactly what direct payments were and the support their organisation could provide. We then spoke to someone who received a Direct Payment which she used to employ her own Personal Assistants. She explained the difference that Direct Payments had made to her.

These meetings convinced me that the best option for me was a Direct Payment. With the help of the social worker and LCIL, my wife and I were able to plan exactly what assistance I needed and when I would need it. This plan would allow me to take control of my own life in the way I wanted by giving me the freedom, choice and flexibility that none of the other options would.

We received approval for my plans from Midlothian Social Work Department and waited for the funding we needed to be secured. It took a fair bit of time and effort from the Social Work team to get things finalised. Naturally, I had a number of worries about taking on a Direct Payment and employing my own Personal Assistants. Dealing with things like my PA's contracts, their job descriptions and, most worrying of all, how to manage the financial side of things. Paying wages, dealing with tax and insurance, sick pay, holiday pay, all this was alien to me. However, whilst waiting for my funding to be sorted out I attended a LCIL's training course, "Taking the Plunge", now called "Living Choices".

This course consisted of a series of modules which explained in detail how the Direct Payments scheme should work as well as looking in detail at the responsibilities of being a PA employer which covered the concerns and fears I had. I found out about the support LCIL would give me, from advertising for PAs, dealing with my legal obligations (contracts, job descriptions etc) and, to my great relief, managing my payroll. (This was my biggest worry but all I need to do is send LCIL my PA's timesheets every month, they process them. I receive the PA's pay slips and then pay them.) When the course ended I felt confident that I could manage my Direct Payment and my responsibilities as an employer and begin to live my life in the way I wanted to. Once the funding was in place I was able to recruit the five Personal Assistants I needed, leave hospital and return to my home. I've now been a PA employer for twelve years and everything is running as I had hoped. I won't pretend that that being a PA employer does not have its challenges - it can do. However, nothing drastic enough has happened to make me change my mind about the route I have taken.

My contact with LCIL has not stopped since I became an employer. As well as still using their payroll service, I know that I have their support and advice at the other end of the phone. Importantly, I attend a peer support group they organise. This gives me and other PA employers the chance to share any problems we may have and, together, find possible solutions.

Using the Direct Payment scheme to employ Personal Assistants has certainly lived up to my initial expectations. I have the freedom of choice I want. I have the independence I want. I have the self-respect I need. I would certainly recommend direct payment to anyone.

Jeff Adamson

How Does Direct Payments Work for me

My Name is Iain Tait, I have physical disability that restricts me being able to reach in and do things for myself that other people take for granted, I cannot reach my feet and although I have aids to help me dress, the dexterity required to use these implements I do not possess. Midlothian council's occupational therapist put my name forward to see if I met the criteria to receive help with personal hygiene, I was assessed by the occupational therapist and Midlothian's direct payment officer and it was considered that I would benefit from daily help of one hour per day for five days a week.

I gained employment for just over three months and was able to talk to my personal assistant and arrange for my time to receive personal care changed to suit my needs during this time. If my care had been in controlled by the council I am sure changes to personal care would not have been have taken slightly longer to sort out.



My case was passed forward and I started to receive care in March 2007 as a small package of care direct payment user. That is now six years ago, as my condition progress and recedes, I know that someone will be here and if necessary can occasionally do additional task like contact my GP.

I was given support, from LCiL, I was also given leaflets on risk assessment and where to get insurance, LCiL also gave pointers on contract of agreement between me being an employer and my personal assistant being the employee.

I found the help from LCiL most beneficial, I do not think that I am stupid but without their help I would have been struggling on certain issues and they made them all flow and made the whole process a pleasure.

I am Very flexible with my Personal assistant for I understand that she would not be able to live of the wages for the service of one hour per day five days a week, I prefer having the same person attending to my needs rather than hiring from a care agency or accepting care delivered from social services, I get the same person every day therefore my personal assistant know how much help I need, as my needs change from day to day, rather than have a new person every day and have to go through it all verbally every day before starting the care.

Although LCIL offered the help of taxation I decided to look on the web site before making my mind on how to proceed, I talked to a very nice person at inland revenue, she talked me through what was required and informed me that they had started a simplified tax scheme for domiciliary workers, I was sent all the paper work and everything looks simple, I decided I was going to go down this path and do my own tax returns and PAYE.

There was a little confusion at first from the inland revenue, simplified pay accounts for direct payments, the inland revenue staff are trained in there use I have found out that training is always on going for the inland revenue, or maybe I'm just a masochist.

Would I change?

No I am very happy that I am in control and my care package works extremely well for me, do I think everyone should be on direct payments? No this is a individual choice just because it works well for me doesn't mean that it will just as good for everyone but it is my choice and I am happy with it.

Questions and Answers

What options will be available with Self-Directed Support?

There will be 4 options available with Self-Directed Support.

Option 1: Direct Payment. This is currently already available from Midlothian Council.

Option 2: Individual Service Fund. This is an Individual Budget managed by either the Local Authority or a third party on your behalf, however the individual will decide how the money is spent to meet your care and support needs.

Option 3: A Direct Service where the council arranges your services.

Option 4: A combination of the above.

