NOTES OF DIRECT PAYMENT MEETING ON ZOOM

23RD NOVEMBER 2020 6.30pm to 9.00pm

**EMERGING THEMES**

**Lack of support and little information from Direct Payments teams or social workers**

*“information not getting out there to help us develop better strategies”*

*“just left to get on with it”*

*“no useful or helpful information”*

*“I feel dumped”*

*“lack of support – no social worker checking up on me”*

*“only one person from the local authority has rung me since March to see if we are ok”*

*“I have had one phone call at the beginning from a social worker – just forgotten about because they are so busy”*

*“feel like we have been dropped, no one checking to see how we are feeling, or coping, or checking our mental health”*

*“I just got signposted to a food bank when I needed help”*

**Direct Payment Users and their teams of Personal Assistants not treated with the same consideration as Care Workers in Care Homes**

*“PAs are changing their lives to keep us safe”*

*“PAs are not doing anything that puts them at risk out of our home”*

*“It’s a massive imposition to put on PAs”*

*“We are winging it”*

*“We are always the last on the list and Guidance and yet have the least systems in place or capacity”*

*“I am confused and stressed as we get no help at all with how to manage the PAs”*

**Keeping the lines of communication open**

*“Good communication with our Team is critical. We are in constant dialogue together”*

*“Whenever new Guidelines come out I meet with my Team and we go over everything and review what we are doing”*

*“We are assessing every new situation and not forcing anyone into things but discussing first”*

*“We are constantly revaluating and agreeing new ways of working or changes”*

*“We are having difficult conversations”*

*“I sit with the PAs and discuss things”*

*“Communication and trust are key”*

**Keeping safe and mitigating risk**

*“We have developed a traffic light system that we review once a fortnight with the PA team through phone calls”*

*“We have hand sanitisers everywhere, in the car, by the sink when PAs arrive, the bathroom, the kitchen, on the desk, by the kettle, on the table, and everyone does the 20 second hand washing”*

*“I bleach everything when the PA finishes their shift from door handles, to light switches to stair bannister.”*

*“our PAs do extra long shifts now so that we don’t have PAs coming and going”*

*“PAs change their clothes when they arrive and we have a Station on entering the house to clean hands”*

*“it’s about balancing the risk between having PAs coming in or not. Working out which is best for my mental health. I have taken the decision to have PAs coming in as I can’t manage without them”*

*“Risks are increased now in this second lockdown. Before no one was going anywhere”*

*“We are doing regular risk assessments”*

*“We have a new policy that gets updated regularly on our cleaning regime”*

*“It is not just our disabled daughter at risk, but also all our other family members who live in the house”*

*“PAs are also at risk of cross contamination and catching Covid in our family home”*

*“As an employer we don’t have the right to tell people how to live their lives outside or homes or to dictate what they do – we can only hope and trust that the PAs are doing the right thing and following the national Guidelines”*

*“I am suffering from anxiety having PAs back in the home”*

*“We have agency staff and that worries me as I don’t feel they are being diligent enough and going in other people’s homes”*

*“I am sooo anxious about thinking of the risk of contact and how quickly it spreads”*

*“If you have got PAs coming into your home all the time you can integrate thme into your family so in effect the become extended family”*

***Recommendations***

To ask Department of Health and Social Care responsible for Direct Payments to attend a session

To run a session on Advanced Care Directives and Contingency Planning

To highlight the issues with the Direct Payment Group at TLAP that Katie sits on and the real lived experience of people struggling with risk and bringing PAs back into their family homes

Keep people updated and on a mailing list for sharing resources and ideas

**Useful information**

<http://www.lukeclements.co.uk/direct-payments-for-young-people/?fbclid=IwAR3AUMsGPU7UE92AoZ6dSH0_g4dtxsvAc0kvat_OvX58GgbZr37pjDSKsjk>

https://essl.leeds.ac.uk/law/news/article/1065/report-published-on-direct-payments-for-disabled-children-and-young-people-and-their-families

For updated government guidelines for people receiving Direct Payments and their Personal Assistants:

<https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-for-people-receiving-direct-payments/coronavirus-covid-19-qa-for-people-receiving-a-personal-budget-or-personal-health-budget>

<https://www.skillsforcare.org.uk/Employing-your-own-care-and-support/Information-for-individual-employers/COVID-19-Individual-employers.aspx>

We wanted to make you aware of a free e-learning course that is available for Personal Assistants to access regarding infection control and COVID. Please share this with your employees if you think this will be of use.

<https://www.scie.org.uk/e-learning/infection-control?utm_campaign=11734349_SCIELine%2011%20August&utm_medium=email&utm_source=SOCIAL%20CARE%20INSTITUTE%20FOR%20EXCELLENCE%20&utm_sfid=0036f00003Ge72uAAB&utm_role=Commissioner&dm_i=4O5,6ZIA5,20TTR6,S4Y56,1>

Tools for planning

https://www.247grid.com/