

Questions from the Transforming Social Care Information Session

- 1. Is it possible to self refer to direct payments even if you are not a self funder?**

No, you have to be assessed as being eligible for support under the National Fair Access to Care Services Eligibility Criteria (FACS) as was discussed in the meeting. There are four eligibility categories which are low, moderate, substantial and critical. Sutton's eligibility is the high end of moderate, substantial and critical (Some authorities offer services only to people who are critical).

You also have to be financially assessed in order to receive a direct payment. Depending on your savings you may have to make a contribution to the cost of your support.

- 2. What CRB checks are made on agency staff?**

Agency staff are required to have CRB checks just as all people who wish to work with vulnerable adults and/or children do. It is the employer's responsibility to ensure that they have a CRB check undertaken on their staff members. It is normal to have a policy in place to renew this every three years. You would have to speak to the individual agencies to check their CRB policies. In October a new vetting and barring scheme will be introduced, that will provide a further layer of checks to try and ensure that only suitable individuals work with vulnerable adults and children.

It should be noted that where individuals employ staff, (using their direct payments), e.g. personal assistants the decision to carry out a CRB check is down to the individual. It is strongly recommended by all parties involved (such as LBS, SCILL Support Service, the LBS Children's Team and Age Concern brokerage etc.) that the checks are carried out.

- 3. Will charges be made for using SCILL?**

It depends which service you are using.

- The Information and Advice service is free.
- Some of the Resource services will be free, and will be free if you are referred. In the future people will be able to use their direct payment or their own funds to purchase classes/sessions etc from the Resource Service.
- The Self Directed Support Service is free to people who are referred from the London Borough of Sutton.
- SCILL Comprehensive Financial and Administrative Service (FAS) is currently free but we are introducing a charge from 1 April 2010.
- The Payroll service is £10 per person per payroll – this includes access to Peninsula employment service and timesheet checking.
- The Access Service is free.
- The CRB service has a £10 administration fee plus the costs the CRB charge.

- 4. Who pays if someone employs someone and is then taken to an employment tribunal?**

The employer.

If a person is using SCILL's payroll extra service they are protected through the Peninsula employment advice service, provided they follow the guidance

provided by them, the protection covers legal costs and any fines that may be payable. There is also protection through FISH insurance, if the person has paid for the comprehensive insurance (not the basic cover). (FISH insurance is insurance available to people who are on direct payments).

5. Will message in a bottle scheme be funded in future under transforming social care agenda?

I assume this refers to the NHS scheme whereby someone keeps details of their condition/medication in a bottle in their fridge – in which case it will not be funded by TSC as it is a health initiative, not a social care one.

6. What is likely to happen under transforming social care roll-out to services provided for free this financial year by LBS agents funded by LBS to vulnerable elderly people eg Prospect support?

All LBS funded services will eventually have to have new contracts to reflect the changing landscape in Social Care. Prospects offer a service to carers and, as far as we are aware, this service will, at some point, go out to tender and a new outcome focused specification will have to be written by LBS commissioners.

7. Could SCILL train volunteers to become independent brokers, ie volunteers from other organisations such as Age Concern? (question from Jill Shillito)

LBS have just done a round of training in Support Planning with its own Brokers, staff from SCILL and staff from Age Concern. It will also ensure training is available to all partner agencies in both support planning and support brokerage.

8. How can we ensure that independent brokers are trustworthy?

By using good quality monitoring mechanisms, and by supporting individuals to know what makes a reliable Broker where they enter into a private arrangement. We must not lose sight of the fact people can choose whoever they wish to be their support broker, including family and friends or other support services they are already familiar with and trust.

9. Would a form of accreditation be a good idea? (question from Jill Shillito)

The National Brokerage Network advocates this, however there is no move to put this in place either nationally or locally yet as it may be very costly initially, may increase how much an individual would need to pay for the support and, given the early state of support brokers, there is ambiguity over what accreditation would look like.

10. The individual budget is "means tested" what is the % of people who were unable to access that service?

If the questioner is asking whether people receiving a social service would continue to be means tested then yes and the percentage of people ineligible should be similar to now. The Personal Budget is not, in itself, a service but an amount of money to pay for services. What would change is the increased advice/information/support available to self funders.

11. Can some notes be prepared of the meeting showing delegates and issues raised at meeting or on post it notes?

12. Is Sutton one of the pilot schemes for personalised health budgets?

No

13. Agency workers will be paid less – what about pensions / sick pay?

This will depend on the company employing them.

There is no evidence through the pilot boroughs that agency workers were paid less as a result of the individual budgets scheme. Wages and benefits will be determined by 'supply and demand' and it will be the role of support brokers to research rates of pay to ensure that the person receiving the agency service has best value for money. Low rates of pay do not encourage stability or loyalty and this is something that will need to be factored into a persons review.

14. What is FACS?

Fairer Access to Care Services (FACS) is the central government's framework for local authorities to set their eligibility criteria for adult social care. There are four categories which are low, moderate, substantial and critical. Sutton's eligibility falls into the high end of moderate, substantial and critical. Some authorities offer services only to people who are critical.

15. There is little help for "self-funders". More advice is needed as soon as possible once the need has been reported. Care Managers retire quickly when there is to be "no care package". If the package is refused are alternatives discussed if people need help?

If care managers do not provide support to "self funders" they can seek advice from a range of organisations in Sutton e.g. the SCILL Information and Advice service, Age Concern Brokerage.

Comments

- 1. Please, please use everyday language and make criteria/assessments much easier to understand, it is often very daunting for people and their families in stressful situations.**
- 2. All to do with cutting costs eg toilet without a seat and choice. If I bought a toilet it would come with a seat!!!**
- 3. TSC is more difficult for older people to accept. Not all have bank accounts.**
- 4. Levels of care mild, moderate etc. under threat.**
- 5. Ability to get appropriate support often depends on competency or knowledge of how to 'beat the system'.**
- 6. Not enough notice to LINK members of care related meetings.**
- 7. LBS produced leaflets that impact on health should be available at St Helier information centre eg message in a bottle.**
- 8. Information could be disseminated to churches (parish secretaries), GP practices, libraries etc. (comment by Jill Shillito)**
- 9. Opposed to means testing, social care should be free like education / NHS**
- 10. Shaping the service to suit users needs? Who are you consulting and how? There have been numerous surveys in the past with little or no reporting of their findings!! Please do this openly and publish the results.**