



Well Being Payments bring hope

community living alternatives for people with additional support needs

Welcome

In the last issue of 'Options' we forecast that traditional forms of 'social care' will be replaced by support that is more tailored to the individual's self-defined needs and directly controlled by them or their chosen representatives. However, at the time of writing, it seems that some disabled and elderly residents of Richmond will have to ride-out some 'financial storms' before they can benefit from these future changes.

Many Councils, including Richmond, are looking to increase the personal contribution or charge made by some recipients of Direct Payments, agency 'home help' services or those attending day centres. Whilst the introduction of higher charges is not likely to begin until August '07, it is difficult not to consider the short-term outlook for some of our readers as, 'chilly'. Those who will 'feel the cold' the most are recipients of adult social care services who have been assessed as being able to pay. This will include those who have saved for their later years and who may now need to call upon these reserves or fall back on family 'carers' if they are to avoid a further diminution of their health and well-being.

As an organisation of and for disabled people, we think it regrettable and unfair that people disadvantaged by ill-health or impairment should once again be asked to dip into their pockets rather than the cost of essential-for-living care being born by the wider community.

Whilst the above is unsettling, 'Options' always likes to bring you brighter news. Issue2 explains how people who are not eligible for a Direct Payment (DP) can still get money to buy their own support (p.7), how to get police checks for Personal Assistants (p.5) and the results of our survey to find out how DP users arrange emergency cover (p.5). Finally, direct-mail readers will also find a 'Pull-out-and-Keep' list of useful local contacts to accompany the feature on Richmond's Good Neighbourhood Groups (p.6)

Hope you had a restful Easter break,

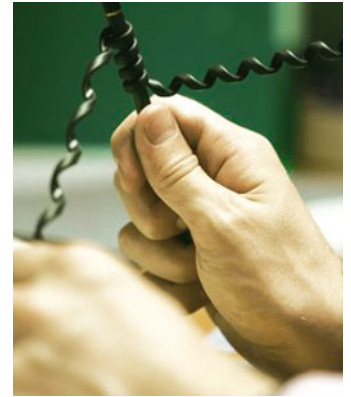
All the best,

The RUILS Editorial Team

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Direct Payments (*) – another way of getting care to live at home

- Direct Payments are a way of helping you to live independently in your own home.
- A Direct Payment is money your Social Services Department can give you.
- You use the monthly cash payments to buy the support you want and need.
- Social Services give you the money instead of arranging a care service for you.
- You spend the money on getting support that meets your needs.
- You can have a Direct Payment for all your support, or for part of it. If you only want a Direct Payment for part of your support, social services will arrange services for the rest of it.
- A Direct Payment is not a benefit. It does not affect your benefits or state pension and is not liable to income tax.
- It is your choice as to whether you want Direct Payments or not.
- Direct Payments is another way of giving you the support you need and for some people, it offers greater choice, flexibility and control over how this care is provided.

Interested? Look inside for more news and information.

(*) Direct Payments from Social Services are NOT the same thing as the 'Direct Payment' where your state pension or benefits are paid directly into your bank account.

News in brief

Breaking news

As we were going to press Richmond Council announced the new Direct Payment rates for 2007/2008. The proposed single rate (across week days and weekends) has been dropped **and** there will no longer be an enhanced rate for Bank Holidays. **However**, the weekday and weekend rates have been increased (please see table below). All Direct Payment Employers will now get a £100 **administration** fee annually which can be used to pay for their **Employer's Insurance**. These new rates will come into effect on 1st April 2007.

If you need to check how these changes will affect your budget then please contact your Independent Living Advisor.

New Independent Living Advisor

Richmond has a new Direct Payments Independent Living Advisor. Her name is Barbara Biles and she is returning to work for the Rowan Organisation after a spell in Hounslow. Barbara can be contacted on 07976 832 982.

NEW DP RATES 2007/2008

Weekly Hour Rate (up till 10pm)	£9.59
Weekday Half Hour Rate	£6.42
Weekend Hourly Rate.....	£14.31
Weekend Half Hour Rate.....	£9.54
Homeshare rate.....	£38.44
24 hour care.....	£805.00
Sleep in 10pm - 8am.....	£39.78
Waking Night 10pm - 8am.....	£95.90
Start Up Cost for DP Employers	£150.00
On-going Administration Cost DP Employers.....	£100.00

We've reserved you a seat!

RUILS has an exciting and challenging opportunity to develop services that are at the forefront of new developments in social care provision. We have reserved YOU a seat on our management team if you have work experience in:

- Human Resources • Marketing & Public Relations
- Finance (Treasurer) • Legal matters • Fundraising

To find out more about us and how you can make a difference by being a volunteer Trustee or co-opted Advisor, click www.ruils.co.uk, ring Cathy on 020 8831 6083 or E-mail: info@ruils.co.uk

HELL is no place for the faint-hearted!

