

Help to live at home



ruils
Changes to
personal
contributions

In this issue ...

- What amounts to abuse?
- Finding and keeping support workers
- What replaces DLA benefit?
- What is Community Care?

community living alternatives for people with additional support needs

Welcome to Options

- the newsletter for independently-minded people who live at home with the help of health and social care support.

This issue offers an overview of the help that can be provided at home to anyone who is finding it increasingly hard to manage on their own. The number and types of help may surprise you. It includes people, equipment, house adaptations, medical services, cash payments, benefits and concessions. Together, they form a 'safety net' of protection and social support to the growing number of people whose only alternative might be to enter a nursing or residential home.

In addition to a glimpse into the world of 'community care', we look at other headline hitting issues. Page 8 looks at abuse

and the different forms it can take. Barry B, who has personal experience of living at home with the right support, also offers a thought-provoking account of how to recruit and keep your own support worker.

Finally, in a shameless attempt to sell our own wares, we announce our new Buddy project. This gives newcomers to the world of social care a chance to learn how it works and how best to get what they need by talking to people who have had similar experiences. In this age of austerity, these things are important to know.

The Editorial Team

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Info Box

A **Personal Budget (PB)** is money that the Council sets aside to meet the social and personal care or support needs of an eligible carer, disabled or elderly person. The Council, together with the budget holder, agree how the money is to be spent to best meet the recipient's assessed needs and to achieve results (outcomes) that are most beneficial to the individual's wellbeing. The PB holder can choose to spend and manage their support themselves (see Direct Payments), get a third-party to do it, or get the Council to arrange it and pay for the services on their behalf.

A **Direct Payment (DP)** is the way a Personal Budget is paid by the Council to an eligible person that chooses to buy and manage their own social care or support. Typically, a monthly cash payment is used by the budget holder to employ their own support worker or Personal (care) Assistant. Disabled and elderly people can get help to do this and usually find this arrangement to be the most flexible way of keeping hands-on control of their personal support.

Personalisation As the name suggests 'Personalisation' is concerned with providing support and services that are tailored to the individual - which means the service fits the individual rather than the individual having to fit in with the service. Personalisation puts people first – it assumes that you know what you need and how your needs can best be met. Thus, 'personalised' services give as much flexibility, choice and control over their support as the recipient wishes.

News

News in Brief

Collecting Personal (social care) contributions

If you already get adult social care support from Richmond Council then you may have to pay extra towards the cost of your support. If you need to pay more, please note the following:

- Most adjustments to the amount of your personal contribution will be applied from 1st April 2011.
- If, as a Direct Payment employer, an increase in your personal contribution means you have to change your employee's terms or conditions of employment, you need to give your staff notice before they are put into effect.
- If you receive your Personal Budget as a Direct (cash) Payment, any increased contribution payable by you will be deducted before the monthly payments are deposited in to your account i.e. net of new assessed contribution.
- If you receive a service arranged by the Council as part of a 'Council Managed' Personal Budget, the bill (invoice) you receive in May 2011 will probably be the first to show the new, and higher amount of your personal contribution. This is because invoices apply to the previous months services i.e. you pay in May for services received in April.
- The charge of £58 a day for day care services has been frozen for the next two years.
- For those already receiving a Personal Budget and currently paying the maximum contribution of £320 per week, an increase of £15 per week is being applied in the first instance and the removal of the maximum weekly contribution cap will not take effect until April 2012 at the earliest.
- If the standard weekly disregard of £20 for such disability-related expenses as special diets is not enough, you can ask for a review.

- Existing service users who have been assessed as having 'Moderate' needs will continue to receive a service but new service users with the same level of needs will be ineligible.

If you have any queries about your personal contribution, telephone: 020 8831 6215 or email: charginghelpline@richmond.gov.uk.

Creative Opportunities

2011 offers potential and creative opportunities for people with learning or physical disabilities. In particular, it offers new ideas to use Personal Budgets to improve their quality of life. A recent Creative Opportunities 'taster' day offered a range of job and healthy food options. It is hoped to do similar events and the organisers would be very happy to be contacted by anyone wishing to help or be involved. To find out more, contact Chris Plummer at E-mail: credprojects@aol.com

Pooling your Direct Payments (DP)

With so many of us facing cut-backs, it is now essential to find new ways to 'pool' our Direct Payments so that the money will go further. The next 'DP pooling' workshop is on **20th April 2011, from 1.30 – 4.30 p.m** at the DAAC, 4 Waldegrave Road, Teddington TW11 8HT.

