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SELF-DIRECTED SUPPORT

PROCEDURAL GUIDANCE

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Introduction

This document has been produced for all CHCP staff to provide clear information about the The Social Care (Self Directed Support)(Scotland) Act 2013 Support ((thereafter The Act) and how this will be implemented in practice across the CHCP. This includes procedural guidance to provide a framework for all CHCP staff involved in assessment and review.

For ease of reference the four options have been produced in a stand-alone format. Therefore there will be a degree of duplication within each section. They outline the responsibilities of the professional and the individual in relation to each option.

Staff across the CHCP must ensure that the duties and powers within The Act are reflected in practice.

The Act became Law on the 1st April 2014 placing legal duties on all local authorities with respect to adults, children/families, adult carers and young carers eligible for support or provided with services:

- Duty to have regard to the general principles of collaboration, informed choice and involvement as part of the assessment and the provision of support
- Duty to take reasonable steps to facilitate the person's dignity and participation in the life of the community
- Power to provide support to carers (of adults) following a carer's assessment
- Duty to offer four options to the individual. The options are intended to support the flexibility and creativity intended in the core social welfare and wellbeing duties relating to both adults and children.
- Duty to explain the nature and effect of the 4 options and to "signpost" to other sources of information and additional support

The four options are:

Option 1: a direct payment: the definition of the direct payment remains unchanged from its previous incarnation under Section 12B of the 1968 Act

Option 2: "Directing the available support": this option should provide greater transparency and control for the individual without the requirement to take this support as a direct payment. There is a degree of discretion for the local authority in how it can develop and deliver this option. However the authority should take steps to ensure that Option 2 differs in nature from both Option 1 (the direct payment) and Option 3 (arranged services).

Option 3: "Services arranged for the person by the authority" – this is where the authority arranges any services on the person's behalf

Option 4: A mix of, all the 3 options for different aspects of the person's support.

Further information in relation to the Act is available through the Scottish Governments Statutory Guidance which accompanies the Self Directed Support Scotland Act 2013. <http://www.scotland.gov.uk/Resource/0044/00446933.pdf>

Legislative Framework

The following core legislation remains the legal basis for assessment in respect of The Act:

- Section 12A of the Social Work Scotland Act 1968 provides the legal basis for community care assessments for adults.
- Section 12AA of the Social Work Scotland Act 1968 provides the legal basis for community care assessments for carers of adults.
- Section 23 of the 1995 Children (Scotland) Act provides the legal basis for community care assessments for children.
- Section 24 of the 1995 Children (Scotland) Act provides the legal basis for community care assessments for carers of children.

Eligibility

West Dunbartonshire CHCPs eligibility criteria for, community care and children's services, remain the foundation for practitioners to determine access to social care services and supports. Eligibility criteria is in line with the Scottish Government eligibility framework. People affected are:

- A parent; or someone with parental Responsibility, for a child under 16 who has been assessed as needing children's Services
- A disabled adult, aged over 16 years, who has been assessed as needing community Care services
- An older person aged 65 or over, who has been assessed as needing community Care services.
- A guardian or attorney can also access Self-directed support for someone who does not have the capacity to consent to arranging his or her own services.

Individuals, who do not meet the eligibility criteria for support, will not be entitled to access Self Directed Support funding. Assistance and/or advice will be provided to individuals on how best to meet their needs. This may include signposting to appropriate services in their local communities.

Financial Assessment and Charging

Individuals being assessed for support under Self Directed Support will be required to complete a financial assessment which may result in an individual having to make a contribution towards the total cost of support the recipient will be notified of such charges in the letter of confirmation.

Free Personal Care

Service users aged over 65 will not be charged for this part of their care.

Capacity and Consent

Giving Consent

Ability to consent should not be confused with ability to manage.

It should be assumed that every applicant is able to consent with the appropriate support. Support in decision making will be crucial to the assessment / application process. It is essential that the views and wishes of the individual dictate the decision-making regardless of who actually makes the arrangements.

The local authority should not make decisions about an individual's capacity to consent to the four options on the basis of the individual's capacity to give consent in other areas of his or her life.

Capacity

The following criteria should be considered when assessing capacity to consent to self directed support

- The applicant has an understanding of SDS
- The applicant has the ability to make their choices and preferences known;
- The applicant has the ability to overrule decisions made by others;
- The applicant is expected to be able to manage most aspects of SDS with help and training if required;
- The applicant is capable of keeping good financial records or instructing another to do this for them.
- The applicant should be able to set up good quality services, or is capable of instructing another to do this for them.

