

DIRECT PAYMENTS UPDATE AUGUST 2021



The Direct Payment Support Team have been busy updating and improving our services for local Direct Payment recipients, Employers and Personal Assistants.

Who are the Direct Payment Support Team?

Flintshire County Council's Direct Payment Support Team support Flintshire Direct Payment (DP) users across all Social Services. The team has grown recently and now includes;

Team Manager - Mark Cooper

Direct Payment Support Officers

Claire Tuft, Emily Kershaw, Harriet Weir, Sharon Stapley-Jones and Cerys Evans

Personal Assistant Workforce Coordinator - Gemma Wellstead

Direct Payment Finance Support Officer - Kathy Cocking

Business Support Assistant - Julie Pickering

Contacts: Tel: 01352 701100

Email: dp.support@flintshire.gov.uk

What are Direct Payments?

When a citizen has been assessed as needing funded support to carry on living their life as independently as possible there are two choices. Flintshire County Council can arrange services to help them. These could be services such as a day service, an agency care worker visiting to do some tasks for them, or a respite care service for an unpaid Carer.

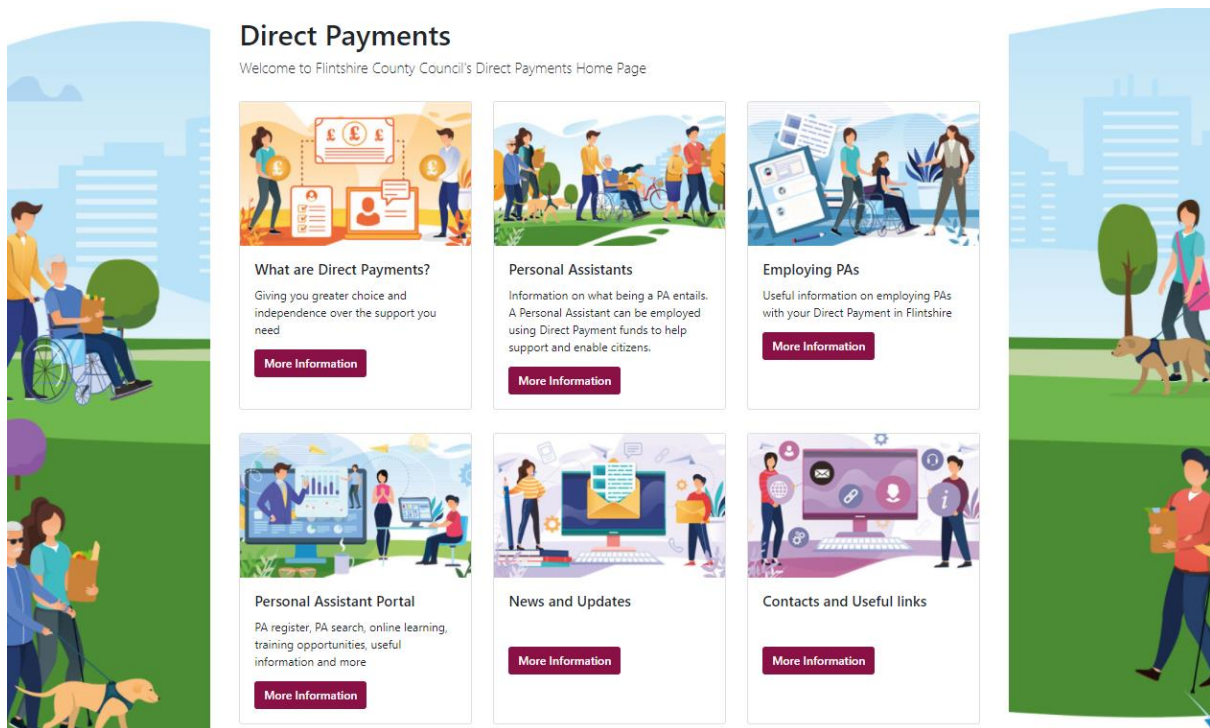
The second option is for the person, their friends and family to be supported to arrange more personal support that fits with the person's bespoke needs, priorities and lifestyle. This may mean employing someone of the person's choice to provide their support. This could be a relative, or trusted friend. Or, they may want to make other arrangements that they feel would help their situation. For example a piece of equipment, therapeutic activity, alternative respite care, other help for an unpaid carer etc. The opportunities are endless. This is called receiving a direct payment and means the person can have more choice, control and flexibility over the support they need to live their version of a good life.

Many people choose to have a mix of services arranged by the council and Direct Payments.

If the person chooses to employ a Personal Assistant, they will be supported by the Direct Payment Support Team to understand their responsibilities and to manage their arrangements so that they benefit from the greatest outcomes.

A Personal Assistant (PA) works in partnership with their employer to help them achieve the things that are important to them; live a better, more independent life. The most successful PA arrangements are based on strong and trusting relationships.

Redeveloped Webpages and NEW Personal Assistant Portal



[Direct Payments Home Page](#)

We have updated our website, added new pages and made it more engaging and user friendly.

We have also developed a Personal Assistant Portal which includes our PA register, PA search, online learning, training opportunities, useful information for employers and PAs and more.

Flintshire County Council Personal Assistant Portal

This Personal Assistant Portal, provides a register of Personal Assistants (PAs) available for employment for Flintshire Direct Payment recipients. The register aims to help citizens and their families search for PAs and find the best PA for them. But also to help PAs find suitable employment in this growing and rewarding sector.



[Employers click here](#)



[Personal Assistants click here](#)



Terms and Conditions



PA Code of Conduct



Frequently Asked Questions FAQs



[Training](#)

The PA Register is designed to help Direct Payment users and employers find the best PA for them, but also to help PAs find suitable employment in this growing and rewarding sector.



PERSONAL ASSISTANT OPPORTUNITIES

- Are you available for work?
- New to the role or with previous experience?
- Looking for full time or part time hours?
- Add your profile to our PA Register
www.flintshire.gov.uk/paportal

DP EMPLOYERS LOOKING TO RECRUIT

- Are you looking for a Personal Assistant?
- View the profiles on our PA Register to connect with individuals looking for work
www.flintshire.gov.uk/paportal

PAs are employed by Direct Payment Employers.
For more information about Direct Payments please visit our website



Any feedback, positive or negative, about any of our services would be greatly appreciated

GUIDANCE SUPPORT ADVICE

01352 701100
dp.support@flintshire.gov.uk



The Direct Payment Support team are on Facebook and Twitter. A platform for information sharing, advice and support.

Like our page on Facebook or follow us on Twitter
Facebook [Flintshire Direct Payment Support](#)
Twitter [@FCCDPST](#)

Online Learning for PAs

Flintshire County Council are working in partnership with Grey Matter Learning, a Centre of Excellence accredited provider, to provide flexible accessible online learning.



We have created the “PA Induction Certificate” which covers 7 core modules;

1. Communication Skills
2. Equality and Diversity
3. First Aid Skills
4. Health and Safety
5. Infection Prevention and Control
6. Person Centred Care
7. Safeguarding.

There are also another 50+ courses available on social care topics that learners can access to increase their knowledge and skills, or obtain recognition for existing knowledge and to enhance their profile. Certificates are issued for each course completed which the learner can download and keep for their CV.

Thank you for your time. If you would like any further information about these updates or have any questions or queries please contact us