LAST NOVEMBER, FOUR ROYAL MARINE COMMANDOS RAISED MONEY FOR RUILS BY GOING TO HELL AND BACK!

It's difficult to understand the experience of someone who has 'visited the Dark Side', but you may get an idea of what these guys went through by reading the following after-race thoughts of one of the other 'sado-masochistic' competitors. Be afraid. Be very afraid!

10 Kilometres of cross-country running and this one evoked just about every emotion my body could muster. Arrived two hours early - no problems, minute silence for Remembrance Day, strangely dressed woman and a 12 foot devil, red smoke (event publicists), hills, bog, steep-hill, mud, hill, heather, hills, big bog, hill, long hill, stoney gullies, really horrible bog, another hill, drink station (half-way!) repeat with steeper hills, worse bogs, steeper gullies, cramp, tunnel vision, dizziness, no idea how far to go and finally who

put those *#~?x sand dunes there! ... sprint finish, oxygen deficit, handshakes, smiles, no spare clothes ... no shower ... drive home in muddy underpants!

Final thoughts. Despite being like an elegant mountain goat for eight miles I clearly didn't eat enough porridge that morning as I 'bonked out' big time on the final 'hills from hell' where, with an inability to speak or scream, my team mates pulled me over the finish line. It wasn't pretty but the most memorable and painful race I have ever taken part in.

Ed.

Our thanks to James, Simon, Ray & Tony for raising much-needed funds.

Hellrunners RMC: Simon Jorden, Ray Richardson, Tony Seaton, James Kember.



A group of RUILS volunteers will be taking part in the Hydro Active Woman's Challenge 5km Fun Run, which will take place in Hyde Park on the 16th September 2007. If you would like to join the RUILS team and help raise money for RUILS please call Jean on 020 8831 6083 to reserve your place.

Who're you going to call?

The phone rings. It's your PA and they can't make it into work. So what do you do? a) Nothing – you're really stuck and don't know who you can call. b) You have a back-up who you can contact in case of emergencies

It's a common scenario but it seems that some people have no contingency plan in place for times when their PA cannot work.

We spoke to 13 employers and asked them how they manage when their PA is unavailable, for example, due to holidays or sickness.

The majority (7) relied upon family or friends when their PA was unavailable, one uses an agency and one uses paFinder, two use another PA known to them and three had not yet made alternative arrangements as they had not yet had to find cover.

"Organising cover can be a nightmare," says Sheila Fenton who has been using her Direct Payments to employ two PAs. "So far I've been fortunate as I have two PAs that cover for each other and can work fairly flexibly. Sometimes though I can get stuck and have to rely upon the goodwill of my PAs. Over the Christmas period, for instance, I had to manage on less support than I would have liked."

Sheila also sometimes uses a friend who helps out in emergencies, although this is a less reliable back-up. "When you're in a fragile state, it can be a blow when you're left without a PA," she explains.

Derek Paul, who has been employing a PA for four months has not yet had to manage this situation.

"I haven't got a contingency," says Derek. "My family live miles away and my neighbours are also disabled so I don't know what I'd do."

What are your options?

- Don't wait for an emergency, be prepared.... Why not register with paFinder now. We can hold your details on file so that when you need cover there is no form to fill in and we can respond more quickly.
- Talk to your PA before an emergency situation arises. Many PAs will have contact with other PAs who might be willing to be your back up. It is worth meeting up with them and having their contact details on hand.
- Agencies can provide temporary cover. The council has a list of agencies that you can contact. Although agencies do need to do an initial assessment in your home, in an emergency situation they are able to send a support worker in at short notice.

We'd like to hear from you with your ideas and experiences. What would your ideal emergency service look like? Give Karen a call on Tel: 020 8831 6084 or email: pafinder@ruils.co.uk today!

What the council says:

"We are aware that finding emergency cover can be a challenge. Whilst DP employers manage their own support, the council still has a duty of care. If an emergency situation arises we can and have in the past put in direct services. We can also help service users explore more flexible ways in which individuals get their needs met in an emergency situation. We would, however, encourage individuals to have a back up plan in place wherever possible"
Grahame Freeland-Bright (Principal Manager)

Police Checks on all PAs

Has your PA had a police check?

Police checks – known as Criminal Records Bureau (CRB) disclosures can help employers identify candidates who may be unsuitable for certain work, for example, working with children or vulnerable adults.

RUILS is now asking all PAs who register with paFINDER if they have undergone a recent police check. Copies of their disclosure are kept on file and forwarded to potential employers with their registration details.