Listen to real life DP pooling examples and meet the people who have done it. Come with an open and creative mind and learn how you could use your Direct Payment and gain more value in how you spend it. The workshops will take you through our 'hot off the press' DP Pooling guide and there will be plenty of opportunities to ask questions.

We are setting up a DP Pooling network and we will tell you more about our 'Getting a social life' project, so there lots to get involved in. There will be homemade cakes and refreshments!

To book a 'free' place call RUILS on 0208831 6083 info@ruils.co.uk

Supported Living

Staying Home

What extra help can you get if you are finding it increasingly hard to look after yourself or a close relative?



Faced with the dilemma of staying safe, healthy and active, most people want to stay at home but are not sure what extra help they can get. This article identifies some, but not all, of the possible solutions. If planned and carefully organised, they can offer the extra personal, domestic and (maybe) financial help, that will allow you to hold on to your own or your relative's independence.

You can solve some household or daily living problems by getting help with:

- shopping for daily provisions and collecting benefit money or pension payments,
- preparing and cooking meals or having pre-cooked meals delivered,
- house cleaning, laundry and tidying the garden,
- dealing with essential mail and bill payments,
- running errands and making calls,
- basic home repairs and general house maintenance.

If personal care is difficult, you can get help with:

- washing, dressing and grooming,
- help to use the toilet and bathing,
- taking medication or eye drops,
- help to get in and out of bed,
- night sitting or sleep-over attendance ,
- short-term (supported respite) breaks from a caring role or the home setting,
- daytime attendance at day (care) centres - including intensive assistance for people with dementia or alzheimers etc

Getting out and about is still possible by:

- having someone drive your own car, when you can no longer do so,
- having a travel or holiday companion/carer - to make social calls, attend adult classes, clubs or day trips.

Sometimes, a well-designed adaptation or gadget can help.

- Telecare equipment can sense hazards such as smoke, floods and gas, remind you to take pills and call for help if you fall
- Small items can help with: domestic chores (kettle tippers), personal care (long handled hair brushes), holding, walking, lifting and sitting (walking frames and chair risers),
- Minor household adaptations and fittings can ease problems of moving and safety e.g. ramps, handrails, commode chairs.
- Major structural alterations include wheel-in shower rooms, downstairs toilets/bedroom conversions,
- Computers and environmental control systems reduce social isolation or improve work and study opportunities, whilst special equipment help people manage sensory impairments, memory loss and mood or behavioural changes,
- Vehicle hand controls or adaptations and the 'Motability' car rental scheme keep many disabled and older people independently mobile.



If you need medical attention then ...

National Health (community-based) Services help people to maintain or regain their health. Called 'Continuing Healthcare', this support is usually arranged by your family doctor (GP) and provided, free-of-charge. Typically, the services are available to people who are housebound, awaiting admission or recently discharged from hospital, and those managing a long-term illness. The support at home may be given by such medical professionals as:



- community district nurses or health visitors who manage wound dressings, give injections and assist with catheters or colostomies,
- podiatrists (chiropodist) providing foot care,
- continence advisors giving advice and supplies for managing problems with bladder and bowel function,
- physiotherapist, typically treat people with poor joint and limb function,
- community psychiatric nurses supporting people experiencing mental ill-health,
- dieticians who advise on balanced, healthy eating and weight management
- hospice at home or Macmillan (end-of-life) nursing,
- free medical aids and equipment e.g. surgical stockings, pressure relieving cushions and mattresses, hearing and vision aids.

Should you need to recover at home following discharge from a hospital or face a sudden dip in your ability to cope, then extra (free) help is available from the Council's Reablement service. This offers short term, regular support from a team who will look at restoring your health and independence.

Local concessions and allowances can help.

Eligible elderly and disabled people can get help to remain active in their community. It includes:

- Patient transport to hospital appointments,
- Subsidised or free travel schemes such as:
 - o London black taxis (Taxicard Scheme),
 - o Pre-booked local journeys using fully accessible minibuses (London Dial-a-Ride),
 - o Free or discounted travel on public transport (Disabled Persons Freedom Passes Scheme)
 - o 'Shopmobility' scooter and wheelchair hire to get around to major shopping centres
- Reserved Parking
 - o Blue Badge (Disabled) Parking Badges
 - o Marked (Disabled) parking bays – outside the resident's dwelling.

