

Direct Payments

3 Case Studies, describing 3 different scenarios

Teenage autistic boy, that has outgrown respite

Joe, 38yr old man with physical disabilities, living at home with elderly parents.

Linda with Mental Health difficulties.

Groups asked to consider...

Barriers to setting up a Direct Payment

- Access to appropriate support
- Ability / capacity to manage a Direct Payment
- Responsibility in managing DP, can be counterproductive to health
- Becoming an employer!
- Availability of reliable carers / care providers / resources - Recruitment
- Finding right skills for available budget
- Time it takes to set up a direct payment
- Difficulties in putting DP in place in a crisis
- Appropriate accommodation / housing
- Health needs (Nursing Care) not met by DP
- Vulnerability : Risk of Abuse by employed Carer / Care agency / Financial abuse
- Quality of Care could be variable
- DP hourly rate less than agency charges
- DP is spent on other things (not assessed need)
- Complexity of care package can in itself create a barrier.
- No safety net
- Breakdown of care arrangements

How these could be overcome

- Seeking range of help from Direct Payment Support Service
- Support and information
- Offer Direct Payments as 'part' of package of care, can offer one off direct payments
- Individual Budgets
- Talking to others that have gone through Direct Payment system
- Rapid response from Care Manager to review and reassess - modified if needs change
- Good support and monitoring
- Regular reviews
- Being transparent
- Accreditation
- Single agency as provider
- **Increase** hourly rate of DP, this will increase choice. Hourly rate should be better matched to the need.
- Involvement of the family / support network
- Links with Housing associations
- Training
- Use WBC expertise and knowledge of available resources

Emerging Issues

- Everyone's needs are different , it is the strength of DP that they can be tailored to meet individual need.
- All have different knowledge and understanding of Direct payments and Individualised Budgets and yet users require as much clear information as possible
- Direct payments are not suitable for all
- Capacity
- Some users do not want a Direct Payment, they want organised services that are reliable
- Concept of employing someone is daunting.
- Need to CRB check carers
- **Ability to buy back in to WBC Services**
- Allows ability to be creative - offer choice!
- Risk losing what is already in place, reassuring to know you can always come back
- Need to present Direct Payments in a positive way
- Has been successful with respite, day services
- Individual becomes more in control, growing confidence , sense of well being.