

EnhamDirect.

The newsletter for Direct Payment Clients in the **Swindon/Hampshire/Bournemouth/Dorset** region Spring 2011

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**Find out why Enham's Direct
Payments' Support Service is
perfect for Mollie and Terry**

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Meet the Hampshire team

Sharon Manzur	Team Manager
Dennis Richardson	Support Worker
Sonya Shaw	Support Worker
Jennie Whittle	Support Worker

Enham would like to introduce you to its Direct Payments staff members:



SHARON MANZUR, Team Manager

I know from experience that having advice and guidance at the right time is essential.

My life changed when my son was diagnosed with Autistic Spectrum Disorder (ASD) and up until this point I knew little about how disabilities affect families.

As a family we have become stronger by challenging ourselves and supporting each other. It isn't always easy, learning to live with disability but direct payments have given us the ability to think outside the box and buy in services to support our adult son with independent living skills.



DENNIS RICHARDSON, Support Worker

My name is Dennis Richardson; I have been a Hampshire Direct payment support worker at Enham

for three years. My background is in I.T. I am currently having my house renovated which is a huge project and takes up a lot of my spare time.



SONYA SHAW, Support Worker

My name is Sonya and I have been with North Hants Enham team since July 2009. I have had

many roles within the caring field from Personal Assistant, Social worker to Support Worker over the last 16 years. Being hearing impaired, I also have experience of being on the receiving end of services. My previous role was a DP Support Officer for a London Local Authority, I think that the work that we do in Direct Payments is essential and see the increase in individual budgets as the future for Social Care.



JENNIE WHITTLE, Support Worker

My name is Jennie and I have been a Support Worker for nearly 4 years now. My background

is in education – particularly Special Educational Needs and I was a SSAFA Forces Help volunteer for many years working with military families. Our role here covers a vast area of North Hampshire so we spend a great deal of time travelling across our beautiful county visiting clients.

In my limited free time, I enjoy gardening, socialising with friends, reading, sewing and I am currently researching my family tree.

Opening times and contact details

Enham's Hampshire Direct Payments Support Worker Service is available:

Monday to Friday 9.00am to 5.00pm

Enham's Direct Payments team in Hampshire can be contacted at the following address:

Hampshire Direct Payments Team, Enham, Enham Place, Enham Alamein, Andover, Hampshire SP11 6JS

Telephone: **01264 345862** (answer machine available)

Fax: **01264 333638**

Email: **direct-payments@enham.org.uk**

Interview with Paul and Lesley Barnett

CLIENT
FOCUS

Paul and Lesley are both service users. Lesley has in the last few months gone on to Self Directed Support and Paul is in the process of going onto Self Directed Support. Paul and Lesley said they have both found their Independent Living Advisor from Enham very helpful.

Paul and Lesley feel with the help of their Independent Living Advisor and their Social Worker their quality of life has improved. Lesley's Social Worker and the Independent Living Advisor assisted in obtaining the Personal Budget and the writing of a Support Plan which centred on Lesley's needs. This in turn helped when selecting an agency to assist with Lesley's care.

Lesley feels she has gained confidence with cooking and organisational skills around the home with the support from Personal Assistants. Paul says he feels he can relax more as Lesley's attention has now become



more focused. Paul said "the Independent Living Advisor from Enham also helped Lesley and I to write an important letter and post it for us".

Lesley and Paul are aware that the Enham Independent Living Service can advise on a wide range of issues, if the need arises including Housing Issues, Benefits and Leisure Activities.

Top tips for good money management

Employers PAs annual leave: Ensure that PAs are completing holiday forms and take holidays over the year.

Overlooked insurance renewals: Remember to renew your Employers Liability Insurance. If you require assistance please call us and we will be happy to assist

Financial Returns: Remember there are deadlines for the quarterly return. Please contact us in plenty of time if you require assistance and gather bank statements and receipts.

Keep clear records of banked hours of support: Ensure you have not been invoiced for hours not taken. Remember use hours within the quarter.

Timesheets: Employers – ensure you have completed timesheets, expense and mileage forms for your Financial Returns. Timesheets should be signed – this is essential for 3rd party clients and payroll records.

Please let us know if you require any correspondence in a specific format, e.g. large print, audio.

Please give us your email address if you prefer to communicate via email.