Limited Capacity

For those who have limited capacity, independent support and advice with decision making is available from a range of organisations.

Supporting the individual does not give, an organisation, powers to make decisions on their behalf.

The following criteria should be used as a guide where an applicant has limited capacity.

- The applicant has a basic understanding of what SDS is
- The applicant has a basic ability to communicate choices preferences by any means;
- The applicant has a basic ability to overrule decisions made by others (at least to be able to say "no" to present time action),

Where support in the decision making is in place, the individual's Care Manager should be satisfied that the support structure is appropriate and that adequate time has been allowed for relationships to develop between the individual and those providing support.

Where an individual lacks capacity, only guardians or attorneys appointed under the relevant legislation have the power to make decisions on another person behalf.

The guardian or attorney should be supported to make decisions in relation to the person support

Parental Consent

A parent or person with parental responsibility for a child or young person under the age of 18, may give consent to receiving Direct Payments to meet the assessed needs of the child or young person.

At the age of 18, the young person becomes the responsible person with regards to the Direct Payments arrangements. If they lack capacity to consent to SDS, no-one else can consent on their behalf without obtaining relevant powers through the Adults with Incapacity Act 2000. Parents will only be able to consent on behalf of their child aged 18 or over if they have guardianship.

The Values and Principles of Self Directed Support are

Respect, Fairness, Independence and Safety

These are supported by the four principles which are:

Participation and dignity

The practitioner will respect the individuals right to dignity and the practitioner will aim to support individual's right to participate in the life of the community.

Involvement

The individual will be supported to be as involved as they wish in the assessment and provision of support

Informed choice

The individual will be supported to make informed choices and co-produce a support plan which will meet their outcomes

Collaboration

The professional must collaborate with the supported person in relation to the assessment and the provision of support to meet the individual outcomes.

A pathway has been developed to support the introduction of the new legislation and to support staff

THE SDS PATHWAY

Step 1 Assessment

The assessment process will involve a detailed exploration of the person's needs and outcomes. A new Single Shared assessment came into effect on the 1st April 2014 incorporating Self Directed Support and the four options.

Further information can be found in the single shared assessment practitioners guide.

There are circumstances where discussing and offering the 4 options may not be appropriate to meet the outcomes of an individual. This could be when an individual is in crises, where protection is the primary focus of intervention or when it has been assessed that an individual's needs would be best met by a residential care setting

This does not mean the self directed support should not be considered for individuals in some of the circumstances above. Professional judgement is necessary in such circumstances. It is important to document how this decision is reached.

Step 2 Individual Resource Framework Part 1

In accordance with Scottish Government Guidance that the allocation of resources should be fair, equitable and transparent, the CHCP have developed an Individual Resource Framework (IRF). The IRF is a financial assessment tool for allocating resources and must be completed and applied to all four options. The IRF is based on current CHCP financial processes.

Completion of an IRF part 1 will provide an indicative budget to meet the individual's eligible needs.

Please Note: This is an indicative budget only

Step 3 Planning Support to meet your outcomes

A support plan is used to map the outcomes agreed in the assessment process. The support plan should be a reference point for the individual, the CHCP and any other relevant parties.

The support plan must contain robust evidence of how the budget will be used and Practitioners should use their professional judgement to ensure that the support plan meets the individual's outcomes. This must be detailed in the Single Shared Assessment.

An individual's support plan may be presented in any type of format and should focus on what outcomes the individual wants to achieve. Individuals may wish to involve family, friends, advocacy and/or practitioners in this process. An Independent Support Service is also available via the Carers of West Dunbartonshire to support and assist individuals.

Step 4 Individual Resource Framework (IRF) Part 2

When the practitioner discusses and agrees the details set out in the support plan then they must complete The IRF part 2. The IRF part 2 is the paperwork that contains the actual budget required to meet the individual's outcomes. Practitioners should follow their own departmental process in order to get the actual budget authorised.

This paperwork needs to be completed for all four options to ensure that we can evidence that our process is fair equitable and transparent in accordance with Scottish Governments Guidance.

