



Autumn edition 2011

EnhamDirect.

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

Win £50

Fill in our survey
for a chance to
win £50 Marks &
Spencer vouchers

A photograph of a young man, Connor, smiling and wearing a black jacket. He is holding a white owl with brown and grey mottled patterns on its wings. The background shows a wooden shed and trees.

CONNOR'S STORY

Find out more about
Connor on page 3.

THE RESULTS ARE IN!

Find out the results of our
Direct Payments Satisfaction
Survey on page 7

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



Sharon Manzur
Team Manager



Dennis Richardson
Support Worker



Sonya Shaw
Support Worker



Jennie Whittle
Support Worker

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

01264 345862 (answer machine available)
01264 333638
direct-payments@enham.org.uk

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Connor's story.

★ CLIENT FOCUS

This time last year Connor Bestford wasn't expecting to be walking or talking, let alone starting a new college course this autumn.

In June 2010 Connor, aged 17 at the time, collapsed following a massive stroke while out shopping with his brother.

Surgeons at Southampton General Hospital removed part of his skull to relieve the pressure on his swollen brain. His mum Karen, had resigned herself to the fact that Connor may never talk or walk again.

After spending some time at home, Connor then spent six months at a centre in Binstead which specialises in treating young people with brain injuries.

More than a year on, Connor is not only talking and walking but he's now able to go back



Connor in hospital June 2010

to college to learn life skills so he can eventually get a job. His dream is to become a chef on the Isle of Wight.

Not one to waste his time in bed feeling sorry for himself, when not at college, Connor volunteers



Connor at The Hawk Conservancy September

at the Hawk Conservancy Trust centre, near his home in Andover.

Mum Karen said: "I'm so proud of what Connor's achieved, his progress is amazing. But he still finds some day to day activities difficult.

"His long term memory is good but his short term memory is badly affected. He has limited mobility down his right side and because of these problems he can't be left alone. This makes things very difficult for me and I have to rely a lot on my parents Ray and Jean for help and support."

Connor has recently been assessed by Hampshire Social Services and they've agreed to pay for six hours of support through a direct payment.

Karen is now working with Team Manager Sharon Manzur to set up a support plan for Connor. Sharon is helping to put together a job description for Personal

Assistants, contracts and advice and guidance so that the family know the correct procedure to follow. It's only at the early stages but in the next edition of Enham Direct we hope to bring you an update on how Connor is getting on.

“I'm so proud of what Connor's achieved, his progress is amazing.”



David's story.

David Chatten-Smith contracted meningitis in his mid-30s and was in intensive care for quite some time. Although he recovered physically the illness left him blind.

When David first came out of hospital he used agencies for help, but found that he had to train each new person they sent and he couldn't find an agency that specialised in support for people with sight impairment.

He found two agency workers himself and trained them to help

him to do regular activities like shopping, going to the gym and bowling.

David came to us for advice on employing his own staff. We're now supporting him to employ his own PA's and use his Direct Payments in a way where he now has more independence.

David said: "Having DP allows me to arrange the support as and when I require it, as each week can be different. Having my own staff allows more flexibility on times and sudden changes of plans."

Changes to your Direct Payments contract.

The contract that Enham currently has with Hampshire County Council to provide Direct Payment Support is coming to an end in December this year.

Here is a message from Hampshire County Council explaining why.

"Hampshire County Council (HCC) is evaluating how Direct Payments support is provided in the county. This means that your existing contract with Enham will be finishing at the end of this year. It will be replaced with a new system which will allow you to choose what support you need and from whichever organisation suits you best.

"The aim of this change is to give people greater choice, control and flexibility over which support provider they buy their Direct Payments Support Service from.

If you receive on-going help at the moment from a support service provider there's no need to do anything just yet. Someone from Adult Services will be in touch with you to talk through what support you'll receive in the future."

As you can see from this, HCC want to ensure you get the best DP support by ensuring you can choose which organisation provides this for you.

We know that you have valued Enham's expert, friendly advice and support with any difficulties you have faced regarding your Direct Payment. We are therefore keen to continue to offer this

service and our team will be happy to talk to you about how we can continue to do so for you, if that's what you would like.

“*Hampshire County Council (HCC) is evaluating how Direct Payments support is provided in the county. This means that your existing contract with Enham will be finishing at the end of this year.*”

”

Princess Royal Trust for Carers (PRT)

There are six million people in the UK looking after a loved-one who is sick, disabled, frail or suffering from a mental health condition.



