

# Social Services

## Direct Payments for Carers Information Leaflet



April 2023

## DIRECT PAYMENTS FOR CARERS – INFORMATION LEAFLET

<b>RELATES TO</b>	Provision of Direct Payments for Carers
<b>REFERENCE NUMBER</b>	LL03
<b>DEPARTMENT</b>	Social Services for Adults
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## DIRECT PAYMENTS FOR CARERS

The Social Services & Well-Being (Wales) Act came into force on 6 April 2016. The Act provides the legal framework for improving the well-being of people who need care and support, **and carers** who need support. The SSWB (Wales) Act is split into 11 sections. Each section has a Code of Practice. Each Code of Practice sets out what each local authority must and must not do in its duty to support the well-being of Welsh Citizens.

More and more people are choosing to receive a Direct Payment, most of them are telling us that the flexible arrangements that they have organised have changed their lives for the better.

This leaflet provides information specifically in relation to unpaid carers and the provision of support through a Direct Payment for them, in their own right.

### What is a Direct Payment?

A Direct Payment is money from the council to help individuals and unpaid carers to arrange and pay for support to meet their assessed needs and agreed well-being outcomes.

If the individual is eligible for help to meet their assessed needs, Flintshire County Council can give them the money instead of a service.

A Direct Payment can be used to arrange support that is right for the person and their lifestyle.

Having a Direct Payment means that they can have more choice over how the money is spent, have greater control over the support they choose and a far greater range of services and support to choose from. This means that unpaid carers can think about what is important to them and make arrangements that fit in with their preferences, priorities and lifestyle.

Please don't worry there is plenty of support available at every step to help people to get the best possible outcomes from their direct payments.

People in Flintshire are using Direct Payments to arrange:

- Support with daily living and activities to enable them to live a full and active life of their choice
- Support to get out and about
- Support with personal care
- Support to create more flexible and creative solutions that help achieve personal goals
- Solutions that support independence
- Respite Care & Short breaks and other services that support unpaid carers
- Pooling direct payments with other people to do things together
- Support to access education, or occupation

Having a Direct Payment is a personal decision that will hopefully enable people to achieve a better quality of life. It is important to focus on what the person wants to achieve. For many people in a caring role this will be *“to be able to continue to care for a loved one”*. This leads the conversation onto what will help? what would support look like? what would make the caring role sustainable? etc. The answers to these questions build a clearer picture about what matters to the person in the context of their life and family. The outcomes for each person will likely be very personal and unique to the individual and their specific circumstances.

It is important to note that no two Direct Payment arrangements will be the same. The scope of what can be achieved with a Direct Payment is unlimited, however below are some examples of how Direct Payments could be used.

#### Examples:

- Help for carers in and around the home
- Time to explore interests, hobbies or education
- Equipment or technology that helps carers have a break
- Therapeutic activities
- Helping carers come together to develop support groups etc
- The possibilities are endless!

#### Employing Personal Assistants

Some people need physical support to help them manage on a day-to-day basis. Often people in this situation choose to employ someone to help them. This type of employee is known as a Personal Assistant.

The benefits of employing a Personal Assistant are being able to employ someone of your choice, someone you can develop a trusting relationship with and get to know. Investing in a Personal Assistant can have mutual benefits and can be a highly rewarding arrangement.

A Personal Assistant may be someone already known to the person; however support is also provided to help people recruit a Personal Assistant of their choice. Occasionally people choose to employ friends, or family members to act as their Personal Assistant.

It is also possible to employ a close relative living in the same household as the person in need of care & support. In each case, the Local Authority, after considering the recipient's views, must be satisfied that the employment of a close relative living in the same household is the best way of promoting and delivering their personal outcomes.

Employing a Personal Assistant can sometimes feel daunting initially, but there is guidance and support available at every step to ensure that people have a positive experience and get the best outcomes from their funding.

Other examples of what a Direct Payment for a Carer could include:

- Paying a person's membership fee of a club like photography so they can support you to go there.
- Purchasing a season ticket for a friend who takes you to football matches each week, rather than paying a personal assistant to do that.
- Other ways you might choose to reward someone for their informal help.
- Support for the person you care for to enable you to do something of value to you. This could be attending a college course, club, or other activity of interest.
- Sometime, just being able to walk the dog, or have a haircut provides the respite needed.