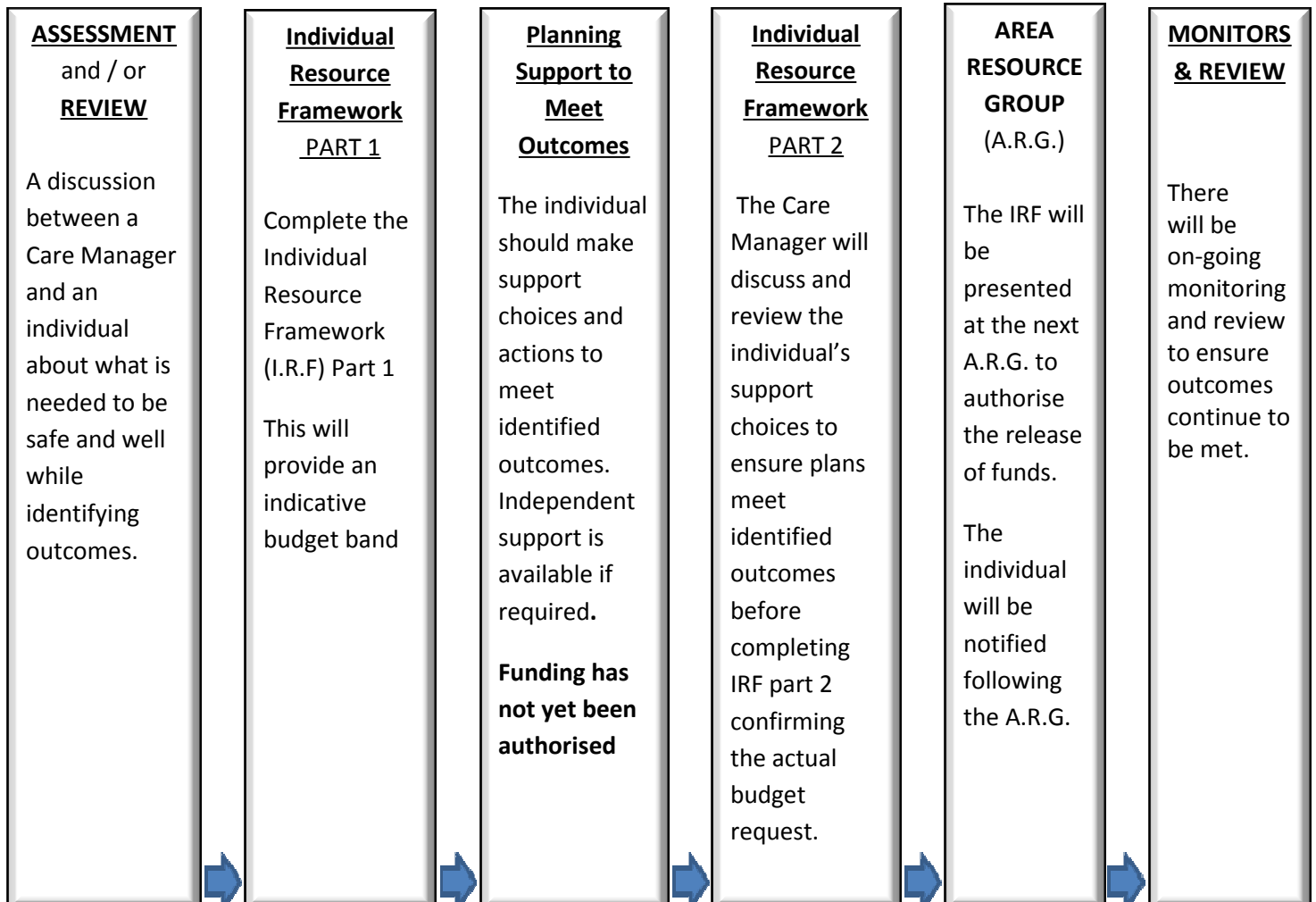
Step 5 Authorisation Process

Once the budget is authorised individuals will be notified. If funding is not authorised then the individual must be provided with an explanation in writing from the decision maker.

Step 6 Monitor and Review

The current Care Management and Assessment monitoring and Review procedures continue to apply. Please note at every review the four options must be discussed and evidence within the relevant paperwork.

West Dunbartonshire Council Self-Directed Support Process Pathway



OPTION 1 - DIRECT PAYMENTS

Direct Payments are payments made by the CHCP to an individual to give them the opportunity to choose, organise and buy their own support. These payments can be offered to individuals assessed as eligible for services from the CHCP however there are restrictions in relation to certain mental health or criminal justice legislation.