For nearly 20 years the PRT for Carers in Hampshire has been working hard to provide carers across the whole of Hampshire with the support they so desperately need.

The work the Trust do is varied and is tailored to the individual carer's needs. They focus on giving carers accurate and up-to-date information on anything from disability aids to benefit claims.

They also run special support groups, act as carers' advocates, liaise with Social Services, GPs and hospitals. Free counselling is available to carers by way of qualified voluntary counsellors

and there is also an Emergency Planning for Carers service as well as an Alzheimer's Café in Andover which is held once a month with one opening soon in Basingstoke. For a carer the service the PRT for Carers in Hampshire provides can make the difference between keeping and losing their job or between staying healthy and collapsing under the stress.

The PRT for Carers in Hampshire is part of a network of 144 Carers' Centres across the UK. All their services are completely confidential and free of charge.

▶ SUPPORT AND ADVICE

If you are a carer and would like some advice or support please call:

Winchester office on **01962 869929** or email Winchester@carercentre.com
Andover office on **01264 835246** or email andover@carercentre.com





Meet the Swindon Team
Direct payments staff



Janet Seidel
Senior Advisor



Sue Pryor
Direct Payments Coordinator



Karen Moffat
Administrator



Helen Parker-Drabble
Advisor

▶ OPENING TIMES AND CONTACT DETAILS

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

Enham's Direct Payments team in Swindon can be contacted at the following address: Enham Direct Payments Support Service, 18b Shaftesbury Centre, Percy Street, Swindon, Wiltshire, SN2 2AZ

☎ 0845 894 0613
☎ 0845 894 0614
✉ directpayments.swindon@enham.org.uk
🌐 www.enham.org.uk/directpayment



▶ HOLIDAY PAY

Holiday Pay.

Your Personal Assistants receive 5.6 weeks (just over five and a half weeks) holiday per year on a pro-rata basis. This means that if they only work part-time they only get part of the holiday allowance.

The holiday year goes from 1 April to 31 March.

Please make sure that your PA's take regular holidays. This is not only for their own well-being but so that you follow the Employment and Health and Safety laws.



i CONTACT US

If you'd like to know more about this please call on 0845 8940613

▶ RESULTS ARE IN

The results are in.

Thank you to everyone who filled in our Direct Payment satisfaction survey earlier in the year.

We're very pleased to say that nearly everyone who replied to our survey feels that having Direct Payments has made a positive difference to their lives. This is great to hear.

We asked for honest feedback about the support we've been giving as providers from November 2010. The majority of people said that they:

- had not experienced any problems with the switchover
- had received the support they needed
- were happy with the service
- knew the full range of support options available

Many people told us they'd like more information on how they can feed back on the Enham Direct Payment Support Service.

There are many ways you can do this. Call 0845 894 0613 and we can either talk to you over the phone or drop in and see you at your home. Or you can come and see us at our offices in The Shaftesbury Centre, Percy Street, Swindon.

Or, if you want email us at directpayments.swindon@enham.org.uk.

Another way of giving feedback, is by coming along to one of our Peer Support Forum meetings. See page 8 for more about these.

The survey also highlighted that we need to make sure that our services are easy for everyone to understand, whatever their disability.

We can do this by:

- talking through with you your Support/Care Plan and explaining how everything works
- helping you to recruit a Personal Assistant. This can include: writing out a job description, giving you advice and guidance about current rates of pay, advertising the job and helping you with the interview process
- we can also help with drawing up employment contracts, asking for references, Criminal Record Bureau (CRB) checks for new employees on your payroll

- continue to give one-to-one support as and when you need it
- helping with Risk Assessments, if needed
- reviewing your support needs and make changes if your circumstances change
- letting you know about the many different training courses your PAs can attend, if they want to
- and we're available 5 days a week Monday to Friday 9am to 5pm to answer any questions or concerns you might have



▶ CONTACT INFORMATION



☎ 0845 894 0613
✉ directpayments.swindon@enham.org.uk
👤 The Shaftesbury Centre, Percy Street, Swindon

Swindon Borough Council – Pointing you in the right direction.

Swindon Borough Council is looking for people who receive a direct payment to join a consultation group to help them design a new training programme. They want to encourage people to try new ways of using their Direct Payments and encourage positive risk taking.