There are other schemes for people with particular impairments or diagnoses. Examples include:

- Free NHS prescriptions – including medicine, glasses and dental treatment,
- Talking book home delivery service,
- Assistance or companion dogs,
- Exemption from VAT on purpose-made items.

Your local authority provides council-funded help at home but....

Unlike health services, you may have to pay some or all of the costs. If your income and savings are very low then you may not pay but all other eligible recipients of council-funded social care make a personal contribution based upon a sliding scale of charges. In addition, Richmond Council has, like most local authorities, directed their funding of social and domiciliary care service solely towards only those people whose needs are assessed as being either 'substantial' or 'critical'. This means the recipient faces serious and many risks to their independence if their support needs are not met.

Welfare benefits can help you meet some costs.

Regardless of whether you pay or don't pay for Council services, you may be entitled to welfare benefits. These help towards paying for the extra costs of living with a long-term impairment or illness. For example, Attendance Allowance is a state benefit awarded to people aged 65 or over who need certain levels of personal care or supervision. There is a similar benefit called Disability Living Allowance awarded to people aged under 65.

Finally, a few reminders

These are just some of the solutions to staying home. A 'pick-and-mix' approach should allow you to create a package of support that fits you and most importantly, helps you to live independently at home and avoid residential or nursing care.

The council-funded help is usually free to those meeting local qualifying financial and needs assessment rules. Eligible people, with income and savings above set amounts, will usually have to contribute towards part or all of their social care costs. NHS medical treatment at home is usually free.

The people who are eligible to get social care help include children or families, people with disabilities, people with emotional or psychological difficulties, people with financial or housing problems and older people.

The help can be temporary, intermittent or on-going. It can last from, say, a 15 minute house call to a 24 hour live-in service. A personalised approach, also means you should have some real choice and control over who, what, when, where and how the help is given. You also have a choice in who holds and manages any money (Personal Budget) that the Council sets aside for your exclusive use (see p.02).

If, for financial reasons, you don't qualify for local authority support, or would prefer not to seek their help, you are still entitled to a formal assessment of your needs and benefits and can get information and help to make your own arrangements.

What to do next.

The first step to staying at home is to ask your local authority to carry out a care or needs assessment. They are obliged to do this if you appear to be someone who might need the type of assistance they can provide.



Info Box

Adult Social Care Services contact the Access Team:
 Phone: 020 8891 7971 (prefix 18001 for Textphone Users)
 SMS Text: 07507 512 733 Fax: 0800 014 8359
 Email: adultsocialservices@richmond.gov.uk
www.richmond.gov.uk/home/health_and_social_care/adult_social_care.htm

Health Services
 NHS Helpline: 0845 4647
www.nhsdirect.nhs.uk

Benefit, Pension and Money Advice Contact
 1. Age Concern Richmond upon Thames: Phone: 020 8878 3546, Email welfarebenefits@acrut.org.uk
 2. Richmond Aid Phone: 020 8831 6080, Email benefits@richmondaid.org.uk

Reader's viewpoint

Help wanted

Recruit your own Personal (care) Assistant - it's easier than you thought (and cheaper than a Tesco offer)



I was finding my own hired help before Direct Payments were even a gleam in the Chancellor's eye. My background was advertising but even I was amazed at how simple and effective a few words in the right place can be. Of course the words need to be the right ones and the place you put them equally so.

The trick, not that there really is one, is to think what you want and what you can offer. Simple enough, but most people I've found, don't take the trouble to think. They merely make a wish list, that's so wishy washy, not even Santa Clause would get on his sleigh to respond.

“ People are at heart looking to find pleasure and fulfilment in their work.....it is the quality of moment to moment job experience they enjoy - and that you need to sell. ”

Start with thinking about what you can give. Money is the least of it. Mostly that's determined by the minimum payment's law as a starter. Can you offer flexibility so that they can attend their study, social or sport interests? Do you have any interests that could include them? Have you a lovely place to live as part of their package?

And, most importantly, what about you? You are going to be, in many ways their work place, are you kind hearted? Are you good to be around? Does your personality outweigh your problems?

