

Direct payments newsletter

Issue 2 - May 2024

Welcome to the second edition of our direct payments newsletter. This newsletter serves as a platform for families to share their experiences and stay informed about local events in Newham.

If you have questions about your direct payment or wish to contribute by sharing a story or suggesting content for our next newsletter, please reach out to us at DPteam@newham.gov.uk

Paying your personal assistants/carers:

From April 2024, the National Living Wage and the National Minimum Wage have increased. In Newham, it is compulsory to pay your PAs the London Living Wage (LLW) which is £13.15 (2014 rate).

When calculating your direct payment, we make sure to include the latest LLW rate in the costings so you can pay your PAs appropriately.



WE ARE NEWHAM.

Training for PAs

Do you have a Personal Assistant who is interested in completing social care training? Know family members who would benefit from additional courses to support them in looking after loved ones?

You can now sign up to our Grey Matter Learning platform to access over 130 different courses, ranging from health and safety to conflict management, all for free! You can view their website here: www.greymatterlearning.co.uk/courses

If you would like to sign up for the platform, please email: DPteam@newham.gov.uk

We recommend all new PAs or carers complete the 'Care Certificate' course, covering essential modules like communication skills, health and safety, and safeguarding.

Communication skills	Duty of Candour	Equality and diversity	Fluids and nutrition
Health and safety	Infection prevention and control	Mental health awareness	Person-centred care
Safeguarding adults	Safeguarding children	GDPR and data protection	Privacy and dignity in care

Right to work checks for those employing their own PA:

By law, you must check your PA's right to work in the UK. You will need to keep a copy of the documents they provide. Officers in our DP team will check this during their annual monitoring reviews You can check their status here: www.gov.uk/legal-right-work-uk

A Disclosure Barring Service (DBS) checks the applicant's criminal record. Your PA needs to have a DBS check. If they do not, they should apply for one. The cost of this check is incorporated into your direct payment. You can ask for a DBS as a condition of employment. You can check their record here: www.gov.uk/dbs-check-applicant-criminal-record

PAs can sign up for the DBS update service for automatic annual renewal. Visit the DBS Update Service here: www.gov.uk/dbs-update-service

Employers Liability Insurance (ELI)

If you have decided to employ a personal assistant, you will need to ensure you have an employer's liability insurance cover. The cost of this will be paid to you as part of your direct payment if you qualify for financial support from the Council towards the cost of your care.

Why do I need to have Employers Liability Insurance?

If your employee is injured whilst working for you and you are held legally liable, you will be protected to cover legal costs

and compensation. As an employer, you are legally required to have Employers Liability Insurance in place. Please make sure you have the appropriate cover to protect yourself and your PA in case anything goes wrong. Our Direct Payments team will be able to help you through the process of purchasing insurance if you need their support. For more information on Employers' Liability Insurance, please refer to 'Factsheet 8' which is available on our website: www.newham.gov.uk/directpayments



Where can I raise safeguarding concerns?

In an emergency call 999. If you want to report any other type of crime call 101.

If you want to:

- Report abuse
- Find out more information about our safeguarding procedures
- Raise a concern because you are worried about an adult at risk of abuse or neglect.

Please call the 24-hour Safeguarding helpline on 020 3373 0440. Alternatively, you can use our short online form to report suspected abuse or raise a concern and someone from Adult Social Care will call you back. www.newham.gov.uk/health-adult-social-care/sg-raising-alert/2



How to get involved



We would love to hear about your unique experiences using/managing a direct payment.

If you would like to send in a good news story or share some of the challenges you have come across, please email **DPteam@newham.gov.uk** so we can include them in the next edition of the newsletter.

We hope you found this newsletter useful, our contact details can be found below.

Contact details

Direct Payments Team, London Borough of Newham

Address: Newham Dockside, 1000 Dockside Road,
London, E16 2QU

Telephone number: 0203 3373 4061

Email: DPteam@newham.gov.uk

Website: newham.gov.uk/directpayments