Independent Living Officer for Swindon Borough Council Pam Ayers said:

“Everything we do has an element of risk whether it’s crossing the road, buying a car or just getting out of bed! When you try something new or start organising something for the first time, it can be quite scary.



“We want people to have helpful information they can use to calculate risks safely. To do that and ensure we get it right, we need people who use direct payments to point us in the right direction.”



If you’d like more information or want to get involved with the consultation group, call Pam on **01793 466739** or email payers@swindon.gov.uk

NEW

NEW - SWINDON PEER SUPPORT FORUM

NEW! – Swindon Peer Support Forum

The first meeting of the Swindon Direct Payments Peer Support Forum was in July.

The Peer Forum is an opportunity for Direct Payment users to share their experiences, knowledge and expertise with each other.

If you’d like to know about what was discussed at the meeting, then just ask and we’ll send you a copy of the minutes.

Better still, if you’ve any ideas or anything you’d like us to talk about at the next meeting please call the team on **0845 894 0613** or email peersupportswindon@enham.org.uk.

The Peer Support Forum will be working with Enham and Swindon Borough Council to develop the Direct Payments Service in Swindon.

Next meeting: 17 October 10.30am -12.30pm at the Shaftesbury Centre, Percy Street, Swindon.

Everyone’s welcome. Parking’s free and we’ll have free tea, coffee and cake for you too. So what are you waiting for?

To book a place

Call Helen **0845 894 0613**



Cliff’s story.

Cliff Moss was one of our first Direct Payment clients and was one of the first to use Direct Payment’s to employ a Personal Assistant.

Cliff is partially sighted and has learning difficulties. He originally attended a local day centre and then changed to having an agency provide his carers. But, he didn’t like the rules that came with using an agency and not knowing who would be turning up each day.

It was at one of these day centres where Cliff met volunteer worker Rose. When out and about the town one day, Cliff bumped into Rose and asked if she’d like to apply for the job as his PA. Seven and a half years on they’re still working happily together.

Direct Payments Adviser Janet Seidel, has helped Cliff advertise, draw up job descriptions, interview prospective PA’s, organise training, request CRB checks and provide employment advice. Without Janet’s continued support Cliff says that he would not be able to manage staff and use the Direct Payment

service. Cliff has 15 hours a week for care and administrative support and four a month for social activities. A few of those



activities include walking, visiting local beauty spots, cooking, shopping and eating out.

Cliff lives in his own home with his long term partner Karen. In November, both of them are looking forward to celebrating their 50th birthdays with friends and family.

Cliff said “I’ve come a long way from just going to day centres. I am a keen Ten Pin Bowler and I travel all over the country to take part in games and compete.

“My team – the 3 Amigos – recently won 3rd place in the national Winter Trios Final 2011 and at the moment I’m the highest scorer in the British Blind People Bowling League.”

“Direct Payments means I can be my own boss, choose what I want to do and with a PA I choose.”

Cliff is now an active member on the new Swindon Direct Payment Peer Support forum. See page 8

Frequently Asked Questions.

- Q1 What can I do if my Personal Assistant is often late?**
Ask your PA to call you as soon as they know they're going to be late and agree with them when to make the time up. It's helpful to have regular sessions with your PA to sort out any issues or problems, they or you, might have. During their probationary period, we recommend you have a formal meeting at least once a month.
- Q2 Can I get a Criminal Records Bureau (CRB) check fast tracked?**
No, but we do have a list of PAs who work with us who already have a CRB check. We always recommend that all employees have a CRB check. This service is FREE from Swindon Borough Council.
- Q3 What are the agency rates in Swindon?**
If you get Direct Payments you should be paying no more than £14.76 an hour at any time, including weekends except Bank

- Q4 How much should I pay staff if I make them redundant?**
You are required to pay one week's salary for each full year they've worked for you. Employees can only claim redundancy money if they've worked for you for two full years. If they're over 41 years old, they can get one and a half weeks redundancy for each year they've worked, after completing two full years employment. So, for example, if they've worked for you for four years and they're over 41 you will have to pay them six weeks money. If they're under 41, they get four weeks pay. If you want to know more please get in touch with us.
- Q5 How much notice period should I give staff to end their contract?**
One week for each full year they've worked for you, or whatever it says in their contract, whichever is the longer. For example, if you have an employee who has worked for you



