

Independence Inclusion Recovery



Paying for Support

Guidance for people who need support in their own homes

Birchwood Highland, 5 Wells Street, Inverness, IV3 5JT
Tel 01463 236507

www.birchwoodhighland.org.uk

A Company Limited by Guarantee in Scotland 105400
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Paying for Support

This leaflet is intended for people who need support in their own homes. It is also intended for their families or carers.



It describes briefly the services that Birchwood Highland provides, and the areas that we operate in.



It contains information about the costs of our services, and the help that may be available towards paying the costs.



It explains how to go about applying for services, whether you are an individual who prefers to pay for your own support, or someone who is under the care of the local mental health team.

It also explains two options for directing your own support.

Option 1



Self-directed Support (or Direct Payments) is a system which gives you money to arrange your own support, instead of Social Work Services providing or arranging the services you have been assessed as needing. It is for people who would like more flexibility, choice and control over their care so that they can live more independently, and is arranged through the Social Work Service.

Option 2



Those who wish to purchase support directly from Birchwood Highland.

The main part of the leaflet is laid out in a Question and Answer format, but if you would like to find out more about arranging or paying for Birchwood Highland's services, please talk to one of our team leaders whose contact details are on page 7.

There are also contact details for local Social Work Service offices.

Birchwood Highland's services and where we operate

Birchwood Highland offers support to individuals in Inverness, Lochaber, Caithness and Easter Ross. Birchwood Highland strives for excellence in the quality of care and support we provide and in the quality of staff we employ. We were delighted this year to have gained the highest ratings that care services can achieve from the Care Commission and thus confirming our status as leaders in social care provision in the Highlands.

Recovery, Inclusion and Independence remain our overriding principles, with our focus on improving the quality of life of the individuals we support. We offer personalised support to help you maintain the independence that is so important to you. Each client has a personal plan designed specifically for them - whether it is help with meal preparation, medication management, companionship or maintaining contact with friends and family. We listen to what your needs and wishes are and aim to fulfil these needs. Services are available from a few hours a day up to 24 hours, seven days a week.



All staff are selected for their qualities as an individual. Members of staff are thoroughly screened through our interview process, reference checks, enhanced disclosure and are regularly supervised by a senior member of the team. We provide staff with a comprehensive training programme in line with the Scottish Social Services Council guidelines.

Self-Directed Support (or Direct Payments)

What are Direct Payments?

A direct payment can be made as a cash alternative to some or all of the personal care and support services that Highland Council might otherwise have provided (council-arranged services).

These include services arranged by the Social Work Service such as:

- ▶ Short Breaks and respite; and
- ▶ Housing Support services.

All monies spent must be clearly targeted at meeting care and support needs as indicated in your Personal Plan.

What can Direct Payments not pay for?

- ▶ A place in a care home;
- ▶ Health Services, such as nursing or medical care or housing services;
- ▶ Services normally provided by the local authority education service;
- ▶ Housing Services (other than housing support services).

Who may be eligible to apply for Direct Payments?

- ▶ Disabled adults assessed as requiring community care services, including housing support services;
- ▶ Disabled 16 and 17 year olds assessed as requiring community care services, including housing support services;
- ▶ Older people aged 65 years and over who are assessed as needing community care services due to infirmity or age;
- ▶ Attorneys and guardians with relevant powers can

receive self directed support on behalf of people who are unable to give consent to arranging their own services.

How do Social Work decide if I can get Direct Payments?

A direct payment may only be made with the consent of the Recipient. The Social Work representative will need to make sure that the service user understands and accepts the responsibilities involved. These responsibilities are significant and can include:

- ▶ The legal responsibilities of being an employer;
- ▶ The need to account for how the direct payment is spent; and
- ▶ Ensuring that the needs identified in the agreed Care Plan (Plan) are being appropriately met.

It must be established that prospective Recipients are able to manage the responsibilities of a Direct Payment with or without assistance.

Recipients can have as much help as they need to manage a direct payment but remain accountable for the way the direct payment is spent.

A Recipient may say how their Personal Assistance should be provided, then leave all the details and organisation to others acting on their behalf. The Recipient must remain in control of the arrangements and is accountable for them.

How do you access the service providers?

By purchasing services from an independent sector provider, such as Birchwood Highland. In this case, the agency has all the responsibilities of being an employer, but the Recipient controls the money and what service is provided, when, where and how.

Further information is available on the Highland Council's own leaflet 'Are Direct Payments Right for Me?', which is enclosed in this pack.

Purchasing support privately

The benefits of private care and support:

- ▶ When – you are able to choose when your support is carried out.
- ▶ Where – is it at home, is it in town?
- ▶ Who – You choose what support provider you want.
- ▶ How – you control how you use the time.

You may choose to pay privately for some or all of your support needs that are not currently offered through your present care provider eg. social activities.

Alternatively, you may not currently receive any support and may wish to spot-purchase some hours from Birchwood Highland.

For more information, please contact one of our services (see details on page 7). We will answer your questions, and, if you are interested, we could also arrange for one of our senior staff to visit you.

Birchwood Highland Housing Support Teams

Inverness Team

Upper Floor

5 Wells Street

Inverness, IV3 5JT

Tel 01463 241 009, FAX 01463 236 522

Manager: Cath MacInnes

Team Leader: June Jeffrey.

Easter Ross Team

108b High Street

Invergordon, IV18 0DR

Tel/FAX 01349 853 153

Manager: Cath MacInnes, Tel 01463 241 009

Assistant Manager: Lynn Keith, Tel 01349 853 153

Caithness Team

1 Amherst

Malcolm Street

Wick, KW1 5AF

Tel 01955 603 380

Team Leader: Trevor Walker

Lochaber Team

Flat 5, Meall na Mara

Alma Road, Fort William, PH33 6HD

Tel 01397 700 944

Manager: Shona MacGillivray

Team Leader: Johnan Cameron

Further information and help

If you would like to know more about direct payments or have questions about the Scheme please contact the Direct Payments Support Officer at The Highland Council:

Gail MacMillan TEL: 01463 703 536

If you would like to request an assessment of need or get in touch with your local Social Work Service Office, please contact:

Highland Council Social Work Service

TEL: 01349 886 606

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