Those PAs who have not had a police check are given a CRB Disclosure Application form to complete along with guidance notes. We will explain how to complete the form and the PA will then need to arrange to take this along with the necessary documents to Richmond Council who will process their application. The Council will then send the form to the CRB.

The results of a police check will take several weeks and the Council can only inform an employer of whether the check has been positive or negative. This service is free of charge to Direct Payment users employing a Personal Assistant.

A positive check indicates that someone may be unsuitable to employ. At this stage, you may want to ask your PA to share their disclosure form with you.

For more information, or to receive a CRB Disclosure Application Form and guidance notes contact Karen Block, Charity Administrator at RUILS on Tel: 020 8831 6084.

Whatever happened to good neighbours?

“WHERE CAN I GET THAT EXTRA BIT OF HELP?” IS A QUESTION MANY DISABLED AND ELDERLY PEOPLE ASK IF THEY ONLY QUALIFY FOR A FEW HOURS OF COUNCIL-FUNDED SUPPORT. WE ASKED RICHMOND’S LOCAL NEIGHBOURHOOD GROUPS IF THEY HAD AN ANSWER.

A common dilemma

Rose is a frail 73 year-old who lives alone and gets only a few hours a week of Council-funded support. She has chosen to get this as a Direct (cash) Payment to employ Doris, her neighbour, to come in and help with some essential personal care. Unfortunately, the payment is not enough to buy more hours of help and her neighbour’s other work commitments prevent her from doing any more for Rose. Whilst she likes the arrangement with Doris, Rose has to ensure that the paid visits are used to get those jobs done that are essential to Rose’s health and safety - she cannot ask Doris to do extra odd jobs or run errands. Yet, with a little more help, she would feel so much better and, as she says, “More on top of things”.

Help just around the corner

To get extra help, Rose turned to her local neighbourhood group. She asked them to take her to the dentist, tidy her garden and ‘see-to’ a leaking tap. Transport to the dentist had to be booked a couple of days in advance and involved a driver using their own car. A volunteer was found to tidy the garden and Rose was put in touch with the borough’s Handy Person Scheme (see Panel.1.) who changed a tap washer and repaired the seal around her bath. For the cost of a local phone-call, a voluntary donation and a minimal charge for materials, Rose had managed to shorten her ‘To Do’ list and established a local link that she could call upon in the future.

Who to contact

The enclosed ‘Take-out-and-keep’ Information Sheet provides a summary list of the tasks or services offered by Richmond’s Good Neighbourhood Groups and their contact details.

All of the groups provide help to their older (60+), disabled or vulnerable residents. If you think you are eligible for help, we suggest you to speak to your local group to discuss your specific needs and to find out what else they do (some groups do group outings & lunch clubs etc.) . Remember, limited funds and a dependency on a small team of volunteers, means your local group offers informal help that compliments (but does not replace) the work of statutory (care) services.

Ed.

We have featured neighbourhood groups, but there are other organisations in Richmond that may be able to help. To find out about the services offered by Age Concern Richmond, T: 020 8940 8118. Email: dominicr@acrut.org.uk For other organisations ring the Richmond Aid Advice Service on 020 8831 6070 (Mon-Fri., 11am – 4pm) or e-mail: advice@richmondaid.org.uk or Richmond CVS on 020 8255 8500.



Richmond’s Handypersons Scheme

This service will undertake small household jobs in the homes of people over 60 and people with a disability.

In addition to doing small jobs such as: putting up shelves, changing washers, renewing bath/shower seals, unblocking sinks and replacing broken paving slabs, Handyperson will also undertake home security, fire prevention and safety checks, and install smoke detectors, door and window locks and other security and safety items free of charge.

Telephone: 020 8943 3265

Email: handyperson@richmond.gov.uk

“Well Being Payments”- an alternative for people not eligible for Direct Payments

Direct Payments are available to people who are eligible for Social Services and who are willing and able to organise their own ‘care’. However, not everyone has the mental capacity to do this, even with help. For example, people who have a profound learning disability, dementia or severe communication difficulties may not understand between choices that they face or be able to exercise safe and meaningful control over the management of their day-to-day personal support.

However, their carers, appointed relative or a friend may be willing to take responsibility for making arrangements to organise their care. If this is the case, the Council can make a ‘Well Being Payment’ which is equivalent to a Direct Payment.

When would a Well Being Payment be considered?

If a person has been seen by a Care Manager or another care professional from Social Services and they are considered to qualify for help to meet their needs, a ‘Well Being Payment’ may be considered. This will be paid if it is clear a payment in lieu of services would be the best way to meet their needs and a carer, appointee, relative or friend is *willing* and *able* to take the responsibility for organising that care.