Meet the Bournemouth Team Direct payments staff

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



Alison Orman
Independent Living Services Coordinator



Diana Perie
Administrator



Hugh Webster
Independent Living Service Senior Advisor



Sharon Brewster
Independent Living Service Advisor



Nigel Hunt
Independent Living Service Advisor



Lindsay Warren
Independent Living Service Senior Advisor



Hayley Ridgway
Independent Living Service Advisor



Vanessa Green
Independent Living Service Advisor

It's good to talk

Some Direct Payments recipients in Dorset have expressed a wish to be able to contact and chat with others in their area. This may be by phone, letter, email or face to face.

We have already identified a small group in East Dorset who are happy to share email addresses. If you are interested in talking with other Direct Payment users please contact Diana Perie, our administrator on 0845 873 5507 or by email diana.perie@enham.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

- 0845 504 0722
- 0845 504 0724
- 0845 504 0723
- directpayments.bmth@enham.org.uk



Sailing on calmer waters

We were asked to help when a client of ours needed to prepare a support plan for their local authority.



Our client had suffered a life threatening illness which has affected their memory and thought processing. This put the family under a lot of stress. One of the key aims of the Support Plan was to help take away as much pressure from the whole family as possible.

We worked on a plan together to identify the best way to use the budget they'd been given to help them to improve their lives.

The support plan was given the go ahead. As they already had someone in mind who they wanted to employ, we gave them the advice and guidance they needed to enable them to take this person on as a Personal Assistant (PA).

The plan has been successfully up and running now for about four months. Our client is now able to once again go sailing, something he enjoyed doing

before his illness. He's hoping his PA's hours can be extended so that he can have more control and take part in other group activities, like gardening and woodturning which will help him to live a more fulfilling life.

Helping you to get the right person.

The Bournemouth team have a list of people who are available to work as Personal Assistants.

We hold details about their experience, skills and the times they're available to work. Having this information saves you money on having to advertise. And it saves time too.

If you're looking to employ a PA and want us to help you, then please get in touch. We'll check through our records to see if there's anyone who matches your particular needs. We can draw up a shortlist and arrange for them to come for an interview.

The interviews are done by you, we can help you with these if you'd like us too.

We've over 40 PAs on our list, at the moment, but we're always looking for more.



CONTACT US

If you have a PA already and they want to add to their hours or you know someone else who might be interested then give Diana Perie a call on 0845 504 0711 or 01202 593039.

At the heart of your community.



As well as being a base for our Bournemouth Living Services office, the Kinson Community Centre is used for so many other things too.

The centre is home to a variety of activities including the weekly country market, regular table top sales and many clubs meet there during the week.

If your interest is art or craft there are clubs ranging from embroidery and decoupage to painting. There are many different dance groups for all ages, including tea dances. Music ranges from big band sounds to a ladies only singing group.

For anyone who prefers something a little quieter, there are bonsai, bridge, chess, and creative writing groups.

The centre also run learning for pleasure courses, in a wide range of subjects including painting, beadwork, floral art, pilates, yoga, bridge, French, Spanish and much more.

A favourite event is the weekly Friday afternoon meeting of the Kinson Fireside Club, with entertainment and tea and biscuits.

If you're getting a personal budget and some of this is for you to take part in community activities, you may be able to use it to join in with these activities.

To find out more about these and other activities go to the website: www.bournemouthcommunitycentres.co.uk/kinson

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



Sue Bridle
Direct Payments Manager



Anitta Chilcott
Independent Living Advisor



Jacqui Milner
Independent Living Advisor



Debby Saunders
Independent Living Advisor



Diana Perie
Administrator

▶ OPENING TIMES AND CONTACT DETAILS

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

Monday to Friday 9.00am to 5.00pm

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

☎ 0845 504 0726 (answer machine available)
📠 0845 504 0725
📞 0845 504 0723
✉ direct-payments@enham.org.uk



Personal Health Budgets.

Personal Health Budgets (PHBs) give people more choice and flexibility and lets them take control over how they spend money on their own healthcare. Dorset is one of several national pilot sites and Enham provide an advice and support service for PHB users.

Everyone has different support needs, no two people are the same. We can sit down with the person needing help, or chat over the phone, whichever they prefer, and work out the best care and support plan for them.