Meet the Dorset team

Sue Bridle Direct Payments Manager
Jacqui Milner Independent living Advisor
Anitta Chilcott Independent Living Advisor
Debby Saunders Independent Living Advisor

Enham would like to introduce you to its Direct Payments staff members:



**SUE BRIDLE,
Direct Payments Manager**

Sue is the Dorset Direct Payments Manager, and covers the county of Dorset, Sue's background is a

special needs teacher and a residential care manager for Scope. Sue works from home in Poole and starts her day with a 2-3 mile run to help her focus on what the day could bring. Sue loves her job, and will work over and above to provide a top class service for clients.



**JACQUI MILNER,
Independent Living Advisor**

I have moved from Enham Bournemouth team to Dorset Direct Payments Team

I am currently trying to get fit by going to the Gym and doing Body Pump, Spinning and Jogging 5 days a week.



**ANITTA CHILCOTT,
Independent Living Advisor**

Anitta is an Independent Living Advisor and is based in Bridport. Her caseload covers the whole of Dorset and she has held this position for three years. Anitta's background is in the daycare sector and she was part of the initial team who brought the OUTREACH project into the Bridport/Lyme area, which she is very proud of. Anitta is very passionate about independent living and the right to choice and she loves her job.



**DEBBY SAUNDERS,
Independent Living Advisor**

I have worked for Enham for 4 years as an Independent Living Advisor. I am married to Simon who is a decorator. I play netball in the local Bournemouth team. On turning 40, I decided to learn to play the piano which I am learning badly!!! My greatest physical achievement would have to be taking part in the London Marathon which I ran with my husband who is an experienced runner... to slow him down I made him wear a Scooby Doo outfit!!!!

Opening times and contact details

Enham's Dorset Direct Payments and Support Planning Service is available:

Monday to Friday 9.00am to 5.00pm

Enham's Direct Payments team in Dorset can be contacted on the following address:

Hampshire Direct Payments Team, Enham, Enham Place, Enham Alamein, Andover, Hampshire SP11 6JS

Telephone: **0845 504 0726** (answer machine available during busy periods/out of hours period)

Fax: **0845 504 0725**

Minicom: **0845 504 0723**

Email: **directpayments.dorset@enham.org.uk**

Access Dorset launch

A new Dorset charity was launched on 20th January at the Hamworthy Club, Canford Magna. Access Dorset aims to enhance the lives of disabled people, older people, carers and other people who may benefit from support or information.

Members of other organisations, including Enham, were represented at the launch. Organisations including Dorset Advocacy, Coda Music Trust, Wessex Accessible Cycling, and Woofability and were on hand to tell us about their services. Everyone present was able to take part in short workshops by the Coda Music Trust and Organic Rhythm Drumming and we were also entertained by a short performance from the Double Act Theatre Company.



Access Dorset is partnerships of like-minded organisations that together deliver the services, that support people to continue living independently. Between us we provide the following services to disabled people, carers, older people and other people who need support:

- Information and advice
- Advocacy and peer support
- Support in using individual budgets to meet needs
- Support to recruit and employ personal assistants
- Disability equality training
- Consumer audits of local services



Further information about these organisations and about the work of Access Dorset can be found on the website www.accessdorset.org.uk. Alternatively you can phone 01202 771336 or e-mail enquiries@accessdorset.org.uk for more information.



Meet the Bournemouth team

Enham would like to introduce you to its Direct Payments staff members:



HUGH WEBSTER
Independent Living
Service Senior Officer



LINDSAY WARREN
Independent Living
Service Advisor



SHARON BREWSTER
Independent Living
Service Advisor



HAYLEY RIDGWAY
Independent Living
Service Officer



NIGEL HUNT
Independent Living
Service Advisor



VANESSA GREEN
Independent Living
Service Advisor

Source - choices for living your life

Source is an information database to help you in all areas of your life.

Source has been produced by the councils, voluntary organisations and focus groups consisting of a cross section of adults with care and support needs and their carers.

The Data Base Topics Include:

Things to do; Working and learning; Getting around; Health and well being; Living at home; Money matters; Caring for someone; Housing and care homes; Living with a disability; Advocacy, your rights and Safeguarding.

You will also be able to use the **What's On** guide to plan days out, activities and events.

