

Social Care Team

Identify customers who are interested in direct payments and send a request, via CareFirst, to Wiltshire CIL for advice to be provided to a customer. An advice message can be raised on CareFirst for Wiltshire CIL (No.321)



Wiltshire CIL

Will provide relevant information to help people make an informed choice about Direct Payments, liaise with social services and highlight any relevant issues or concerns.



Social Care Team

Undertake a comprehensive assessment.
Provide the customer with the DP agreement to check and sign.



Wiltshire CIL

Support Planning service will help customer with identifying ways to achieve payable outcomes, access community resources and identify and address non-payable outcomes.
All completed support plans will be sent to Wiltshire CIL who will enter it onto CareFirst
Support plans will contain a proposed start date which will be the date the support plan is entered onto CareFirst.



Social Care Team

Refer to Wiltshire CIL for a support plan



Wiltshire CIL

Support planning team will be notified, via CareFirst, when a support plan has been authorised. Within Wiltshire CIL, support planning team will pass customer onto direct payment advisory team to contact the customer. Wiltshire CIL will provide support and advice to set up and manage a direct payment.



Social Care Team

Will carry out and set up review after 6-8 weeks and a reassessment 2 weeks before the DP support plan comes to an end.



Wiltshire CIL

Adjust support plan accordingly.
Support options for all Wiltshire CIL services:
Three level of support depending on need :
Level 1 : Information and instruction provided online or in hardcopy
Level 2 : Telephone support, workshops
Level 3 : 1:1 technical support with an independent living adviser or support plan adviser.
DP recipient also has access to our payroll service. Wiltshire CIL also provides a banking service: this is not a managed banking service and is only available to people who are unable to open their own bank accounts and suitable for those who can manage their own finances.