



Your Life Your Choice

care and support designed with you

Direct Payments update

Welcome to the August edition of the Direct Payments update.

In this edition there is useful information for employers, details of opportunities for Personal Assistants looking for additional hours and information on what to do if you are concerned that a vulnerable adult is being abused or neglected.

Don't forget if you have any questions about Direct Payments or if there is something you would like us to feature in the next issue please contact us on **03000 268 200** or email directpayments@durham.gov.uk

Direct Payments card

Ms L now uses a Direct Payments card to employ a carer and has shared her experience with us.

“Switching to a card was very easy; staff supported me with the changeover which went very smoothly. Managing my Direct Payments with a card is much simpler and involves less paperwork.

Direct Payments has given me and my family the option of choosing my own tailored care. I had previously been using agencies but was struggling with their rotas and different carers coming in and out.

The DP was very easy to set up, in fact much easier than I thought. I have not regretted my decision, I finally feel back in control. I now have a wonderful carer and DP makes our rota flexible when it needs to be. I would recommend DP for anyone needing care but wishes to remain in control of care and giving you your independence back”.



Using an agency or provider for your care and support

Please ensure that you have a contract with any provider or agency that you use, this will inform you of their costs and any increased costs for example a higher rate may be charged on weekends or bank holidays.

Useful information if you employ staff

Staff leavers

If a staff member leaves your employment please remember to inform your payroll provider as soon as possible. This will ensure that the ex-member of staff is issued with a P45, pays the correct amount of tax and would mean that you are no longer required to pay their pension contributions.



Time sheets

Please remember to check that the information entered onto time sheets is correct and that any annual leave is clearly marked before you sign and send them to your payroll company. This will ensure that your employee receives the correct pay.

Please ensure time sheets are submitted by the date indicated on the payment schedule. Some payroll companies are going to apply a charge where time sheets are received late and the payroll has already been processed. You will be liable for any charges applied.

Maternity leave

If your employee is pregnant, she will receive a MAT B1 form from her midwife approximately 20 weeks before the baby is due. This form must be sent to your payroll company as soon as possible so they can apply for the statutory maternity pay.

Your employee should then advise you of the length of time they want to take off from their job. If you require support to look at cover arrangements, please contact the Direct Payments team to discuss ways of doing this.

Personal Assistants

Is your Personal Assistant looking for additional hours?

Why not encourage them to register on Locate. A new category has recently been created so that PA's looking for additional work can register their details.

You can also search Locate if you are looking for cover for your PA's annual leave or unexpected absence.

For more information or to get a PA registration form visit www.durhamlocate.org.uk, contact the Direct Payments team on **03000 268 200**, or email Locate@durham.gov.uk

Personal Assistants who work with children or young people can also register on Families Information Service.

Email fis@durham.gov.uk

for a registration form.

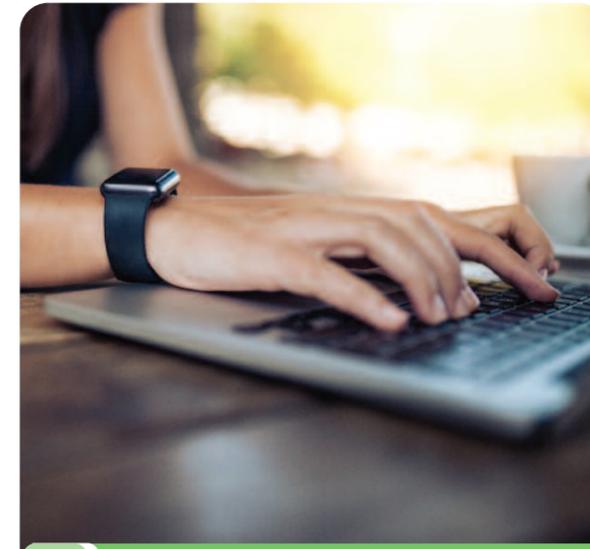
Please add 'PA registration' in the subject line.



Disclosure and Barring Service (DBS)

DBS checks prevent unsuitable people from working with vulnerable people and now applications are submitted online, making it quicker and easier.

We are currently processing renewal DBS checks for people whose last check was over five years ago. Please contact us if you require a DBS renewal for an employee.



Sending us audit information

If you are asked to send us your bank statements or invoices for your audit these can be sent by email to directpayments@durham.gov.uk

Please note that unless you are sending information over a secure connection, information transmitted by email may not be secure. We cannot accept responsibility for misuse of information if it is intercepted when the email is sent.

Alternatively information can be posted to **Direct Payments, Durham County Council, Room 83/88, County Hall, Durham DH1 5UG** Postage costs can be reclaimed from your Direct Payments account, please retain the receipt for audit purposes.



Safeguarding adults in County Durham

Every day vulnerable adults in County Durham suffer ill treatment or abuse. There are different types of abuse, it can sometimes be hitting, shouting, stealing or touching someone inappropriately and can happen at home, in care settings, or in public. Sometimes people suffer because they are not given the care that they need.

We know abuse happens and that sometimes it is not reported.

Would you know what to do if you were concerned that someone was being abused or neglected?

Durham County Council have a telephone number you can contact for reporting abuse or neglect, it is Social Care Direct Tel. **03000 26 79 79**

If you see or hear something that concerns you and you suspect that abuse or neglect may be happening, or someone tells you they have been abused, you should call the number above. If the person is in immediate danger call 999 straight away.



Social Care Direct
03000 26 79 79



A helping hand to live independently

A helping hand around the home is being offered to older people and people with disabilities.

Durham County Council's Equipment Advice Service have an Independent Living House in Spennymoor where you can make an appointment to view and try out aids and equipment to make everyday living easier.

A wide range of items are available for you to try including a stair lift, bathing aids and equipment to help with dressing, cooking and dining.

Staff are on hand to offer free impartial advice and guidance to help you choose the right product for your needs. Although we do not sell equipment we can source suppliers, get quotes, arrange demonstrations and find the most competitive companies for the products you require.

Appointments are available between 10am and 3pm, Monday to Thursday. To book, call **03000 265 667**, email equipmentadvice@durham.gov.uk or text **07880 044 719**.

Equipment Advice Service also offer advice and information over the phone or by email using the same contact details.

Caring for someone in County Durham

There are thousands of unpaid carers in County Durham providing care or support to a relative, neighbour or friend. Most people who are carers don't see themselves as carers, but as husbands, wives, partners, parents, sons, daughters, siblings or friends.

The Carers Infopoint website www.durhamcarers.info has really useful information on the support that is available for unpaid carers in County Durham.

You can also follow them on Twitter [@DurhamCarers](https://twitter.com/DurhamCarers) for up to date information on news and events.



To find out more

For more information about Direct Payments you can contact the Direct Payments team on **03000 268 200**.

You can access detailed information about Direct Payments by visiting www.durham.gov.uk/directpayments

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Large print

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