What is a Direct Payment and who can get one?

A Direct Payment is a cash payment paid by the local authority to an individual to allow them to purchase their own care and support services.

The following people can apply for a Direct Payment (DP):-

- Any disabled person assessed as needing or receiving a community care service
- Any person over 65 assessed as needing or receiving a community care service.
- Attorneys and guardians can also receive a DP on behalf of another person.
- Parents can receive a DP for a disabled child.
- The individual must consent to receive a DP and may be assessed by their social worker to confirm that they can manage a DP (with as much support as necessary).

What can a Direct Payment be used for?

A Direct Payment can be used to pay for alternatives to community care and children's services which an individual has been assessed as needing. Including:

- » Support to live in one's own home
- » Support to go out in the community
- » Support to go to college or get a job
- » Support to go on a short break or respite
- » To purchase equipment

How can a Direct Payment be used?

- ➔ To buy support from an agency (must be registered with the Care Inspectorate).
- ➔ To employ your own Personal Assistants.
- ➔ To purchase equipment which otherwise would be provided by social worker (must be approved in your assessment).

What are the advantages to having a Direct Payment?

People using Direct Payments say that they give them:

-  More control of their lives,
-  Greater flexibility,
-  Improved consistency of staff,
-  Greater self esteem, not just being a recipient of care but being in charge of your care and support.

What are the disadvantages?

With increased choice and control come additional responsibilities. These include:

- ❖ Responsibilities as an employer:- to recruit and manage staff, pay staff and the HMRC (Inland Revenue), treat them fairly and legally, ensure their safety.
- ❖ Responsibilities if contracting with agencies- To find a suitable agency and negotiate a contract, Pay the agency, To comply with any contract with the agency, To inform the agency of any issues.
- ❖ Financial Responsibilities- To manage the money, keeping appropriate records To show the local authority how the money has been used.

It sounds very daunting where can people get support to help with this?

People using Direct Payments can contact the Lothian Centre for Inclusive Living (LCIL) who provide a range of services that can help you manage your Direct Payment.

- ✪ Independent Living Team: can support you to recruit Personal Assistants (PAs), give employment advice, source suitable agencies, help you plan your support, offer peer support, etc.
- ✪ Payroll: process wages for your PAs, enhanced financial management
- ✪ Grapevine: disability information and advice service
- ✪ Training: Employer's Skills training, Training for PAs, etc
- ✪ Your Call: Telephone/Email Counselling service for disabled people

How can I apply for a Direct Payment?

If you already have an allocated social worker, you can ask him/her to apply for a DP. If you require an assessment, then you should contact your local social work office to request an assessment and mention you would like to apply for a Direct Payment.

Can someone, other than the assessed person, receive and/or manage the payment?

Yes. Although ideally the person receiving the assistance is the person managing the package there are situations where someone needs others to manage the package on their behalf.

What happens if the arrangements made with the Direct Payment break down?

Any DP package should be designed with a plan for emergency back up, e.g. agency, or relief PA. If however the Direct Payment recipient's own arrangements fail, the LA has a "duty of care" to provide the user with emergency service provision.

Regular breakdown may cause the LA to reconsider the viability of the DP arrangements and may result in a suspension or termination of the DP.

How do people ensure they get reliable quality PAs?

If someone is recruiting their own staff, it is important for them to consider how they are going to find them and how they are going to ensure the PAs have the skills, knowledge and attitudes to meet the person's needs. Support organisations such as LCIL, should be able to advise where to advertise as well as help devise a recruitment procedure which meets the assessed needs. They can also provide training on how to be a good employer.

What happens if there is dissatisfaction with the work of a PA?

It depends on the nature of the issue. It is important to treat PAs fairly and within the law this both ensures the employer is safe from legal action but also ensures better continuity of staff. If you have concerns advice should always be sought before dismissing people.

Can P.A.s be self employed?

This is not recommended. To be self-employed the PA would be able to delegate their work to another person, and to arrange when they work. If a PA wishes to be self employed advice should be sought from a support organisation.

Where can people find out about care agencies?

The following sources may have information of agencies providing 1-1 support in the home:

- ➔ Local Council;
- ➔ Care Inspectorate
- ➔ Local Support Organisations
- ➔ Yellow pages

Lothian Centre for Inclusive Living (LCiL)
Norton Park Centre
57 Albion Road
Edinburgh
EH7 5QY

Tel: 0131 475 2350
www.lothiancil.org.uk

Self Directed Support and Developing Peer Support in Midlothian

As self-directed support develops to differing levels of success in Scotland we are learning from people, families and practitioners about the kinds of assistance people may require, to be in control and direct their own support.

Peer Support has a rich history and it has been a feature of many successful human services – providing peer to peer advice or enabling self help... It is widely accepted that someone who has been through a similar experience can offer invaluable support to another person embarking on their own journey. Peer Support offers a unique perspective and has long been advocated as a valuable addition to professional support approaches.