The Care Manager must be satisfied the person appointed will:

- act in the person’s best interest;
- act in good faith;
- be competent to organise the care/service needed;
- not have any conflict of interests with the person requiring the services.

What must the appointee do in order to receive a Well Being Payment?

Well Being Payments can only be made if the appointee has applied to the court of Protection and secured either Enduring Power of Attorney, Receivership or holds a short or single receivership order for the individual requiring services. The appointee is then legally entitled to manage the disabled person’s affairs.

What can Well Being Payments be used for?

They can be used for the same things as Direct Payments, i.e. any assessed needs which are considered the responsibility of Social Services.

They have the same restrictions as Direct Payments so they cannot be used for:

- Residential care
- Health care
- Disabled facilities (grants to adapt your home to make it more accessible if you have a disability)
- To pay the appointee to provide the care
- To pay people living in the same household who are relatives to do the work unless there is no reasonable alternative.

Is there a charge for a Well Being Payment?

Charges are the same as for all people who receive Social Services. There is a financial assessment and those assessed as able to pay are charged some or all of the overall costs. Some people are exempt from charging.

Ed.

Issue 14 (May 06) of ‘dpNews’ featured an article on ways that a 3rd party supporter can manage a mentally incapacitated person’s Direct Payments bank account. To view this click on www.ruils.co.uk, Email: info@ruils.co.uk or ring 020 8831 6083/4)

MORE INFORMATION

Fact sheet: ‘Enduring power of attorney, lasting powers of attorney and receivership’, available from; Alzheimer’s Society, 10 Greencoat Place, London. SW1P 1PH.

Email: enquiries@alzheimers.org.uk .

Web www.alzheimers.org.uk. Helpline: 0845 300 0336. Open 8.30am to 6.30pm Monday to Friday.

Assessment of social care needs: Richmond Social Services, 42 York Street, Twickenham.

Tel: 020 8891 7971. Text 07800 002439.

Email: adultsocialservices@richmond.gov.uk.

General advice on Well Being and Direct Payments: The Rowan Organisation’s Independent Living Advisors. Tel: 07977 26 95 68

To apply for Receivership or Power of Attorney contact: The Court of Protection,

Archway Tower, 2 Junction Rd., London N19 5RQ.

Email: custserv@guardianship.gov.uk.

Tel: 020 7664 7755.

Richmond Users Independent Living Scheme (RUILS) is an independent, grassroots, self-help organisation that acts as the champion, representative and peer supporter of all those local people who use Direct Payments, personal assistants and other means to achieve a more independent and inclusive lifestyle.

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, the services and events mentioned here, or a copy of this newsletter in Braille, large print, audio tape or community language, 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 Number 1099930

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Disclaimer

The information contained in this newsletter is intended to provide only a general outline of the subjects covered. It should neither be regarded as comprehensive nor sufficient for making decisions, nor should it be used in place of professional advice. The editor and RUILS disclaim all responsibility for any loss arising from any action taken or not taken by anyone using the information in this publication.

Per informata te metutjeshme lidhur me sherbimet, mundesite per tu bere vullnetare ose per kopjen e ketij botimi ne gjuhen e te verberve (Braille), me shkronja te medha, ne kasete ose ne gjuhen tuaj, ju lutemi kontaktoni

如欲查詢更多有關各項服務、義工工作機會的訊息，或者索取這份出版物的盲人點字、大字體印刷、錄音帶或另一種語言的印本，請聯絡：

ਸੇਵਾਵਾਂ ਬਾਰੇ ਜਾਂ ਵਲੰਟੀਅਰ ਕੰਮਾਂ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲੈਣ ਲਈ ਜਾਂ ਇਸ ਪ੍ਰਕਾਸ਼ਨ ਦੀ ਇਕ ਕਾਪੀ ਬਰੇਲ, ਵੱਡੇ ਅੱਖਰਾਂ, ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ ਜਾਂ ਹੋਰ ਬੋਲੀਆਂ ਵਿਚ ਲੈਣ ਲਈ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ

સેવાઓ વિષે અથવા સ્વયંસેવક તરીકેની તકો વિષે તમને વધુ માહિતી જોઈતી હોય, અથવા આ પુસ્તિકાની નકલ અંધલિપિ (બ્રેલ)માં, મોટી છપાઈમાં, ઓડિયો ટેપ પર અથવા ગુજરાતી ભાષામાં જોઈતી હોય તો મહેરબાની કરી સંપર્ક સાધો:

للمزيد من المعلومات حول الخدمات و فرص العمل التطوعي او للحصول على نسخة من هذا المنشور مطبوع بلغة برايل او مطبوع بالاحرف الكبيرة او نسخة مسجلة على شريط تسجيلي او مترجم بلغة الجالية الرجاء الاتصال على

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