Who cannot be offered a Direct Payment?

- Persons subject to a compulsory treatment order under the Mental Health (Care and Treatment) (Scotland) Act 2003 where a certificate has been granted suspending the measure authorising detention;
- Persons subject to a compulsion order under the Criminal Procedure (Scotland) Act 1995 where a certificate has been granted suspending the measure authorising detention;
- Persons subject to an emergency detention certificate granted under the Mental Health (Care and Treatment) (Scotland) Act 2003 where a certificate has been granted suspending the measure authorising detention;
- Persons subject to a short term detention certificate granted under the Mental Health (Care and Treatment) (Scotland) Act 2003 where a certificate has been granted suspending the measure authorising detention, or
- Persons subject to a compulsion order under the Criminal Procedure (Scotland) Act 1995 and a restriction order under the same Act who have been conditionally discharged.

In addition to the above, it may be decided that during an assessment Direct Payments are not appropriate in the short term e.g. hospital discharge or periods of crisis.

How to Manage a Direct Payment

Individuals can receive as much assistance as they require to manage their funds and support. However, they remain accountable for the way money is spent.

They can delegate financial management to a third party for example a family member or friend. Both the individual and the third party need to agree to this arrangement and complete a mandate delegating financial responsibility.

If this is the preferred arrangement, the individual should retain control over how the money is spent and the services secured. They may express a preference about how a service should be provided and leave the details to the third party; however they should always retain the power to overrule any decision made by the third party. The CHCP must be satisfied that the relationship between the individual and the third party has been discussed and agreed prior to the commencement of Direct Payments.

Employing Personal Assistants

The individual can choose to employ their own Personal Assistant (PA) with any staff employed being accountable to the individual and not the CHCP. Further information on employing PA's can be found at <http://www.scotland.gov.uk/Publications/2014/04/6191>

The Protecting Vulnerable Groups (PVG) Scheme

If an individual wishes to employ Personal Assistants, they will be given verbal and written information about the PVG Scheme. It is strongly recommended that all Personal Assistants become members of the Scheme and the Self Directed Support Team will provide membership application forms. Associated costs will be funded by West Dunbartonshire Council. An undertaking confirming that the individual has been advised of the PVG Scheme must be signed.

Training for Personal Assistants

The individual and the practitioner should discuss if training is required by Personal Assistants during the assessment and support planning process. Service users should be advised to contact the Self Directed Support Team to check available training via West Dunbartonshire Council prior to sourcing external training. Any additional funds required for training should be included in the support plan.

Employing Family Members

The CHCP will approach requests to employ family members on a case by case basis. Any such requests must be submitted in writing by the practitioner and authorised by the appropriate budget holder.

The CHCP, the individual and the family member must all agree to the family member providing support. The family member must be capable of meeting the individual's needs.

Any one of the following requirements must apply in order for family members to be employed as Personal Assistants:

- There is a limited choice of providers
- The supported person has specific communication needs which make it difficult for a provider/person to meet their assessed needs
- The family member will be available to provide support at times when other providers would not reasonably be available
- The intimate nature of the support makes it preferable to the supported person that the support is provided by a family member
- The supported person has religious or cultural beliefs that make the arrangement preferable to the supported person
- The supported person requires palliative care
- The supported person has an emergency or short term necessity
- There are any other factors which make it appropriate, in the opinion of the CHCP, that the family member provides the support

Contingency Plans

The practitioner should recommend that the individual has a plan in place to cover periods where PA's are on holiday or sick.

Each individual should have a contingency plan however if support arrangements in place break down and the contingency plan fails, the Community Health and Care Partnership (CHCP) will respond as it would with any other service user.

Purchasing Agency Services

Where an individual chooses to purchase an agency service, it is recommended that they contact the Care Inspectorate to obtain information on the quality of services provided.

Respite and Short Breaks

If an individual opts to use their Direct Payments to purchase residential respite, they must ensure that respite periods are more than four weeks apart. Respite should never exceed 28 days in any twelve month period. If this situation arises, the Direct Payments cannot be used to purchase further respite.

In addition to traditional respite, an individual can use their respite budget in a number of ways providing it meets the outcomes agreed in their support plan.