*“The independent living movement has long asserted the value of peer to peer support, insisting that disabled people are experts in the barriers which face them and how to tackle such barriers. “
NCIL, 2008.*



Peer Support is an intrinsic element of providing community based, helpful, resourceful support. However, Forward Mid's early findings suggest that, at present, few people are actually engaged in, or benefit from it in Midlothian. This may be due to a number of factors, not least the lack of understanding about Peer Support in General.

Peer Support is often defined in relation to activities where people provide emotional and practical help to each other. However, the defining feature of Peer Support is that it refers to **relationships** and **interactions** between people who are peers, and who are equal in ability, standing, rank, or value.

This latter feature is important if we are to really understand the value of Peer Support and its potential contribution to people who are directing their own support. To focus simply on 'activities' tells only half the story – the nature of the relationship is crucial in really understanding Peer Support and its potential added benefits.

In a recent piece of research in Newcastle, families of disabled children discussed the value of

Peer Support. Families were asked from whom they received the best information, advice and guidance and, overwhelmingly, families indicated that it was another family member or another Disabled person, who had shared similar experiences, who was most valuable. They also told us that one of the reasons that peers prove to be so useful is that their assistance comes with an intrinsic understanding and experience of the need to build upon your own and your families' emotional well being – they are not simply offering standard solutions.

“I am not a diagnosis, I am a human being and as such I am more important than my diagnosis. Peer Support sees the person first, understands their distress and can offer true solutions that the Supporting Peer has used themselves.”
Peer 2Peer member.

In recent interviews with Peers Support organisations many of them identified four key benefit of using Peer Support:

1. Increased self esteem.
2. Increased in self-confidence.
3. Increased sense of belonging
4. Improved motivation.

As part of this Special Edition Self –Directed support Newsletter, Forward Mid wishes to introduce the idea of Peer Support activities across Midlothian.

These activities may include:

- **Informing and Connecting** - helping people by providing good information about local resources and entitlements, researching new possibilities, offering advice around self-directed support and helping people make helpful connections.
- **Guidance and planning** – helping people think through their needs and desired outcomes and helping people to develop their support plans.
- **Managing and improving** – helping people manage their funding, their supports and using good, peer advice to make improvements.

So..... what Forward Mid want to say is that we will be looking to set up some local peer support groups in Midlothian in the coming months.

We start Café Connect in Dalkeith on 29th January, as a drop in social café, but maybe this is really our first Peer Support activity. At its simplest, it's about people getting together, sharing conversation and ideas about life and maybe finding out a wee bit of useful information about what might help make life a little better.

In February, March and April we will look to set up a peer support group with a focus on Self Directed Support and sharing good information..... If you have any interest or may like to be involved, get in touch!

You can call **Ian or Eric** on  0131 663 9471

Eric.johnstone@mvacvs.org.uk

Useful Information

<p>Lothian Centre for Inclusive Living</p> <p>A user-controlled organisation which supports disabled people to live independently...</p> <p>Independent living means disabled people of all ages having the same freedom, choice, dignity and control as other citizens at home, at work, and in the community. It does not mean living by yourself or fending for yourself. It means rights to practical assistance and support to participate in society and live an ordinary life.</p>	<p>Lothian Centre for Inclusive Living (LCiL) Norton Park Centre 57 Albion Road Edinburgh EH7 5QY 0131 475 2350 www.lothiancil.org.uk</p>
<p>Self Directed Support Scotland (SDSS)</p> <p>Self Directed Support Scotland (SDSS) is a national membership organisation which actively promotes Independent Living by supporting, working with and championing the aims of Self Directed Support disabled people's organisations.</p>	<p>SDSS 4, PURE Offices Bonnington Bond 2 Anderson Place Edinburgh EH6 5NP 0131 516 4195 www.sdsscotland.org.uk</p>
<p>A Guide to Self-Directed Support (SDS) in Scotland: Enabling people of all ages to use care and support to live more independent lives.</p>	<p>www.scotland.gov.uk/Publications/2009/03/27110544/0</p>
<p>Midlothian Council (Adults)</p> <p>The following people can get direct payments: Adults assessed as needing community care services</p> <p>The needs assessment process will be the same regardless of whether the person being assessed is likely to receive services or direct payments.</p>	<p>Adults and Community Care 4 Clerk Street Loanhead Midlothian EH20 9DR 0131 271 3900 www.midlothian.gov.uk/info/1456/for_older_people/246/direct_payments</p>
<p>Midlothian Council (Children and Families)</p> <p>The following people can get direct payments:</p> <ul style="list-style-type: none"> * 16 and 17 year olds assessed as needing children's services * Parents or people with parental responsibility for, a disabled child (under the age of 18) who has been assessed as needing children's services, and attorneys and guardians with welfare and financial powers to act on behalf of the person who needs the services 	<p>Children and Families 11 St Andrew Street Dalkeith Midlothian EH22 1AL 0131 271 3860 www.midlothian.gov.uk/info/1456/for_older_people/246/direct_payments</p>

Alternative Publications

The editions of the Forward MID newsletters are available in large print or at www.forwardmid.org.uk
For alternative publication please E-mail to eric.johnstone@mvacvs.org.uk or call Eric Johnstone on 0131-663-9471 or write to him at MVA 4-6 White Hart Street, Dalkeith EH22 1AE with your request.