

Kim Pullan Care Support Services

Helping you access the care you deserve



A GUIDE TO OUR SERVICES

DIRECT PAYMENTS/PERSONAL BUDGETS/HEALTH BUDGETS – WHAT ARE THEY?

These are all funds provided to individuals for them to use to “buy in” the care or support they are assessed as requiring, as an alternative to accepting a commissioned care service – which usually means an agency, not of your choosing, is sent in to provide your care or support.

A Direct Payment, more often called a Personal Budget now, is funding provided from social services for someone to “buy in” social care required at home. A Health Budget is funding provided by your local Clinical Commissioning Group (CCG) for someone to buy in health care required at home. Which budget you are allocated depends on your assessed needs.

Taking your care in the form of either of these budgets means that you will be able to have choice and control over who delivers your care – you will be able to choose your own carer/s, and tell them what times you want them to deliver your care. You, or a family member or friend, will become the employer of that carer/s – this may sound daunting but that is where Kim Pullan Care Support Services comes in – we will support you every step of the way and ensure that you have all you need to ensure you are meeting any legal responsibilities, and will remain in the background for you to call whenever you need any assistance.

This is often preferable to people than having a commissioned agency coming in, for the simple reason that an agency cannot usually guarantee you will get the same carer all the time, and they are not usually able to guarantee what time the carer will arrive, due to the workloads the carers have going from home to home. By having a Direct Payment and employing your carer yourself you can control your care much more – you can build up a working relationship with your carer/s and establish a routine which suits you. It puts you at the centre of your care or support, which is exactly where you should be.

Alternatively, you may wish to use your budget to use a care agency of your choice, rather than the agency which is commissioned in your area by the local authority.

I THINK I NEED CARE AT HOME, HOW DO I ARRANGE AN ASSESSMENT?

If you think you need social care at home, or to help you access the local community, you will need a Community Care Assessment – in North East Lincolnshire you would need to call Focus Adult Social Care on 01472 256256. In North Lincolnshire you would need to call Social Services on 01724 297979. If you already have an allocated social worker you should talk to them.

If your needs are health related you should speak to your doctor or specialist about an assessment.

I AM ALREADY RECEIVING CARE AT HOME FROM AN AGENCY, BUT I WANT TO LOOK INTO EMPLOYING MY OWN CARER – WHAT SHOULD I DO?

Give us a call or an email, or complete the contact us page on our website and we will explain how to go about this. 07507 526268/01472 239682/kim@kimpullancaresupportservices.co.uk

I AM ALREADY RECEIVING A DIRECT PAYMENT/PERSONAL BUDGET OR HEALTH BUDGET, BUT USING A DIFFERENT SUPPORT SERVICE – CAN I TRANSFER TO KIM PULLAN CARE SUPPORT SERVICES?

You can use any support service you wish if you live in North or North East Lincolnshire – the local authorities here stopped commissioning a particular support service several years ago, so that you would have choice and control over who provides your support. Give us a call or an email, or complete the contact us page on our website and we will be in touch. 07507 526268/01472 239682/kim@kimpullancaresupportservices.co.uk

We will support you every step of the way to transfer over, you will just need to sign a transfer request letter which we provide, and we will take care of the rest.

WILL I HAVE TO PAY FOR MY CARE OR FOR YOUR SERVICES?

Once you have had a Community Care Assessment the local authority finance team will carry out a financial assessment to determine whether you are required to pay for any, or for all of your care. Some people have to pay a little each week towards their care, some pay nothing towards it, and occasionally people are assessed as being fully self funding, meaning they have to pay for all of their care. You can decide not to go ahead if you are not happy with the result of the assessment – but any contribution you are asked to make is based on your ability to pay. Kim Pullan Care Support Services do not get involved in this assessment and cannot advise you on any likely outcome.

If your needs are assessed as being health related then no financial assessment is carried out, as there is never a contribution to make to any health care services.

If some, or all, of your care is funded by the local authority then you would not pay for our services personally. The local authority would cover the cost of our services.

If you receive a Personal Health Budget the cost of our services is paid for by the NHS.

WHO IS ELIGIBLE FOR A DIRECT PAYMENT?

