

# Direct 2 You

February 2009  
Newsletter 6

## New Service Manager—Lynette Wright



My name is Lynette Wright and I am the new Service Manager at A4e. I joined the organisation just before Christmas and have been going out and about with some of the team and

generally finding out about how the service operates. I have worked in the social care sector for many years providing services to people with a variety of different requirements. Most recently I worked in a Home Improvement Agency helping people to repair and adapt their homes so that they could remain living in them independently.

I am delighted to have joined A4e and to work with Direct

Payments and Brokerage as I have already seen how much choice, control and flexibility they give to people and how much of a positive difference that choice makes.

I am looking forward to coming along to the next peer support group and hearing anything that you have to say about A4e as we are always trying to improve the service that we offer and very much want to know about your experiences of us, good and bad!

### Inside this issue:

	Page
The Carer's Centre	2
In-Focus	2
Sandra Chappell	2
Did you know?	3
Dementia Café Update	3
Peer Support	3
Can you help?	4
Denise Swain	4

## South Gloucestershire Deaf Association



South Gloucestershire Deaf Association works closely with South Gloucestershire council providing services to Deaf, deafened, and Hard of Hearing people in South Gloucestershire.

We provide a referral service to the council for new assessment or repair of equipment to help within the home. Every Thursday morning an OT worker from the council is available at Frome House from 9am to 12noon to discuss your requirements and help you try out any of the equipment on display and match them to your needs.

We have an extensive selection of hearing equipment to view at any time, including telephones from BT.

We are set up as a Try before you Buy centre with BT.

A representative from the DWP department is available at Frome House on the last Friday of every month from 10am to 1pm to assist you with any of your Benefit or Pension questions that you may have. A BSL interpreter is always available for these sessions.

The first Tuesday in every month we hold a coffee morning again at Frome House from 10am to 12noon, this is £1 per person with homemade cakes and coffee; this is an opportunity to meet old and new friends and a great social event.

We provide a sign posting service whereby we can point you in the right direction for help or advice with any issues you may have or need. We provide help with forms, letters or any communication issues.

We run sign language and deaf awareness classes and organise various information sessions and fund-raising events throughout the year.

You can become a member of the SGDA and receive regular newsletters and up to date information, for £2.00 a year. SGDA attend various meetings and have links with different organisations, whereby we receive information, which we pass onto the community. Our opening hours are Monday, Tuesday, Thursday and Friday from 9 am to 1 pm and on a Wednesday from 12 – 4 pm.

**Address: - Frome House,  
Cranleigh Court Road,  
Yate, South Glos.**

**BS37 5DE**

**Telephone: - 01454 316460**

**Minicom: - 01454 314310**

**Fax: - 01454 316471**

**Text: - 07812177929**

**E mail: -  
enquiries@sgda.co.uk**

### Special Points of Interest:

- "We have an extensive selection of hearing equipment"
- "I didn't really know what time they were going to call"
- "The Café is for all persons with concerns about memory problems"
- "One of the areas, we will be looking at is how often direct payments are made"

### The Carer's Centre



The Carers Centre is a local organisation, run by local people and mainly dependent on local funding. We are carer led, so that we understand and respond to carers needs. We are part of a national network of Carers Centres, supported by the Princess Royal Trust for Carers. We are a free and confidential service (subject to policies on the protection of children and vulnerable adults)

**Carersline:** The Carersline provides direct access to a sympathetic worker who will really listen and try to help. You can phone with any query, or just to talk. If we don't have the answer we

will try and find it and get back to you. The Carersline is open Monday – Saturday 10am – 1pm. If you have a specific query and wish to send us an email, please include a phone number and as much detail about your situation as possible. email us at:

[carersl@carers-bs.org.uk](mailto:carersl@carers-bs.org.uk)

**Newsletter:** Our Newsletter is produced four times a year. It contains information about services and news affecting carers locally and nationally, and is a way to make contact with other carers. It includes a diary of events and is free to all carers. Articles, letters, views and news are all



welcome. Email articles to: [admin@carers-bs.org.uk](mailto:admin@carers-bs.org.uk)

#### **Carers support Officers:**

These are available in Bristol and South Gloucestershire for home visits. They can offer advice information and emotional support to all carers. They can advise on benefits, community care assessments and provide advocacy support.

