



Working for Choice, Independence + Lifestyle

Wiltshire Independent NEWSLETTER

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Wiltshire Centre for Independent Living

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0300 1233 442

Welcome to our first newsletter of 2017, packed with information about independent living in Wiltshire. As always we are very happy to hear your feedback and thoughts about any of the content.

Direct Payment Support Service

We are delighted to announce that Wiltshire CIL has again been awarded the Direct Payment Support Service contract from Wiltshire Council. We went through the tendering process at the end of last year and the award was announced at the beginning of January. We now have a strong track record of providing support, training and advice for people taking up direct payments. We continue to receive valuable feedback on a regular basis from direct payment recipients which in turn enables us to be pro-active in developing the service to be most relevant and beneficial in how people want to be supported.



We have come a long way in the last 5 years evolving into a service that has been co-produced by disabled and older people with a 'lived experience'. We took on the role of support planning and asset based community development that ensures people can be active and valuable members of their community. We look forward to working with all direct payment recipients as we move to our next phase of development and service delivery.



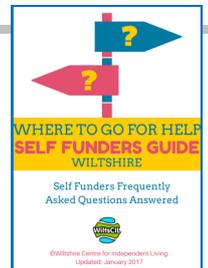
New Website: We launched our new website in December. We think it is easy to navigate and find all the information about our services and the support we provide. What do you think? Let us know how you are finding it.....

Where to go for help—Self Funders Guide Wiltshire 2017 edition

Following the incredibly successful first publication of our Self Funder's guide we have now launched a 2nd edition. In this you will find up to date information on everything you need to support you to live independently and well in your community. Included are top tips on how to navigate the complicated world of care, how to source equipment and what charities can offer by way of support. The guide is available online: <http://www.wiltshirecil.org.uk/wp-content/uploads/2016/08/Self-Funders-Guide-2017-Final.pdf>

or you can request a printed copy by contacting the Wiltshire CIL office on **0300 1233 442** (Option 3)

email: info@wiltshirecil.org.uk



THE 3RD SECTOR CARE AWARDS 2014 FINALIST



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**Raising a concern or making a complaint about a social care service –
We want to hear from you!**

Healthwatch Wiltshire is the local consumer champion for health and care and we have recently looked at the experience of Adults using Social Care services .

Have you made a complaint about a local social care service in the last few months? We want to hear from local people about their experiences of making a complaint or raising a concern. This includes care homes, care agencies, day care services or care received in your home (domiciliary care or help to live at home). We would also like to hear from relatives and carers, have you got experience of supporting a family member through the complaints process of social care? We will write a report that reflects what people have said and will share it with local providers and Wiltshire Council. All experiences will remain anonymous and no personal details will be shared.

This is the second stage of our work on complaints. For our first report on NHS complaints, see our website

www.healthwatchwiltshire.co.uk/re-ports-publications.

If you would like to share your experiences please contact us at:

Info@healthwatchwiltshire.co.uk

Lorraine.Prior@healthwatchwiltshire.co.uk



Make Someone Welcome

Our Make Someone Welcome campaign is all about encouraging people to have a life that they enjoy. The importance of the campaign was brought home to us when we recently completed a survey of a random sample of 100 of our support plans; in these we found a staggering 45% of people did not do anything outside the home, with 21% of people having such low expectations for their future that they expressed they were 'just waiting to die'. At Wiltshire CIL we don't think that anyone in our communities should feel this way and remain committed to changing this picture.

We continue to be inspired by what people are doing within their communities. Recently, for example, one of the people we have offered support to has joined Trowbridge Men's shed, he loves it and has proved a valuable asset, helping them set up their workshop. We have also supported people to volunteer, start a new sport, drive in a sports car, book holidays, make gardens and make their homes more



hospitable. The person centred approach of our work is reflected in the variety of activities that people ask for support with. Each activity is meaningful to the person, and therefore has greater impact than a 'one size fits all service'.

Wiltshire Council Financial Reassessments

We have received calls from a number of people concerning their financial re-assessments by Wiltshire Council. We know that some people who have been reassessed using the new charging policy now have to pay significantly higher client contributions. We are collating all the calls relating to this issue and will arrange to speak to Wiltshire Council about it, to share concerns raised. If you have recently been reassessed and are concerned please do get in touch. Healthwatch Wiltshire (see above) has written a report concerning this: <https://www.healthwatchwiltshire.co.uk/project/adult-care-charging-policy/> and are also interested to hear about people's experiences. You can contact them directly by phone **01225 434218** or email: Info@healthwatchwiltshire.co.uk

FREE Training for Personal Assistants – Places still available!