You may be eligible for a Direct Payment if you;

- Have a physical disability
- Have a learning disability
- Have Mental Health issues
- Have a sensory impairment
- Are affected by HIV/Aids
- Are a carer of any of the above groups
- Have parental responsibility for a disabled child
- Are an older person

HOW WILL THE FUNDING BE PAID TO ME AND

WHAT HELP CAN I GET TO MANAGE MY DIRECT PAYMENT?

If you are happy to look after the funding yourself you will be asked to open a new, separate bank account for the money to be paid into, and it should not be used for anything else. You can have friends or family help you to manage this.

If you wish to have a Direct Payment, but do not feel able to manage the money yourself, or are unable to open a new bank account for any reason, then if the local authority agree that you are unable to manage the money yourself you can be offered a Managed Account service with Kim Pullan Care Support Service. This means that the funds will come directly to us, into a client account in your name. We will then make all necessary payments out of the account (so we will pay your carers directly into their bank accounts and pay any Tax or National Insurance deductions and renew your Employers Liability Insurance) and check the funding coming in is correct.

The local authority will ask to inspect and audit the account on a regular basis and so you should keep all the bank statements safe.

CAN I EMPLOY A FRIEND OR FAMILY MEMBER?

You are allowed to employ a friend, or a family member as long as they do not live with you. Speak to us about this as it is not always the best option, but if you do decide on this option we will support you to ensure that it is set up correctly, and that your needs are met as they should be.

WHAT IF I HAVE A PROBLEM WITH THE STAFF I EMPLOY?

It is quite a daunting prospect for most people to consider becoming an employer – but we will give you lots of advice and support gained from over 10 years' experience of supporting people just like yourself. If you do have specific issues with a member of staff we can advise you how to deal with it and assist you with meetings. You will have taken out Employers Liability Insurance and depending on which policy you chose (we will provide details of Companies you can use, and their proposal forms) you may well also have access to a legal helpline to deal with employment issues – and we will be happy to assist you to speak to them and help you carry out their advice.

We can also help you seek independent advice from ACAS (Arbitration, Conciliation and Advisory Service) 0845 7474747.

BECOMING AN EMPLOYER

Being an employer brings with it legal responsibilities, but Kim Pullan Care Support Services will work with you to ensure that you are aware of these responsibilities, and show you how to ensure you meet them, doing all we can on your behalf.

RECRUITING STAFF

We will, with your input, write a suitable and legal advertisement if you need help looking for carers, and we will place this on the Job Centre website and on our own website and send out application forms to any interested parties, and then forward the completed forms to you and assist you with shortlisting if required. We will then assist you with interviews if you require this and provide you with guidelines about what questions you can or cannot ask, and a list of questions based on your position.

We will make sure you are aware of the identification checks you need to make on any potential employees, and we can carry out a Police Check (Disclosure and Barring Service Check) on your behalf. There is a cost to this service which should be met by the local authority or health authority providing your funding. We will also write for references on your behalf, and provide an Offer of Employment letter to your selected employee.

PAYROLL

We will register you with HMRC as the Employer and your carer/s as your Employees, after providing you with the forms required for this.

We will provide you with personalised timesheets to record hours which are worked, and our payroll manager, Sarah Burgman, will process your carer/s wages on your behalf and provide you with pay slips to give to them. We will calculate any tax or National Insurance payments and instruct you how to pay this when it is due, or, in the case of a Managed Account, pay this for you from the funds we hold.

We will ensure you are aware of, and meet, any legal responsibilities with regards to Auto Enrolment of Pensions and the Real Time Information system now run by HMRC.

EMPLOYERS LIABILITY INSURANCE

We will help you access suitable Employers Liability Insurance, providing you with a choice of Companies.

You are legally required to give an employee a Contract of Employment and a Job Description within 8 weeks of them starting work. We will provide this for you and calculate holiday entitlements also.

HEALTH AND SAFETY

You have a duty, as an employer, to ensure that the work place is as safe as possible for your employees. We will work with you to ensure that you are meeting this duty. Depending on the number of staff you employ you may need to have a formal Risk Assessment in place, we can advise on this and we can provide you with our leaflet "Employing Carers - Health and Safety Information"