The **Source database** will be live 25th February 2011. The **Source web page** will also be accessible via the Enham website: www.sourcedirectory.org.uk

Opening times and contact details

Enham's Bournemouth Direct Payments Support Worker Service is available:
Monday to Friday 9.00am to 5.00pm

Enham's Direct Payments team in Bournemouth can be contacted at the following address: **Enham Independent Living Service, Room 8, Kinson Community Centre, Pelhams Park, Milhams Road, Kinson, Bournemouth BH10 7LH**

Telephone: **0845 504 0722**

Fax: **0845 504 0724**

Minicom: **0845 504 0723**

Email: **directpayments.bmth@enham.org.uk**

Bournemouth launch

Attended by the Deputy Mayor of Bournemouth, Councillor Beryl Baxter, leading disability services provider Enham and Bournemouth Borough Council recently celebrated their partnership at the launch of the Enham ‘Independent Living – Your Way’ service. The service, based in Kinson, is available to the community of Bournemouth and helps people manage their Direct Payments from Bournemouth Borough Council.

Enham’s trained team offers information advice and signposting, help to write individual support plans and to recruit your own personal assistants. Enham can also offer payroll services and third party support to help you manage your money, stay independent and maintain your dignity. If you have a question about the service Enham offers, then contact Enham’s ‘Independent Living – Your Way’ team who will be pleased to speak with you, on **0845 504 0722**.

Who can use the *Independent Living – Your Way* service?

- You may be an older person or have a friend or relative who may need support,
- You may have a learning disability, mental health condition or be a carer
- People living in Bournemouth who currently have personal care and support needs
- Individuals who want to know if they are eligible for an assessment and support
- People wishing to make privately funded arrangements for their support
- People receiving Direct Payments
- People receiving a Personal Social Care budget
- Carers, family members, friends who have the authority to act on behalf of an individual who requires personal support



The service has been commissioned by Bournemouth Borough Council and was awarded on the basis of Enham’s successful operation of Direct Payments services and self directed support experience, in a number of counties across Southern and Central England. Enham currently assists over 2,300 clients each year to manage their own lives, using direct payments.



“Our service helps you get the best out of your individual budget and gives you the information you need to make informed decisions about your life. We work with you to agree how you want to be supported, when you want to be supported and by whom – you are in the driving seat.”

ENHAM’S CHIEF EXECUTIVE, PETA WILKINSON STATES

Meet the Swindon team

SUE PYROR Direct Payments
Coordinator

JANET SEIDEL Senior Advisor

JENNIFER JONES Administrator

KAREN MOFFAT Administrator



JANET SEIDEL – Senior Advisor

My name is Janet Seidel and I joined Enham in November 2010 as the Senior Direct Payments

Advisor in Swindon. I have over 7 years experience in supporting people with various disabilities and worked in wide ranging roles from Careers and Lifestyle Manager, Trainer, Contract/Project Manager to Direct Payment Advisor. I am passionate about supporting disabled people in developing their personal skills, aspirations and to maximise their potential of living an independent life of their choice. In my spare time I like all kinds of outdoor activities like walking, kayaking, cycling or rock climbing.



JENNIFER JONES - Administrator

I'm Jennifer Jones and I joined the Direct Payments Team as an Administrator in February 2011. I have

over 9 years experience as a Customer Service Adviser. I am interested in people and am looking forward to being able to support individuals in my new role.



SUE PYROR – Direct Payments Coordinator

I'm Sue Pryor, Direct Payments Coordinator, and I joined the team

in January 2011. I have over 18 years experience working within Social Care, Employment and Careers Advice delivering various training programmes, supporting disabled and disadvantaged people, to reach their individual goals and potential. I am dedicated to delivering quality services to customers. I enjoy travel, history and walking. I like to combine these when taking holidays.



KAREN MOFFAT – Administrator

My name is Karen Moffat and I joined the new Swindon Direct Payments team in February 2011.

I provide administrative support to the team and help to answer queries and make sure that all our records are up to date. I have over 20 years of experience in communications and customer service. I am very much looking forward to the introduction of our new computer system which will help us to deliver the best customer service for our users.

The office contact details are

Enham's Swindon Direct Payments Support Worker Service is available:

Monday to Friday 9.00am to 5.00pm

Enham's Direct Payments team in Hampshire can be contacted at the following address:

Enham Direct Payments Support Service, 18b Shaftesbury Centre, Percy Street, Swindon, Wiltshire, SN2 2AZ

Telephone: **0845 894 0613** Fax: **0845 894 0614**

Email: **directpayments.swindon@enham.org.uk**

Web: **www.enham.org.uk/directpayments**

Peer support article

The team is committed to developing the Enham Direct Payment Support Service and we would value your contribution on the following:

Peer Support Focus Groups

We would like to invite you to join a Peer Support Focus Group. The purpose of the Focus Group would be to share your experience of Direct Payments with people new to Direct Payments. The peer support can be on an individual basis or in a small group setting. It is anticipated that this could help to identify ways of how we can develop the service further to meet your needs. Please contact Sue Pryor or Janet Seidel for more information if you would like to be involved on **0845 894 0613**.