For more details on what is included in each course and to book places please contact Lucie on 0300 1233 442 (Option 3) or email: lucie@wiltshirecil.org.uk

Back Fill Costs.... There is some provision for employers to claim back fill costs for their PAs who attend these courses and where you have to find alternative cover. If you would like to apply for this please request a 'Back Fill Claim Form' when booking.

COURSE TITLE	VENUE	DATE	TIME
COMMUNICATION (For Employers & PAs)	Melksham: Fire Station	15th February 2017	9.00—13.00
MENTAL HEALTH AWARENESS	Melksham: Fire Station	15th February 2017	13.30—17.30
AUTISTIC SPECTRUM CONDITIONS	Melksham: Fire Station	27th February 2017	9.30—16.30
SUPPORTING EMPLOYERS WITH A LEARNING DISABILITY	Melksham: Fire Station	14th March 2017	9.30—16.30
DEMENTIA AWARENESS	Melksham: Fire Station	29th March 2017	9.30—16.30

Personal Assistant (PA) Register

Don't forget Wiltshire CIL's Personal Assistant (PA) Register if you are looking to recruit. This is a matching website for employers looking for PAs and vice versa. Visit www.wiltspa-reg.org.uk and register! You can also create your own advert so that PAs who are looking for work can find you.

Personal Assistants (PAs) Supporting a Hospital Stay

Have you considered what you might do if you need to go into hospital? Would you ask your PA to continue to support you during your stay?

A recent study on the PA workforce conducted by Skills for Care has found that 'allowing for PAs to continue to provide support during a hospital admission has the potential to reduce the distress experienced by the PHB holder, maintain the continuity of care and may help hospitals from a capacity perspective'. It also supports the discharge process, helps the PA to understand any needs when back at home, and prevents the need to change the care package with the potential for more recruitment activity. Consideration does need to be made to how the PA can be retained if a potential reduction of hours is required.

To read the Skills for Care report in full please visit: <http://www.skillsforcare.org.uk/Employing-your-own-care-and-support/Resources/Supporting-employers-and-personal-assistants/Research/The-PA-workforce-in-social-care-health-research-and-recommendations-Dec-2016.pdf>

TIPS FOR EMPLOYERS : Take a break? Annual Leave

Employed Personal Assistants are entitled to up to 5.6 weeks holiday each year (pro rata for part time employees). For many, the holiday year starts in April and runs through to the end of March of the following year and it is during this period that workers must take their holiday. As the end of March will soon be upon us, now is a useful time to encourage your employee to plan and take their annual leave prior to 31st March. Not only is it beneficial to the individual with regards to their health and wellbeing, but also for you as it can make all the difference, as a well-rested employee is a more productive and happier employee. To calculate your employee's holiday entitlement go to:

www.gov.uk/calculate-your-holiday-entitlement

People's Solutions



If I need a solution there must be a problem- so what is mine?

I don't mind the pain or immobility of a long term condition as a disabled person but it is the frustration of not being able to contribute to society and other people's assumptions that disabled people don't! I was brought up in a vicarage so have an over developed social conscience, so that's my problem. What do I do about it?

There are two stages to it - to feel 'empowered' to contribute I mean -, the definition of 'empowerment' I like is 'to be in control of my life and able to influence others'. As disabled people we have particular problems about 'being in control of our lives' because we need support to do ordinary things. So the first task is to get organised with reliable arrangements for the kind of support you need at the right time - I don't just mean getting up and having meals but support for doing the things you want to do. When that's done- with Wiltshire CIL's help of course!- I can look at 'how to influence others' and 'change society'.

When I was in full time paid work, I was lucky enough to earn money doing this as a social worker, then Director of WSUN and later a similar national organisation. Now I've got more time, I have to work it out. I joined the local group of people reviving the Devizes Safe Places scheme. As you may know, this provides places to get assistance if you get into difficulty while you are out and about- just the kind of thing I need, and other disabled people, if we get into difficulty on our own. It's not a complicated scheme, with no paid staff, but it needs a bit of coordinating to register locations, let people know about the scheme and monitor its use. I am now the coordinator of this group and we are looking at ways to improve it by taking the publicity to groups where potential users of the scheme meet and ask them to spread the word- do you know, I, with my PA's support, have developed a list of over 30 groups of older and disabled people meeting in Devizes! It doesn't take much time but makes me feel useful!

Even more locally, I draw up a quarterly rota for Sidespeople to welcome people to our village church on Sundays. We noticed it was the same one or two people doing this each week while others would have been pleased to help if asked. Now I just email all those who like to help every few months with a rota and also forward the reading for the week to the right person. I don't need to leave my armchair and computer to do this but hopefully it makes a contribution to everything running smoothly!

Having a volunteer job shows we can contribute when so many people assume, as we are disabled, we have nothing to offer. It's a good way of meeting people and getting them to see you as a contributing member of their society!

Clare Evans

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