*Direct Payments cannot be used to purchase long-term residential care services.

Equipment or Temporary Adaptations

Direct Payments may be used to purchase equipment and temporary adaptations. Items and/or equipment must meet an identified outcome and purchases should be authorised and included in the support plan.

A service user who opts to purchase equipment or temporary adaptations through Direct Payments will become the legal owner of such equipment or temporary adaptations. They will also be responsible for the purchase, service, maintenance and repair arrangements.

If needs or circumstances change at any time, a review of needs and support plan should be undertaken. Unauthorised purchases could result in the CHCP seeking repayment for the item.

Home Improvement Grants to make adaptations for disabled people or adaptations usually carried out by the Landlord cannot be replaced with Direct Payments.

If there is a waiting list for funds to purchase equipment or finance a temporary adaptation, Direct Payment requests will be added to this. All applications for funds will be treated equally.

Health Services

Direct Payments monies cannot be used to purchase health services, however relevant NHS bodies have the power to delegate making payments to the local authority and funds can be pooled for this purpose.

In addition where a package of support includes jointly commissioned services with health, arrangements with NHS partners to provide a jointly funded package can be considered.

OPTION 2 – INDIVIDUAL SERVICE FUND

Individual Service Fund (ISF)

An ISF is a sum of money managed by a service provider on behalf of the individual. The funding should be used to meet the needs identified during the assessment process and personal outcomes outlined in the support plan.

If this is the preferred arrangement, the recipient will retain control over how the money is spent and the services secured.

Under Option 2, an individual cannot employ Personal Assistants. If the individual wishes to employ a Personal Assistant, you should refer to Option 1, Direct Payments.

Choosing a Provider

The individual is responsible for choosing a provider, however they should be made aware of the role of Care Inspectorate and it is recommended any provider selected should be registered with the Care Inspectorate.

Health Services

ISF monies cannot be used to purchase health services, however relevant NHS bodies have the power to delegate making payments to the local authority and funds can be pooled for this purpose.

In addition where a package of support includes jointly commissioned services with health, arrangements with NHS partners to provide a jointly funded package can be considered.

Respite and Short Breaks

If an individual opts to use their ISF to purchase residential respite, they must ensure that respite periods are more than four weeks apart. Respite should never exceed 28 days in any twelve month period. If this situation arises, the ISF cannot be used to purchase further respite.

In addition to traditional respite, an individual can use their respite budget in a number of ways providing it meets the outcomes agreed in their support plan.

Equipment or Temporary Adaptations

An ISF may be used to purchase equipment and temporary adaptations. Items and/or equipment must meet an identified outcome and purchases should be authorised and included in the support plan.

A service user who opts to purchase equipment or temporary adaptations through an ISF will become the legal owner of such equipment or temporary adaptations. They will also be responsible for the purchase, service, maintenance and repair arrangements.

If needs or circumstances change at any time, a review of needs and support plan should be undertaken. Unauthorised purchases could result in the CHCP seeking repayment for the item.

Home Improvement Grants to make adaptations for disabled people or adaptations usually carried out by the Landlord cannot be replaced with Direct Payments.

If there is a waiting list for funds to purchase equipment or finance a temporary adaptation, Direct Payment requests will be added to this. All applications for funds will be treated equally.

Payment Arrangements

The chosen provider must hold a separate bank account in trust of the individual it must not be an account that is used for the providers business and day to day running of the service. This should be a current account with monthly statements and a cheque book if possible.

Payments will be made to the account by 4-weekly, quarterly or annual bank transfer, as agreed in advance and as per the Payment Schedule.

Emergency Situations

If for any reason, support arrangements in place breakdown, the CHCP will respond as it would to any other individual in an emergency situation.

AGREEMENT

The individual and the CHCP will enter into a contractual agreement in relation to the ISF. Once the funds have been authorised, the Self Directed Support Team will issue a letter of confirmation to the applicant together with a copy of the agreement and the Responsibility Handbook. This will allow the service user time to seek legal advice if they wish.

The letter of confirmation will provide details of the ISF arrangements and financial provisions in place. A meeting will be arranged to discuss the agreement and financial monitoring procedures.

Providing the individual and provider are satisfied with the arrangements, the contractual agreement will be signed by the individual. The individual will be provided with a copy of the signed document.