Training

We would like to know if there is any training that you, or your Personal Assistants, would like to access in the future.

Services in your community

Swindon College are offering the following courses FREE OF CHARGE to anyone who does not hold a Level 2 qualification (5 GCSEs A-C). For more information contact Elle Howells, Business First, Swindon College

Tel: 01793 498411 or e-mail ellenahowells@swindon-college.ac.uk

- NCFE Certificate in Understanding the Safe Handling of Medicines - Level 2
- Equality and Diversity

Fortan are offering **FREE OF CHARGE** subject to eligibility the following qualifications:

- Diploma in Health and Social Care – Level 2 & 3

For more information contact Debbie:
Tel: **01793 640023**

Email: fortanswindondeb@aol.com

Visit: www.fortan.co.uk

Service User Support Groups in Swindon

Service User Network Swindon (SUNS) is a local charity in Swindon run by mental health service users, with the aim of providing opportunities for service users to have a voice about the care we receive in Swindon. They aim to support, train and encourage mental health service users to speak out about their experiences of mental health services. Contact Tel: **01793 436174** e-mail sunss161@lineone.net.



Wiltshire Users Network gives service users information about opportunities to join with others to have their voice heard to change the services they receive. Membership of the Network is free and entitles members to free mailings and quarterly issues of our Newsletter. Your first contact in Swindon is Lisa Chadwick, Wiltshire & Swindon Users' Network, Tel: **07592 034480** e-mail swindon.wsun@virgin.net

Leisure

The Steam Museum has a range of concessionary entrance fees and your accompanying carer can be admitted free of charge. Visit www.steam-museum.org.uk for more information.

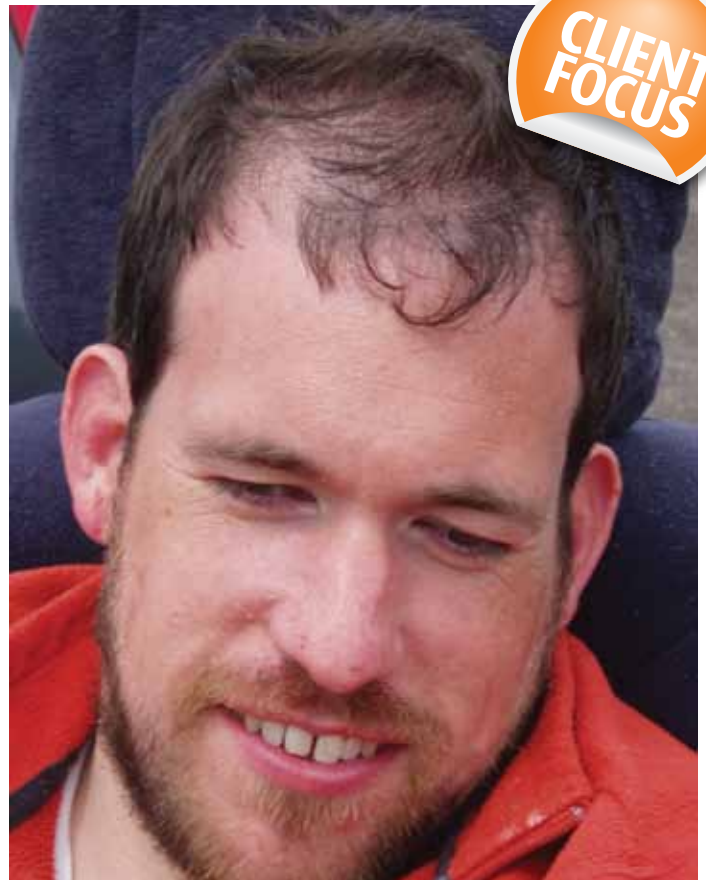
Direct Payments – a new experience

Since my son Terry was three years old I have been solely responsible for his care and well being. Over the past three decades I have by necessity gained an enormous amount of experience not only in caring, but searching for and finding sources of help.