Further information on what a Direct Payment is and what it can be used for can be found here:

<https://www.flintshire.gov.uk/en/Resident/Social-Services/Direct-Payments/What-are-Direct-Payments.aspx>

Who can get a Direct Payment?

Nearly everyone who is eligible for care and support from Social Services can get a Direct Payment. This includes unpaid carers (please see our leaflet on eligibility for care and support including Direct Payments).

To get a Direct Payment, an individual must be able to show that they can manage the money in the right way. They can do this on their own or with help.

How do I get a Direct Payment?

To get a Direct Payment, initially a Carers Needs Assessment must be carried out to identify the outcomes that the Carer wishes to achieve. Following this assessment, if a Direct Payment is the chosen way of achieving the identified outcomes, the Direct Payment Team in conjunction with NEWCIS will guide the rest of the process and support with getting set up.

For a Carers Needs Assessment, please contact:

**NEWCIS**

28-44 New Street,

Mold,

Flintshire, CH7 1NZ

01352 752525

[enquiries@newcis.org.uk](mailto:enquiries@newcis.org.uk)

## USEFUL CONTACTS

We have an experienced Direct Payments team within the council who are there to support you with any queries or information that you need. We will endeavour to provide you with as much help and reassurance as you need, until you feel confident to manage arrangements yourself. But remember, if you need periodic support, or advice we are only a phone call away.

Direct Payments Support Service

01352 701100

[dp.support@flintshire.gov.uk](mailto:dp.support@flintshire.gov.uk)

For more information on Direct Payments and the support available for people receiving a direct payment in Flintshire, please visit:

<https://www.flintshire.gov.uk/en/Resident/Social-Services/Direct-Payments/Home.aspx>

Additionally, a wide range of voluntary organisations provide independent advice and assistance. Contacting them will give you information on your rights.

<b>Flintshire Citizens advice Bureau</b>	
08444 772020	<a href="http://www.flintshirecab.org.uk">www.flintshirecab.org.uk</a>
<b>Flintshire Care and Repair</b> Flintshire Care and Repair offer advice on housing repairs, adaptations and benefits for disabled and elderly people.	
01352 758700	<a href="http://www.flintshirecr.co.uk">www.flintshirecr.co.uk</a>
<b>Age Connects North East Wales</b>	
08450 549969	<a href="http://www.acnew.org.uk">www.acnew.org.uk</a>
<b>Mencap Cymru Helpline</b>	
0808 808 1111	<a href="http://www.mencap.org.uk/wales">www.mencap.org.uk/wales</a>
<b>MIND</b>	
01352 757637	<a href="http://www.flintshiremind.org.uk">www.flintshiremind.org.uk</a>
<b>North East Wales Carers Information Service (NEWCIS)</b>	
01352 752525	<a href="http://www.carers.org/local/wales/flintshire">www.carers.org/local/wales/flintshire</a>

<b>Flintshire Disability Forum</b>	
01352 755546	
<b>Social Services</b> First Contact, Preswylfa, Henty Road, Mold, Flintshire, CH7 1PZ	
03000 858 858	<a href="mailto:SSDUTY@flintshire.gov.uk">SSDUTY@flintshire.gov.uk</a> <a href="http://www.flintshire.gov.uk/careinfo">www.flintshire.gov.uk/careinfo</a>

## COMPLAINTS, COMPLIMENTS AND REPRESENTATIONS

We are aware that despite our best efforts there may be occasions when you need to make a complaint. Any complaint about the services can be made to your Social Worker, their Team Manager or you can contact:

The Complaints Officer  
Social Services  
Tŷ Dewi Sant, St David's Park  
Ewloe, Flintshire, CH5 3XT                      01352 702623

A leaflet 'Your right to compliment and complain' which explains how your comments can be made and how they will be dealt with is available from the same address or online at: [www.flintshire.gov.uk/careinfo](http://www.flintshire.gov.uk/careinfo)

A wide range of information on the care and support system in Wales is available online at: [www.dewis.wales](http://www.dewis.wales)

Mae'r ddogfen hon ar gael yn Gymraeg. Cysylltwch a 03000 858 858 i gael fersiwn Gymraeg.  
This document is available in Welsh. Please contact 03000 858 858 for a version.

**This leaflet is available in alternate formats including Braille and Large Print on request to 03000 858 858.**