

## **Appendix 1 – Direct Payments**

### Case Study 1 - Carers Direct payment

A daughter who provided informal carer for her 84-year-old mother was assessed as eligible to receive a regular respite break following a carers assessment.

The carer was offered 8 hours per week respite at a cost of £155.75 per week

The Self-Directed Support Coordinator worked with the carer to identify the best use of the budget to enable the carer to have a meaningful break.

The carer asked if she could use the direct payment to fund the cost of a ferry 4 times a year, at a cost of £38 per week, to enable her uncle who lived in France to visit her mother. It was important to the carers mother that she knew the person as she did not want strangers to go into her home.

The Carers Uncle would stay with his sister for a period of 4 weeks and provide the support the daughter would usually provide i.e. ensuring her mother was safe, her home was clean and tidy and provide cooked meals each day. Previously the mother declined support from an agency as she did not know the carers and the agency were unable provide a consistent carer. As this was a family member providing the support the Carer was able to relax knowing that her mother would be happy with her uncle providing the support

The mother looks forward to the regular visits from her brother, it gives them both the opportunity to reminisce about years gone by. Previous to the carers direct payment her brother was only able to visit once every other year.

### Case Study 2

Direct Payment for a young 36 year old 'X' with a learning disability who was receiving a service from an agency for personal care and access to the community at a cost of £692.80 per week. The Direct Payment was managed by Mrs Y, the mother of X.

X had received a service from the same Personal Assistant (PA) from the agency for many years and had built up a trusted relationship with the PA, however, due to a change in the agency's registration they were unable to deliver personal care, and therefore unable to meet all X's eligible needs.

The SDS Coordinator discussed with X and Mrs Y the options that were available to them. X became distressed at the thought of losing their support with the person they had for several years and built up to, what X considered, 'a friend', and anxieties began to surface. It was important to X and Mrs Y that the PA had a good understanding of X's triggers which result in X shouting and throwing objects as the way in which they communicated and what X liked and disliked, to enable them to continue to have a full life.

Mrs Y agreed to be the employer and employ the PA direct at a cost of £433.64 per week, this enabled X to have the choice and continuity in their support to deliver both personal care and activities in the community, with the person that knew them well and X felt safe with and not feel anxious.

As this PA was only employed by the Agency to support X, the SDS Coordinator supported Mrs Y to go through the TUPE transfer direct employ by Mrs Y.

### Case Study 3

A 22 year old called Z with a diagnosis of Emotionally Unstable Personality Disorder (EUPD), Complex Trauma (PTSD) and Eating Disorder. Z has a history of suicidal ideation and jumping.

At 18 Z took up a direct payment to meet their eligible outcomes in the community.

Z required 2:1 support initially, and we secured Self Employed Personal Assistants (SEPA) through an employment agency called Konnexia Complex Care. The employment agency sourced SEPA for X to interview and choose who they would like to support them. Once support commenced it was quickly identified that this could reduce to 1:1 due to reduced risk to the Self Employed Personal Assistants and others.

Z worked with their PAs to manage their mental health, activities of daily living and developing friends and social outlets. During the initial 18 months Zs mental health fluctuated however steady progress was made with developing skills to independently cook, maintain their home environment and personal care. The Self Employed Personal Assistants also linked Z into social clubs where other individuals attended with their Self Employed Personal Assistants to develop a circle of friends.

In the last year Zs mental health has been stable, Z has a wide circle of friends which they independently see without support from the Self Employed Personal Assistants. Last year Z organised a party for the friends they met through their support, with everyone bringing a food of their colour choice. The photographs evidenced the success personal assistants can make not just for Z but others as well with smiles all around and a sense of belonging.

Z is also in a relationship, and they have had a baby girl – support is reduced to a minimal level to support Z with managing their emotions and advice and support around parenting, initially there were concerns whether Z would be able to support the baby, however, the progress with the support from the Self Employed Personal Assistants the baby is flourishing and there are no longer concerns.

Z's aspiration is to get a job as a PA when the baby goes to school, Z feels they have a lot to offer supporting others.