Where appropriate they can liaise with and refer carers to relevant local and national services. To make an appointment with a Carers Support Officer, please contact the CarersLine on 0117 965 2200 between 10.00am and 1.00pm, Monday to Saturday. Interpreters can be accessed for carers who do not speak English. If you prefer you can email times when you are available to speak on the phone, for South Glos email :

[Keiths@carers-sg.org.uk](mailto:Keiths@carers-sg.org.uk)

### Focus on: Sandra Chapple



**Name:** Sandra Chapple

**Area:** Staple Hill

**How long have you been using Direct Payments?**

“For only 2 months”

**What do you use your funding for?**

“To pay for my carer. I get 15 hours of support per week”

**And which services did you use before?**

“I use to receive homecare services”

**Would you say receiving a Direct Payment has made a difference to you?**

“Yes, 100%”

I have the choice of who my carer is and when she visits”

**How did you find the setting up of your Direct Payment?**

“Some of the paperwork was confusing but with support from A4e and my social worker, Rachael, I now know what I'm doing”

**What are the benefits of being an employer?**

“Having the same

person coming to support me.

When I was with the agency, I had lots of different people visiting me. I didn't really know what time they were going to call. I now have consistency”

**Is there anything that frustrates you?**

“Nothing at all”

**Would you recommend Direct Payments to other people?**

“Yes, in fact I already have!”

**What advice would you give to other people considering using Direct**

**Payments?**

“I would certainly tell them that Direct Payments were the best way for services to be provided”

**Is there anything else Sandra?**

“I didn't normally go out before but now I know who is coming, what time they are coming and that I trust them, I feel more relaxed and confident and go out when I want to”

Sandra has added that if anyone would like to talk to her about her experiences , please call A4e to arrange this.

Thanks Sandra.

## Direct 2 You

### Did you know?



If you go into hospital or unable to receive a service for a period of time, could you or your friends, family or partner please let the Community Care and Housing

Department (CC&H dept.) know?

The Council may suspend your payments for the period in which you are not receiving services, but this will depend on how you use your direct payments; for example, if you buy services from an agency, you will not generally have to pay the agency if you are away or in hospital.

CC&H Dept. only suspend the payments so that a large contingency balance does not build up.

For people employing staff it is a more complex picture, but with the support of A4e we can work through this with you.

If you are unable to use your direct payments, please contact your social worker or if you don't have a social worker, please contact the Customer Services Officer Duty Desk on 01454 868007.

### South Gloucestershire Dementia Cafe

A welcoming café atmosphere with good food.

The Café is for all persons with concerns about memory problems and any form of dementia, together with their spouses, family, friends and care givers. It is also for professionals involved in this specialist area of care. We welcome all those living in, or visiting the South Gloucestershire area.

Most sessions will include a short presentation and some discussion time about some aspect of living with dementia.

There are opportunities to give and receive support information. We meet every 1st Monday of the month, unless bank holidays prevent. The café is open from 2pm to 4pm at the Greenfield Centre, Park Avenue, Winterbourne.

If you are interested in attending or would like further information, please contact:

**Andy Richardson on 0117 9581517**

**Andy.richardson@alzheimers.org.uk**

Or

**Sue Brooks on 0117 9581518**

**sueb@aspectsandmilestones.org.uk**

Or contact A4e and we will be happy to pass on your details.

### Peer Support Meeting

The next Peer Support meeting has been arranged for:

**Thursday 26th March**

**7pm—8.30pm**

**Coalpit Heath Village Hall  
214 Badminton Road Bristol  
BS36 2QB**

The Peer Support Group met again at Emerson's Green Village hall on Thursday 4th December. The meeting was attended by 5 Service Users, 2 Carers, 1 Support Worker, 1 Personal Assistant and 2 staff from A4e. There were two apologies.

The chairman issued an agenda; items discussed were the suggested venue of the next meeting,

problems experienced surrounding Public Transport (Buses) and the 'Diamond' card in the Bristol and South Gloucestershire Area.