People are at heart looking to find pleasure and fulfilment in their work. They have to have money for doing it, and obviously more is better than less, but way above that is the quality of moment to moment job experience they can enjoy.

'Sell the sizzle not the sausage' is what admen say, meaning it's the promise of pleasure that counts. Before you stop reading because this is becoming too theoretical for your tastes let me tell you more precisely what I've done and how well it worked (and how you can achieve similar results).

Continued p.08

I have always advertised on the internet. Whenever my PA leaves I curse a little, then remember that fresh starts are as full of opportunities as they are worries, and then I write my ad and place it. I never bother with the press, local or national. I use one site only and I only post my ad once. It costs me around £35. I post my ad on www.Gumtree.com in the Jobs-Homecare section.

Within an hour the responses come flooding in. They soon top one hundred. I normally get around two hundred and fifty replies within a month. By which time I've generally sorted my short list, done my interviews, made my decision and answered all of those who were desperate, thoughtful, concerned or whatever to apply. A standard thank you email is not only polite it's essential. You don't want to disappoint those who next week could be someone else's carer.

If you want a young, strong, capable woman then be precise in what you say. If you aim for the bulls eye chances are you'll hit it. Don't be random or vague. Ask for a cv and a photo. It's not being sexist

or any other sort of 'ist' to identify your ideal. And if you feel experience in the field is less important than a willing heart and a good attitude then say so. Be clear, be warm and human, and above all be realistic and inviting. Recruiting is a lot like dating. The more effort you make to show an understanding of the others needs the more likelihood there is of you to hit it off together.

If you tackle the job, for that's what it is, of finding your own carer you'll be in charge from the beginning and you'll have more money, much, much more to get exactly the help you want. It's no riskier than letting an agency do it. I would argue it's a lot less. Remember you still have the resources of your employer insurance, your experience, and those of RUILS to consult.

If self help is at all your aim then what better place to start than taking on the task of finding the support that you can't do for yourself.

Barry Brooks C5/6 Tetraplegic
(that's paralysed to you from the neck down)

Things you should know

What counts as abuse?

Anyone can be the victim of abuse – but we may not call it that or even recognise it as such. Here is a reminder of some of the ways that abuse can happen.



Abuse may not be a repeated act, but can be a single, one-off event. It may not involve physical harm that leaves visible signs of being hit or slapped. It may be something less obvious or at first-sight, something that you regard as trivial or minor. For example, it could be someone using or borrowing an item of your property without your say-so or, buying your shopping without providing proof of purchase or the correct change. It could also be a relative or friend using force or threat to make you change your Last Will and Testament, to

share your bank details or to influence any of your spending or saving decisions.

Someone could also be considered abusive if they don't do what they're supposed to do. This may happen when you have entrusted or paid someone to help you to perform a task, such as help with personal bathing or meal preparation, but they neglect to do so or only do it in a hurried or thoughtless way. This also applies if someone neglects to give you the right medication.

Speaking to you in a harsh or in a bullying manner would, of course, also be regarded as mistreatment. So would swearing or shouting at you, using humiliating or threatening language or acting in a controlling or threatening way.

Unwanted touching, kissing, 'dirty-talk' or physical attention would be regarded as sexual abuse and not appropriate at any time.

Being dismissive or ignoring your beliefs or making nasty comments about your gender, race or disability, would also be counted as abuse.

The person who is being abusive may be someone who is close to you. For example, a relative, friend or neighbour could do these things. So too, could anyone who provides you with a paid service such as a Personal Assistant or care agency worker.

Abuse can also happen in lots of different places including: your own home, a care home, a

hospital, in a day centre or out and about in the community

If you are worried that you may be at risk or that someone is being abused:

- You can call the free and confidential Action on Elder Abuse helpline on 0808 808 8141.
- You can contact Richmond Council by telephoning: 0208487 5444 Email: safeguarding.adults@richmond.gov.uk. This is a dedicated line where you can get confidential advice and support.
- If you do not want to do this, tell a doctor, nurse, social worker, police officer or someone who you trust to report your worries.

Your concerns will be taken seriously and those you tell will be sensitive and respect your confidence.

QUIZ - guess the cost, it'll surprise you!

