

# **FACTSHEET 5:**

## **Keeping Safe**

We know that Direct Payments can give you extra control over your care arrangements. We also know that having control over our lives gives us more resilience against fear of abuse and neglect. All Direct Payments recipients need to know that Flintshire County Council are ready to listen to any worries and concerns you have regarding keeping safe.

### **Duty of Care**

Personal assistants have a duty of care. They may need to talk to someone if they have a concern regarding your safety. They should usually do this with your consent, but sometimes confidentiality has to take second place if you or another person is at high risk of harm from (for instance) a family member or another personal assistant. A good understanding between a personal assistant and you as the employer is vital in this area before anything happens. Flintshire County Council will support your personal assistants to attend relevant 'Safeguarding' training.

You may be thinking about employing your own personal assistant. It is important to take certain steps to try to make sure that there aren't any risks to you from people who could potentially harm you.

We believe that it would be better for you to have help and advice if you decide to have your own staff. This support is free to you. Please contact the Direct Payments Support Service who will be able to give you all the advice you need at each stage of employing your own staff.


If you choose to use a care agency the law says that care agencies must be registered with either the Care Inspectorate Wales, or the Care Quality Commission England.

Remember – always ask for help if you think you need it.

**Direct Payments Support Service**

**Tel: 01352 701100**

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



**“ We are  
able to use  
our Direct  
Payment to  
go out to  
the shops,  
or socialise  
safe in the  
knowledge  
our son is  
safe. ”**