The Responsibility Handbook constitutes the terms and conditions of the Agreement. It will make clear the responsibilities of both the individual and the CHCP. It will also include information and any other conditions set by the CHCP.

OPTION 3 – THE LOCAL AUTHORITY ARRANGES SUPPORT

Under option 3 the CHCP will select the appropriate support and will make arrangements on the individual's behalf. Under this option the individual does not have direct ongoing or day to day responsibility for planning and controlling how the available resource is used.

The CHCP are committed to implementing the principles of Self Directed support and therefore under option 3 the CHCP will continue to offer services that are as flexible as possible in order to meet an individual's outcomes

OPTIONS 4- A MIX OF ANY OF THE ABOVE OPTIONS

This approach will ensure maximum flexibility choice and control.

A combination of two or more of the options is available. The CHCP recognises that individuals may wish to take some control but not all of the control associated with the SDS options.

FINANCE AND MONITORING

Payment Arrangements

The individual (or their financial representative) will require a separate bank account specifically for Direct Payments; an account that will not be used for personal business. This should be a current account with monthly statements and a cheque book where possible.

Where an individual receives funds from both West Dunbartonshire Council (in respect of Direct Payments), and the Independent Living Fund, it is appropriate for one Self Directed Support bank account to be used to manage both funding streams.

Payments will be made to the account by a 4-weekly, quarterly or annual bank transfer as agreed in advance and as per the Payment Schedule. A start up payment, if required, will be paid prior to the commencement date.

The recipient can also choose to supplement the Direct Payments with their own money in order to purchase additional or more expensive services

Start Up Payment

Any individual who chooses to employ their own Personal Assistant(s) will incur administration costs and such costs will be provided as a start up payment. The list below details the expenses the payment may accommodate.

- Employer Liability Insurance;
- PVG;
- Payroll Services;
- Scottish Personal Assistants Employers Network (SPAEN) membership;
- Recruitment costs i.e. advertising;
- Employer Indemnity Cover, and

The Start Up Payment will be paid to the recipient's Direct Payments bank account once the Agreement is signed, in advance of the first payment being made.

If further funds are required to pay for advertising for Personal Assistants or to provide Personal Assistants with training, the individual should discuss this with their practitioner.

AGREEMENT

The individual and the CHCP will enter into a contractual agreement in relation to Direct Payments. Once the Direct Payments have been authorised, the Self Directed Support Team will issue a letter of confirmation to the applicant together with a copy of the agreement and the Responsibility Handbook. This will allow the service user time to seek legal advice if they wish.

The letter of confirmation will provide details of the Direct Payments arrangements and financial provisions in place. A meeting will be arranged to discuss the agreement and financial monitoring procedures. Providing the individual is satisfied with the arrangements, the contractual agreement will be signed by both the individual or person with relevant powers and a representative of the CHCP. The service user will be provided with a copy of the signed document.

MONITORING AND REVIEW – OPTION 1 AND 2

The initial Review

An initial review will be undertaken by the Self Directed Support Team after eight weeks focusing on the Direct Payment/ISF arrangements. Prior to this review, the individual should be asked to have their financial monitoring paperwork completed to date. This is an opportunity to discuss any additional information and support required.

Financial Monitoring

Individuals will be required to account for all Direct Payments/ISF monies received and spent by submitting financial returns together with any relevant documentation for example, receipts, payslips, invoices paid and relevant bank statement for the period.

Rotas or timesheets should be completed by Personal Assistants and submitted to the individual, their employer. The individual should submit this with financial monitoring paperwork.

The individual will be provided with monitoring forms, completed sample forms, stamped/addressed envelopes, a payment schedule and notes to assist them in completing the paperwork.

The CHCP Finance Team will thereafter determine the frequency of paperwork submission required.

It is important that the individual and practitioner raise any concerns relating to the Direct Payments/ISF arrangements with the CHCP Finance Team or the Self Directed Support Team as soon as they arise.

Seeking Repayment

In the event of the recipient's death, the bank account relating to Direct Payments/ISF should not be included in the estate and all remaining funds should be transferred to the CHCP.

Unspent Funds

The CHCP Finance Team will review bank balances prior to the end of the financial year and may seek to reclaim unspent funds. This will be done by decreasing or suspending future payments until the funds are reduced to a reasonable level.

The individual will be advised in writing of any reduction to future payments due to unspent funds and be given the opportunity to advise of any reason why monies should not be reclaimed.