Q1 What is the national average cost of receiving help in your own home every morning and evening for a total of 2 hours a day ?

Q2 What is the national average yearly cost of receiving help in your own home throughout the day for a total of 10 hours?

Q3 What is the annual national average cost of visiting a day centre three days a week?

Q4 What is the national average cost of receiving two meals a day provided by a meals on wheels delivery service.

Answers on page 11

Benefits

All Change

What will replace Disability Living Allowance (DLA)?

Beginning in 2013/14, the Government plans to replace Disability Living Allowance (DLA) with a new benefit called Personal Independence Payment (PIP). The PIP will help pay for the extra costs of living with a long-term disability or health condition. It is predicted that PIP will apply a series of rigorous checks and balances designed to avoid fraudulent payments whilst targeting those most in need.



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The proposals

- DLA recipients of working age (16-64 years old) will be the first to be re-assessed,
- PIP assessments will consider the impact an individual's impairment or health condition has on their daily life. It may collect information from adult social care and/or health services
- The PIP will target people with a long-term impairment or health condition and who routinely face the greatest day-to-day needs and extra costs.
- There will be no automatic PIP entitlement other than for people who are terminally ill. New applicants will also have lived with the condition or impairment for six months and then a further six months before an award can be made.
- Each applicant will be assessed by looking at

their personal experience rather than assuming that their needs and costs will be the same as others with a similar impairment or medical diagnosis.

- If the PIP assessment considers that using special equipment or adaptations will help you to overcome an impairment, then these will be taken into account when calculating the amount of your PIP.
- PIP recipients will be reviewed from time to time to confirm that the level of the entitlement is the right amount. There is a penalty if you fail to report a change in your condition that would result in a smaller benefit payment.

Ed. Notes:

To learn more go to:

<http://www.dwp.gov.uk/docs/dla-reform-consultation.pdf>

Be my buddy

RUILS launches new peer support scheme

Getting support from a peer or 'buddy' can bring a wide range of benefits. Someone who has 'been there, seen it and done it' can offer guidance and encouragement that comes from having first-hand experience. They may also have practical tips and ideas to offer, as well as knowing where to go to seek help when new concerns arise.

In February, work began on recruiting the first group of buddies to help us set up this exciting programme. Once trained, buddies will offer support to an individual for a three month period which may include phone calls, email, Skype or face to face meetings, depending on what's felt to be most suitable. There will be a comprehensive programme of support and training for buddies to ensure they feel confident and well equipped to deliver this important role.



Once the training has been completed and the scheme is up and running, it will be open to all clients of RUILS and hopefully some of the people who have received support from a buddy might want to train to be buddies themselves!

If you are interested in getting involved as a buddy or feel that you could benefit from having a buddy, please contact Caroline Thorogood at RUILS on 020 8831 6271 or at carolinethorogood@ruils.co.uk

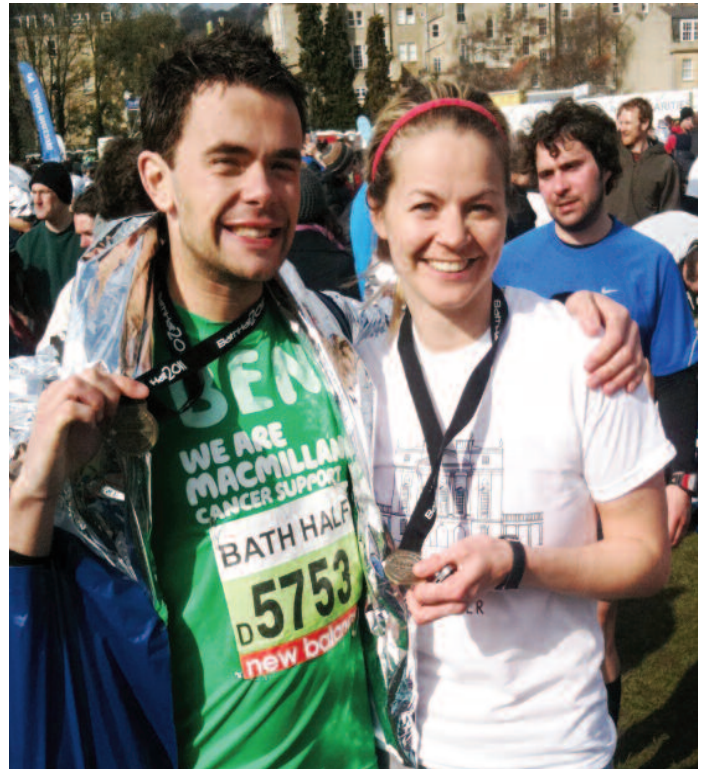
Law on the Run

Meet Alex. She's a solicitor working in London and is running the Virgin London Marathon on 17th April 2011. Alex has chosen RUILS as her sponsored charity. This is her first full marathon and she has been training hard, having done the Bath half marathon in early March to get in some practice. She says of the 26.2 mile challenge,

