

# **FACTSHEET 17:**

## **Useful Tips:**

Most Direct Payments run very well, and there is plenty of information, advice and support available to help you get the most from your support. Sometimes, however, people can experience some difficulties which can be avoided by following some simple rules.

### **Always take advice before dismissing staff**

Even if someone has done something which you feel is gross misconduct, please don't dismiss them without taking advice, and follow that advice. Your insurance provider will have its own helpline, which you must contact and follow the advice they give. If you do not follow their advice, your insurance could be void.

### **Keep your Paperwork**

Even if you are not great at organising paperwork, have a box or file where you keep everything for your Direct Payment.

### **Ask for Help**

Whatever the issue, the council want to help you get the most from your Direct Payment with as little inconvenience to you as possible. We want you to enjoy the benefits of Direct Payments. So if you need any advice, help or information please don't hesitate to get in touch.

### **Keep us Informed**

If you think that you are getting either too much or too little money to meet your care needs please let us know as soon as possible.

## **If you employ Personal Assistants**

- Always take up references and CRB checks
- Always have a contract of employment
- Have a job description so you are clear what you want your staff to do.
- Take out employers liability insurance
- Use a payroll provider such as Penderels Trust or Pay packet
- Ask the Direct Payments Support Service to support you with recruiting staff and any other issues with your Direct Payments.



## If you use an Agency

- Ask for a contract and check it over to make sure it is fair before signing it. Check for things like the notice you need to give to cancel the visit and the charges if you do.
- Don't be afraid to tell the agency what you want and request which workers you prefer. The agency may not be able to provide exactly what you want but you may be able to negotiate.
- Ask the agency to invoice you four weekly. It can be confusing for you if they invoice monthly

**Most importantly, don't feel that you have to do everything on your own. There are lots of people ready and able to support you when necessary, so please get in touch.**

**Direct Payments Support Service**  
**Tel: 01352 701100**  
**Email: [dp.support@flintshire.gov.uk](mailto:dp.support@flintshire.gov.uk)**





**“ ...my child now has more contact with other people, rather than just her parents, and is able to do more activities. ”**