There are many ways we can help to take away some of the stresses and strains in the lives of people with disabilities, which in turn helps them to lead a more fulfilling life, something that we feel strongly about.

The pilot scheme has been very successful so far. Since October last year we've supported 32 people. Read about one of these schemes on page 15.

Life? Thanks to a new pilot scheme I now have one.

I was asked to write an article about me joining the NHS three year pilot scheme in March of this year and the difference it made.

I did not know how to approach the article as I thought who wants to know about me? I find myself boring. My disability makes me boring as my life revolves around it. "Hey" I thought I can come at it from that angle. For I now have a LIFE.

I can now open my diary and see I have my art classes, my creative writing and disabled swimming.

August 2010 I was with my councillor Lilly, it was a particularly bad day when a few minutes into the session she picked up her phone and spoke to community matron, Marjorie. I met Marjorie some weeks later at my home, and on this visit realising our situation she suggested the scheme to me.

I would try anything to help me and my husband. Indirectly he had been helping me and my 92 year old mother for over 10 years now. My mother was also part of my problem. With my own disabilities to cope with, on my bad days I could not cope. My bad days became the norm, making it unbearable. I had no life.

A few weeks later I met Ray from the PHB team. The first thing Ray asked me was "Now Sylvia tell me about yourself and your day."

I suddenly felt here at last is someone I do not have to pretend to anymore. My stiff upper lip was weakening. I felt that Ray had a genuine interest and understanding of where my husband and I were at.

“Hey I thought I could come at it from that angle. For I now have a life.”

In March I met Anitta, my Independent Living Advisor from Enham. Anitta is my go between, between myself and the scheme. In her hands she had a file, without realising what was contained within it, she, through Ray and his team "changed my life."

I now have carers that take me to my art and creative writing classes and disabled swimming. I also have a lovely lady who cleans my home.

My husband, bless him, gets a day off a week and does his own thing giving us more things to talk about instead of illnesses.

I have deliberately left telling you about my disabilities to the end so that they become secondary. Don't get me wrong I still have them 24/7 but can cope better as I now have more energy.

I have Fibromyalgia Syndrome (FMS) this is a chronic muscle condition. Being a syndrome it is different for each sufferer though we have common denominators. The worst for me is chronic fatigue which also brings depression and 'flare ups' which could last days or even weeks. This affects my brain causing memory loss, fogginess in the mind and acute anxiety.

I cannot take noise or light along with continuous pain and many other obscure things. I also have osteoarthritis and something called Sjogren's.

If by reading my story it helps someone to have a better day by realising that others can understand their situation, well that has made my day.

Thank you to each and every one of you that has introduced me to the scheme and to my army of helpers.

My kindest regards
Sylvia Ryder

▶ CONTACT INFORMATION



If you'd like to know more about Personal Health Budgets please speak to your Independent Living Advisor, or call **0845 504 0726**

Changes to minimum wages.

If you employ someone this is important information you need to know

The National Minimum Wage rates are looked at and reviewed each year by the Low Pay Commission.

From Saturday 1 October, the hourly rate of pay will be:

- for workers aged 21 and over the rate will be £6.08 (up by 15p)
- for the 18-20 age range it will be £4.98 (up by 6p)
- for 16-17 year olds (school leaving age but under 18) it will be £3.68 (up by 4p)
- for apprentices under 19 or 19 or over and in the first year of their apprenticeship the rate will be £2.60 (up by 10p)

Right to work in the UK

By law, when employing a PA, you need to have proof that they are eligible to work in the UK. Usually you can do this by taking a copy of their passport which will contain the information you need. You will need to keep this copy for your records.



If you're not sure and would like to know more about this please call us on 0845 8940613.

Tell us what you think about our newsletter.

Did you enjoy reading it? Yes No

If you ticked yes which articles did you particularly enjoy reading?

If you ticked no, please tell us why or how we could improve it?

Did you find the information helpful and informative? Yes No

Is there anything you would like us to cover in the next edition of Enham Direct?

Do you have a story you would like to share with other Enham clients? Yes No

Now please fill in this section of the form with your details, cut it out and post it back to us at:

Enham, Enham Place, Enham Alamein, Andover, Hampshire SP11 6JS

Your form will be entered into a draw to win a £50 M&S voucher. Thank you and good luck

Closing date: Friday 9 December 2011

Name: _____

Address: _____

Tel: _____