David Harwood from the Spot On Directory was the guest speaker and he explained what the directory provides for people with learning difficulties and their carers.

#### **Peer Support Chair Person;**

Rose Mundy  
07902872455

#### **Peer Support Vice Chairs:**

Dave Owen  
Via A4e 0117 9679540  
and  
Jean Collier 07909973880

### ILF Reminder



A4e would also like to remind all recipients of ILF funding that it is your responsibility to ensure that the ILF are informed should your agency increase their hourly rates. This also applies to any increase in the amount of funding offered by the local authority.

Should you have any queries on these issues, either call A4e or Adam Silcock, South Gloucestershire Council's ILF Lead on **01454 864938**. Adam will be featured in the next issue of *Direct 2 You* and will give an update on his role and the ILF criteria.

## Direct 2 You

### Can you help?

NHS South Gloucestershire is presently reviewing community rehabilitation services as part of its work to ensure that services meet the needs of patients and their carers. These are the health services that are provided at home, or in the wider community to support people recovering from an illness, an incident or surgery.

If you, or the person you care for have received rehabilitation, we would like to ask you a number of questions relating to your/their experiences in the community and at home. The results of the questionnaire will be invaluable in helping to plan services for the South Gloucestershire community. You can

view and submit the questionnaire online (<http://www.sglos-pct.nhs.uk/>), or you can request a hard copy by contacting Lois Green by writing to NHS South Gloucestershire, 1 Monarch Court, Emersons Green BS16 7FH, by emailing [lois.green@sglos-pct.nhs.uk](mailto:lois.green@sglos-pct.nhs.uk) or by phoning 0117 330 2400. Please respond by **Thursday 26<sup>th</sup> February.**

### Newsletter Ideas

A continued reminder that any suggestions or articles for future newsletter features are always welcome at the A4e office. Please call 0117 9679540 and ask for Neil or Trevor. Many thanks.

### Denise Swain: News from the council



I will be writing to you shortly about the new direct payment rates from 1<sup>st</sup> April 2009.

We are working on making direct payments through the Department's database, which is called SWIFT, as a way of making payments more efficient and safer.

One of the areas we will be looking at is how often direct payments are made, as we may

need to make payments at 4 weekly intervals rather than monthly. We are looking at the implications of this, and if you have strong feelings either for or against 4 weekly payments, I would be grateful if you could contact me.

I have been working together with A4e to improve how the social work teams pick up on issues arising from the financial monitoring information you complete. Most people promptly send in their returns, and if people are struggling with them, A4e are more than happy to lend a hand.

However if returns are not completed, A4e will inform the council so that the case is referred back to the social work team for a worker to make contact with you. Ultimately the direct payment may be suspended if you don't supply the required information.

Cases may also be referred back to the operational teams if the direct payment is consistently underspent or if contingency balances are consistently low, as a re-assessment of your needs may be required.

For those people in receipt of direct payments and ILF, I will need to do some work on how contingency balances for the direct payment element can best be managed. I will be in touch with those people receiving ILF to take this forward.

**Denise Swain**  
**Planning & Partnerships**  
**Officer**

Telephone:  
**01454 864323**  
or e-mail:

**[denise.swain@southglos.gov.uk](mailto:denise.swain@southglos.gov.uk)**



A4e  
Kingswood House  
South Road, Kingswood  
South Gloucestershire  
BS15 8JF  
Phone: 0117 9679 540  
Fax: 0117 9679 541  
Email: [SGdirectpayments@a4e.co.uk](mailto:SGdirectpayments@a4e.co.uk)  
[www.a4e.co.uk/ils](http://www.a4e.co.uk/ils)

WORKING  
IN  
PARTNERSHIP



South Gloucestershire Community  
Care and Housing Department  
St Luke's Close  
Emersons Green  
South Gloucestershire  
BS16 7AL  
Phone: 01454 864323  
Fax: 01454 865940  
E-mail: [Denise.Swain@southglos.gov.uk](mailto:Denise.Swain@southglos.gov.uk)