

For people using care and support services in RBKC

Care Event – coming this summer!

So many times people call ADKC to ask about, to comment on, or even complain about, care and support services.

Often people say things like:

“My care workers never come on time!”

“I never know who they are going to send!”

“I wish I could employ someone I knew to support me!”



So, to help local residents become better informed about what options there are, ADKC would like to put on an event with:

- **Information stalls (with info from care agencies, organisations that support Personal Assistant employers, community organisations etc.),**
- **“Sales pitches” about what services are already available,**
- **Workshops / Talks about specific care-related issues (e.g. employing a personal assistant / rights under the Care Act / how to make a complaint etc.),**
- **Panel discussion on wider care-related discussions such as – “Why do I have to go to bed so early if I need care and support?” “Why are the care workers always so rushed?” etc.**

We would like your help:

- Who should we be inviting? Do you have contacts with a good agency?
- What talks and workshops would you like to see?
- Is there anything you would be able to contribute (e.g. volunteering for the event / sharing your experiences / helping to spread the word etc.)?

Contact Jenny or Martha – on 020 8960 8888 / pbsupport@adkc.org.uk

What else has the PB project been up to?

As well as holding our regular PB user group meetings and surgeries, and supporting around 25 care and support service users a month... we:

-organised an event and responded to the consultation on who should be entitled to services (Adult Social Care Eligibility Criteria).

-fed into the specifications on a pre-paid card for people receiving Personal Budgets (having a pre-paid card will be the “default”, but not the only option).

Sharing your experiences...

Rights for Carers

**KNOW
YOUR
RIGHTS**

One member of the PB user group wanted to share a recent experience to ensure that others know their rights:

“I support a disabled relative with cleaning for 2 hours a week, and I get paid from their personal budget. I also provide a lot of other physical and administrative support as an unpaid carer - so I have always been able to get a Carer’s grant (now Carer’s personal budget).

This year I was told to choose – either to be paid by my relative OR to receive a carer’s grant. I was given one day to decide, and told to give my answer in writing. I found this to be really unfair and the deadline impossible.

I asked for some time to get proper advice – and Gabriela from Carers K and C helped me put together a letter explaining that I had rights as a carer, under the Care Act, to a Carer’s assessment (and carer’s Personal Budget).

I was then received a letter saying that I *was* entitled to my Carer’s Personal Budget after all.

My advice to others: Don’t assume that what you are told is correct – always get proper advice, even if you need extra time to get the advice.

Are you a carer and have had something similar happen to you? Are you a disabled person and have challenged a decision about your care and support package? Got something else to share? If so, let us know!

Do you employ a Personal Assistant (private care worker)? There are 3 important things to think about:

1. The right rate of pay

On 1st April the new “**National Living Wage**” comes into effect. If your Personal Assistant is **25 or over**, you have to make sure that you are paying **AT LEAST £7.20 per hour**.



For PAs who are **under 25**, you still need to pay the **National Minimum Wage**.

2. Pensions

You might have to enrol your Personal Assistant in a Pension Scheme. If you receive a letter from “The Pensions Regulator” - **don't ignore it!!!**



Depending on your circumstances, there might be an additional cost (fee from the payroll company / pension contributions).

If you use a payroll service – let them know that you have received a letter, if you do your own payroll – contact the PB team at ADKC.

3. Training for PAs and PA employers.

There is funding available for you if you:

-would like to gain skills to help you be a better employer and/or

-think your PA would like to, or needs to, improve their skills to support you better.



Skills for Care have funding for “Individual Employers” to pay for courses or workshops for you and/or your PA (and pay for time that your PA spends on training or for cover if the training is during your PA’s normal working hours).

People have used funding for: the care certificate, supporting people dementia, holistic massage, learning how to do payroll, being a good employer, first aid, moving and handling, food hygiene and many other things!

If you want to know more about any of the above, give Jenny a call at ADKC.

In the news...



Personal Independence Payments – outrage and reversal!

The Government recently held a consultation about changing how points were awarded to people who only use “aids and adaptations”. The Government said too many people were getting PIP when they didn’t have any extra expense. They decided to reduce the number of points you can get if you use aids and adaptations (rather than having help from another person) with dressing, undressing and/or using the toilet. It was announced in Parliament but only a few disability charities commented. A week later, it was announced during the budget. Then, many people, including some MPs, said they were furious that disabled people were being targeted for more cuts. A few days after the budget announcement, the Government changed its mind. This will be of great relief to the many hundreds of thousands of people who would have lost out under the new rule.

Carers to be excluded from benefits cap... Carers UK have reported that, in November, the Government announced that (unpaid) carers would be excluded from the benefits cap – their information sheet is available here:

<http://www.carersuk.org/help-and-advice/financial-support/help-with-benefits/benefit-cap/q-a-on-the-high-court-ruling-on-the-benefit-cap>

New Lords report says the Government is failing disabled people: The House of Lords Select Committee on the Equality Act 2010 and Disability, investigating the Act's impact on disabled people, has concluded that the Government is failing in its duty of care to disabled people. This is what Disability Rights UK has to say: <http://www.disabilityrightsuk.org/news/2016/march/lords-says-govt-failing-duty-care-disabled-people>

Disability News Service often carries stories that you won’t see in the mainstream news!! Investigative journalist, John Pring, gets behind disabled people’s issues and brings to light things that others would prefer to have hidden away! <http://www.disabilitynewsservice.com/>

No internet? Come to our internet café on Friday mornings from 10-1!

020 8960 8888 / pbsupport@adkc.org.uk / pbadmin@adkc.org.uk / www.adkc.org.uk

The ADKC centre, Whitstable House, Silchester Road, London, W10 6SB