

Direct payments

A way for you to have control over your care and support personal budget



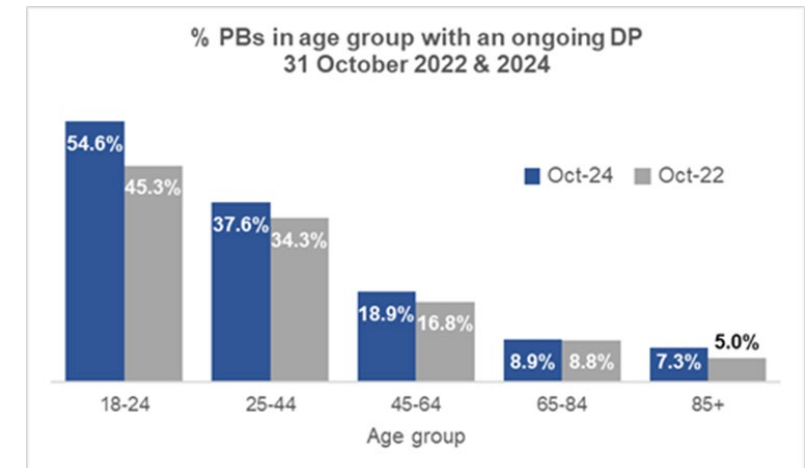
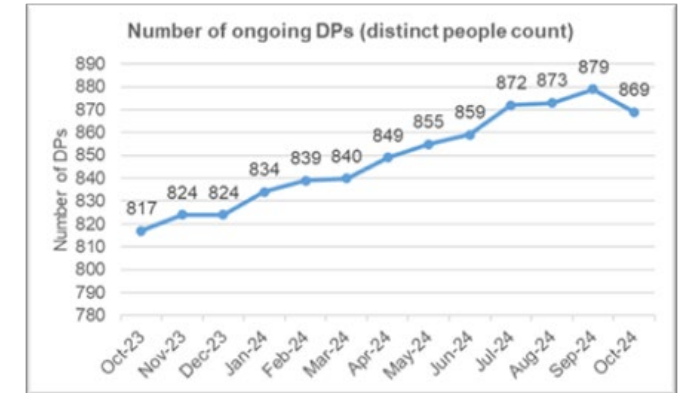
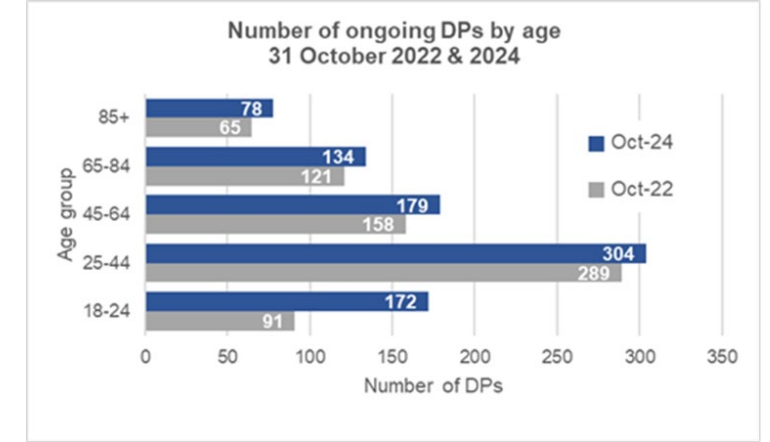
Direct Payments

Care & Independence Overview & Scrutiny

5 December 2024

Direct payments key data

- The number of people receiving a direct payment has shown small but steady increases in each of the last nine quarters
- Countywide teams have the highest proportion of personal budgets with a direct payment at 36.9%.
- Mental Health Teams have the lowest proportion of personal budgets with a direct payment at 10.5%.
- Age group 25-44 remains the highest age bracket of people using a direct payment
- Direct payments are closely monitored, and any surplus funds are reclaimed by the direct payment team



Direct Payment stories

Scarborough Mrs S

- Mrs S lives with her husband who is also her main carer.
- They have been married for 42 yrs.
- Mrs S has advanced dementia and remains living in her own home with support from 35 hours of care and support via a direct payment
- Combination of employing PA's, care agency and day care
- Four weeks respite in place which Mr S uses to pay the PA to stay with Mrs S to enable him to have short breaks

Total cost of care per week **£483.92** annual cost **£25,105.00** via a direct payment

Average cost of dementia residential care in Scarborough area per week **£1,132.36** Annual cost **£58,882.72**



Direct Payment stories

Harrogate Mrs W

- Lived in same bungalow for over 60 years. She was a land girl in the war and has lived alone since her husband died 10 years ago. Mrs W has a diagnosis of Alzheimer's
- Now lives on her own, with support with a direct payment managed by her son.
- Mrs W's neighbour provides substantial support on daily basis and is employed as Mrs `W's PA to support 19 hours per week.
- Mrs W also receives support through Care Agency for 9 hours per week
- Mrs W's (son) supports his mother with weekly shopping, organising the carers and pays invoices