Changes or Amendments to the Direct Payments/ISF

Payments may be amended if the following situations arise:

- The payment rate and/or charging policy is adjusted;
- The assessed needs increase and additional funds are agreed;
- The assessed needs decrease resulting in a reduction of funds required, or

- There are unspent funds in the Direct Payments/ISF bank account.

Any financial change requires a revised support plan or an authorised Financial Request Form.

Bank Charges Incurred

Any bank charges incurred are the responsibility of the individual, unless incurred as a result of an error by the CHCP. In special circumstances, the CHCP Finance Team may agree that the charges should be debited from the Direct Payments/ISF account. If this situation arises, the service user should contact either the Self Directed Support Team or the CHCP Finance Team as soon as possible to advise.

Retention of Financial Paperwork

All financial records must be retained for at least 6 years from the end of the first financial year payments are received and in subsequent years whilst receiving Direct Payments/ISF.

Audit

The CHCP's Audit Team may request information from the CHCP Finance Team and/or the individual at any time.

Health Monitoring

Where a recipient has Direct Payments to meet certain health needs as part of their support package, a monitoring arrangement with the appropriate health authority will be required.

DISCONTINUING Option 1 and 2

Issues Arising

It should not be assumed that discontinuing Direct Payments/ISF is the solution to problems arising. If there are issues, the individual should be supported to resolve these before consideration is given to withdrawing Direct Payments/ISF. Where possible, the decision to discontinue should follow discussion with the individual and any supporters.

The Discontinuing of a Direct Payment/ISF may be considered for the following reasons:

- The individual would prefer to consider alternative Self Directed Support options;
- The CHCP are not satisfied that the individual's needs and outcomes are being met;
- the individual no longer requires support;
- There is evidence of misuse of Funds;
- The individual is no longer able to manage Direct Payments/ISF with help available, and/or
- The individual is not fulfilling their contractual obligations e.g. Failure to submit financial paperwork

If Direct Payments/ISF is being withdrawn, the practitioner should discuss alternative options and arrangements prior to this action being taken.

If the Direct Payments/ISF is discontinued, the individual may have ongoing contractual responsibilities or be required to terminate contracts. The individual should seek employment advice on this matter from a specialist organisation such as SPAEN or ACAS.

Suspending Payments

The CHCP may wish to suspend Direct Payments/ISF under certain circumstances. For example, when the individual does not require support for a period of time or is temporarily unable to manage Direct Payments/ISF, perhaps due to a fluctuating condition. If suspension is being considered, reasons will be discussed with the individual and contractual responsibilities will be taken into account.

Hospitalisation

If the individual is admitted to hospital, Direct Payments/ISF will continue to be paid for 4 weeks. If the individual does not return home during this period then a review should be held to determine if payments should continue. Payments may be reduced or suspended at this point however, each individual's circumstances will be considered on a case by case basis.

It may be possible for Personal Assistants to continue to provide care in the hospital setting in the short term, depending on the nature of care and treatment being administered. If this is not possible, Personal Assistants may be able to take on different duties temporarily providing support to the individual whilst in hospital for example, visits, shopping, laundry etc

Redundancy

If an individual employs Personal Assistants and Direct Payments cease for whatever reason, the Personal Assistants may be entitled to a redundancy payment. The CHCP will provide the individual with sufficient funds to cover the statutory payment if the situation arises. In these circumstances, the individual is strongly advised to seek independent employment advice.

Discontinuing Direct Payments/ISF

In exceptional circumstances the CHCP can discontinue the Direct Payments/ISF without notice; however the individual's contractual responsibilities should be considered before taking this action.

The individual may choose to terminate the Direct Payments/ISF arrangement and the minimum notice period is four weeks. Again, the individual should consider their contractual responsibilities when giving notice to withdraw.

Unspent money will be reclaimed by the CHCP if Direct Payments/ISF are withdrawn or an individual dies, taking into account financial liabilities such as services received not yet paid for.

COMPLAINTS

If an individual experiences any issues or difficulties in relation to any of the Options, in the first instance they should try to resolve matters informally with their practitioner.

It is important that the individual is aware that any complaints they may have about services secured by them should be addressed directly with the service provider. Alternatively a complaint can be made to the Care Inspectorate about any registered service.

It is possible to request support from Advocacy or any other relevant organisation.