In 2005, under the Supported Living program, Terry moved into his own bungalow with 24/7 care. Prior to this he had lived with me full-time, other than for short respite periods. We both experienced total desperation from the institutionalised approach of a domiciliary care agency and it is my experience that a passing Support Agency has limited motivation to gain knowledge of what my son's true disabilities are, or indeed his day-to-day preferences, which in turn restricts the avenues that could be pursued in order to try and accomplish the ultimate goal for him – contentment in his new life style of Supported Living. During the summer of 2009 there were as many as twenty-three different Support Workers (mostly supplied by a Care Agency contracted by the domiciliary care agency) coming through my son's door and it was obvious that for him, and indeed for me, it was the last straw. Although most of those Support Workers appeared well trained, caring and willing, Terry needs consistency and security. He wants to know and understand who is with him and when. It is vitally important for him (as it would be for any of us) to be comfortable with the Support Worker who indeed also has to perform very personal care.



It was late 2009 when I finally received the encouraging news that I had the right (in the capacity as my son's Appointee) to receive and manage Direct Payments on his behalf. In the December it was confirmed and a new life was on the horizon for both Terry and me!



On January 10th 2010 my son's Direct Payment Service began and I was introduced to Sue Bridle the Direct Payments Manager for Dorset with the Enham Organisation. Sue helped me

become familiar with the myriad of details not only regarding the basics of running such a service, but to guide me through some of the legal requirements associated with this new venture. A friend set up an incredibly efficient accounting system and a few “clicks” with the mouse it will also produce Time Sheets, Rotas, MAR sheets etc. We assemble the information for the four-weekly Payroll; it is then forwarded via email to Enham who return the Pay slips and Client Copy to me by return email.

I had never previously been exposed to the running of what is in fact a 'support service' and it is because of the help from Sue 'freedom of choice' is now possible for Terry. At the commencement of the Direct Payments Service, Terry was fortunate that his three most consistent Support Workers (whom we now prefer to call Personal Assistants) chose to start working directly for him. This helped enormously not only with Terry's emotions during this transition, but also me, since the “behind the scenes” requirements of drawing Contracts, planning Rota's, Policies & Procedures, Annual Leave etc. brought with it some initial frustrations and concerns. Now, with a few learning curves behind us, the road ahead will be much smoother!



Without a doubt, taking over the Direct Payment Service for Terry was the right thing to do. He is happier and he is sleeping better. He is verbally expressing more of his wishes. Based on Terry's favourite meal choices, I now plan healthy meals for him and give the PAs the list of recipes showing the PA's name and the date to prepare the dinner. (Terry is even shedding some of his excess pounds!). Since Terry does not enjoy shopping we do the majority of the food ordering on-line. He is also now aware of who will be with him on which day and the PAs give him choices of not only his breakfast and lunch – but what he would prefer to do each day.

Unfortunately, Terry does not live close to me which adds to the responsibilities of running his service. But there is no doubt that we are all seeing improvements in Terry, which makes Direct Payments the 'only way to go'.



For more information and guidance please contact our team on 0845 894 0613

What can a Direct Payments' Support Service offer you?

Direct Payments gives you choice and control of your own lifestyle, the Enham Direct Payments Support Service has a person centred approach providing the information and guidance to enable you to have the freedom and choice to change your life.

Many people who get help from Adult Social Care may have the right to Direct Payments.

These people can include people with a physical or learning disability or sensory impairment and people with certain mental health conditions. Frail older people and carers who provide support for people over 18. Disabled parents who need help with parenting tasks or an appointed suitable person receiving Direct Payments on behalf of someone who lacks mental capacity.

After your assessment the money you will receive from Adult Social Care to meet your needs will be paid in advance each month directly into a separate bank account.



A member of our team can visit you at home if you wish to explain how we can help support you to manage your Direct Payments and Independent Living Fund Budget's.

We will assist you in finding information on services to meet your needs and help you to manage your responsibilities in becoming an employer.

Assisting you to recruit Personal Assistants and offering you a free payroll service giving you the peace of mind of not having to work out tax and National Insurance contributions for PA salaries, without the worry of having to work out the tax and national insurance contribution's.

The Enham Payroll Service will give you the confidence to know you are paying your personal assistant correctly and at the right time.

Working in partnership with the local authority and service providers, Enham ensures you receive a quality and consistent service.

Enham offers ongoing support with financial returns, budgeting and record-keeping, enabling you to get value for money from your Direct Payments.

For more information please contact our teams