Average cost of dementia residential care in Harrogate area £1,327.19 per week **Annual cost £69,013.88**

Current support in place: **£561.58 pr week Annual cost £29,202.16**

Direct payments key improvement area update:

- New Direct payment database now designed and in place so we can monitor activity
- Streamlined our systems and processes for setting up and managing a direct payment
- Ongoing staff engagement and back to basics training materials completed
- New Online and Face to face training developed and rolled out to encourage take up of direct payments
- ILG PA Employed Membership now in place for PA 's in North Yorks (PA benefit / discount card)
- Personal Assistant self-employed database
- New Direct Payment leaflet coproduced with people with lived experience – a direct payment recipient
- Communications team now planning schedule with supplier to create video content with people with lived experience of direct payments for promotion, web content and training materials
- Direct Payment recipient survey completed

Individual Service Fund update

ISF's are a way of managing a personal budget, the person chooses an organisation to manage the budget on their behalf.

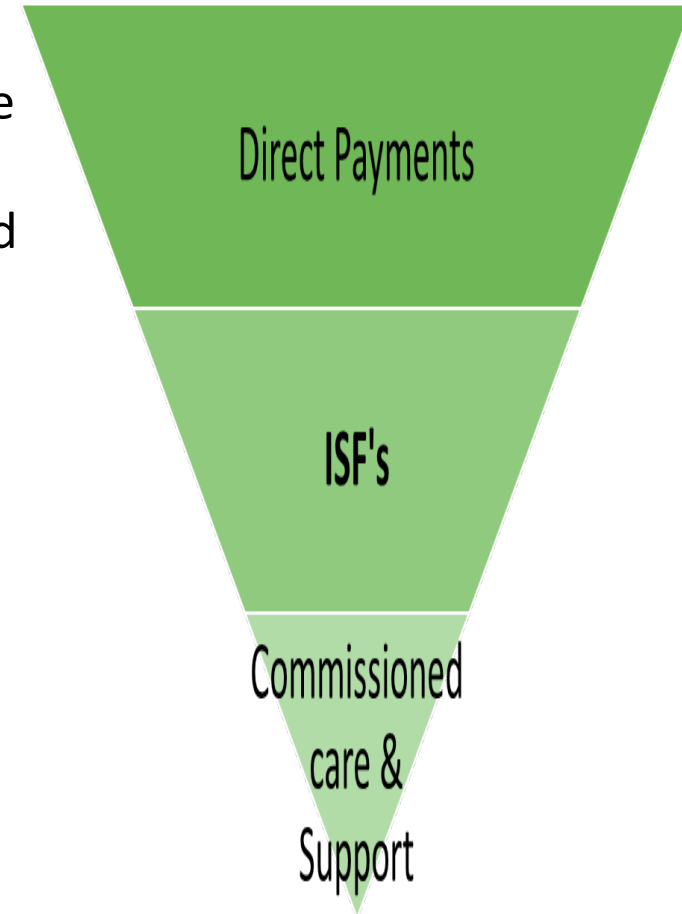
They give people the choice and control over their support, without having to manage the money themselves.

This is a middle option between direct payments, which have high levels of choice and control plus high levels of responsibility, and local authority managed services, which can have low levels of choice and control and where responsibility lies with the council

An ISF can work well for someone who would /could not manage money and or organise and manage the required responsibilities of a direct payment

NY working with Self-Directed Futures to explore ISFs across a range of service areas

- To run focused ISF pilots to evidence how they might support move away from 'time and task services'.
- To seek expressions of interest from small number of value-driven providers to develop the pilots.
- To continue engagement with Self-Directed Futures



Personal Assistant's (PA's) - Ensuring safety/quality

- The responsibility for the safety and quality of PAs is shared between employer's, LA's and the PAs themselves.
- PAs are exempt from registering with CQC because they are employed directly individuals. This arrangement allows the individual or their family to have full control over the care provided.
- LA's have a statutory duty to ensure that people have access to the right information and support when making decisions about their care and support options.
- When an individual opts to receive a Direct payment to employ staff, the first part of support they receive includes information and guidance on how to recruit and manage PAs. This covers advice on legal requirements such as insurance and contracts. Interviews, the selection process, seeking references, and support with the DBS application process. Initial discussions about setting up a DP also involve providing advice on PAs and, where appropriate, enabling access to training and learning to ensure PAs have the necessary skills to perform their roles effectively.
- Regular reviews are completed to ensure that people are satisfied with the care and support services they receive, and they maintain the legal requirements for employment.