“ I know that it's going to be tough but I can't wait to put all this training into practice and cross that finish line! I have chosen RUILS as my charity as a close family friend works for the charity. He is a truly inspirational man who has never let the fact that he's in a wheelchair stop him living life to the full and is always smiling! I hope my small efforts to raise money for the charity can continue to support elderly and disabled people live their lives to the full. ”

We wish her well.

If you'd like to sponsor Alex's efforts to help local



elderly and disabled people, then click on www.virginmoneygiving.com and search through the 'Find a friend' alphabetical listings for her name, 'Alex Lofthouse', or the 'Find a charity' list for 'Richmond Users Independent Living Scheme' on the charity page.

ANSWERS - Guess the cost

Q1 In 2008/9, receiving home help for two hours a day, seven days a week cost just over £11,000 per year on average in England. The cost of home care varies according to where in the UK you live and who is providing the care. Across local authorities, the average cost of home care of this intensity ranged from £6,500 to £22,500 per year!

Q2 Receiving home help for ten hours a day, seven days a week cost just under £56,000 per year on average in England in 2008/9. The cost of home care can vary according to where in the UK you live and who is providing the care. Across local authorities, the average cost of home care of this intensity ranged from £31,000 to £113,000 per year.

Q3 Visiting a local authority day care centre three times a week was estimated to cost on average just under £5,500 per year in England in 2009. However, costs can vary considerably between day centres across England.

Q4 In 2008/9, it is estimated that receiving meals on wheels twice a day would have cost around £3,600 per year in England. Costs vary around England depending on wage rates, transport costs and if the meals are subsidised.

Source:

(1) NHS Centre for Information on Health and Social Care

RICHMOND USERS **INDEPENDENT LIVING SCHEME (RUILS):** help to plan your care or support impartial advice on spending your Personal Budget guidance to make good choices help to manage & control your care or support ideas to get the most from your direct (cash) payments help to employ your own support workers opportunities and solutions to live well and better lives.

Help us to help each other

As a self-help group of individuals who are receiving Direct Payments, we value your knowledge, skills and experience and invite you to share your know-how with others.

For further information about volunteering opportunities or the services and events mentioned here, please contact us at:

RICHMOND USERS INDEPENDENT LIVING SCHEME (RUILS)

Disability Action and Advice Centre
4 Waldegrave Road
Teddington
TW11 8HT

T: 020 8831 6083/4

E: info@ruils.co.uk

www.ruils.co.uk

Registered Charity No: 1127896

Company No: (England & Wales) 6682677

OPTIONS is produced with the support of:



Tim Mott Associates

www.timmottassociates.com

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Aby uzyskać kopię niniejszego dokumentu w formacie dużą czcionką, Braille'm, na płycie CD lub w skróconej wersji polskiej, prosimy o kontakt z RUILS.

यदि आपको इस दस्तावेज़ की कॉपी बड़ी लिखाई, ब्रेल में, सी डी पर या हिन्दी में इस का सारांश चाहिए तो कृपया RUILS से संपर्क करें।

Nese keni nevoje qe kopjen e ketij dokumenti te keni me shkronja te medha, ne gjuhen e te verberve (Braille), ne CD ose si pembedhje ne gjuhen shqipe, ju lutemi kontaktoni RUILS.

如果你想得到這份文件的大字體印刷、盲人點字、光碟的版式，或有意索取中文的摘要版本，請跟RUILS聯絡。

إذا كنت ترغب بالحصول على نسخة من هذه الوثيقة مطبوعة باحرف كبيرة او بلغة برايل او على اسطوانة سي دي او ملخص باللغة العربية الرجاء الاتصال ببويلس RUILS .

