

CANDLELIGHT HOMECARE SERVICES

MAKING LIFE EASIER



DIRECT PAYMENTS
YOUR QUESTIONS ANSWERED

 candlelight
homecare services

Your questions answered



What are Direct Payments?

This is a Department of Health scheme where cash payments are made directly to individuals who have been assessed by Social Services as needing care.

Direct Payments enable you to arrange all or part of your own care services instead of it being arranged by Social Services.

Who is the Direct Payment Scheme for?

The Direct Payment Scheme is open to everyone who has been assessed to have a care need, including:

- Older people
- People with physical or sensory disabilities
- People with learning disabilities
- People with mental health problems
- Children and young people

Do I have to join the Scheme?

It is your choice to have a Direct Payment. People must want to use the scheme and be able to manage their care arrangements and keep information about how the money is used.

What are the benefits for me?

The aim of a direct payment is to give you more flexibility in how your care is provided and who provides it. Receiving the money directly enables you to have greater choice and control and you will be able to make your own decisions about how your care is delivered. The scheme will however require you to open a separate bank account and keep records and simple accounts.

How is the amount of direct payment worked out?

The amount of the direct payment given to you will equate to the number of hours per week of care that Social Services have assessed that you need. But, instead of social services saying how, what and when you should receive that care, you can now decide for yourself.

What are my options?

You can ask Candlelight to provide your care services or you can employ your own Personal Assistant (PA) directly.

What must I consider if I employ my own PA?

You will have to take on all the responsibilities of an employer, such as insurance cover, payroll, contracts of employment, managing sickness and holiday arrangements. You will also need to adhere to Employment Law when carrying out any disciplinary or dismissal proceedings.

You will also have to consider your own safety and security!

- Do they have a criminal record?
- Do they have professional training?
- Can they provide at least two references?

Why should I choose Candlelight to provide my care?

If you ask Candlelight to provide your care we can provide flexible services to meet your needs without you having the burden of being an employer. You can use direct payments to buy your care from us and receive all the benefits of our professional, highly-trained and vetted care staff. We can also help you take care of the records and simple accounts required under the scheme.

At Candlelight we have a proven track record of delivering high quality care for over twenty

years. Our clients and their families are always at the centre of everything we do.

How can you ensure my safety?

With Candlelight your safety comes first! All our staff are highly trained and go through rigorous employment and criminal record checks before they are allowed to come to you.

Candlelight is registered with the Commission for Social Care Inspection (CSCI) and accredited by the UK Care Home Association and the Social Care Association.

If I decide to employ my own staff, can you still help me?

Yes! We can:-

- Provide a Direct Payment Payroll service
- Provide pre-arranged cover for your PA during holiday periods or sickness

For further information about how we can help, contact your nearest Candlelight office, where our friendly advisor will be happy to talk to you.



"They've been a lifesaver... I really don't know what I would have done without them."



What our clients say about us:

'I cannot speak highly enough of the carers who come to me. I would be completely devastated and lost without them. It's so nice to have the same girls regularly, I feel so comfortable with them. Thank You.'

Mrs M, Shepton Mallet

'We look forward to the four visits we receive each day. They are always cheerful and make us laugh'. Mr H, Westbury-sub-Mendip

'The service I receive has always been very good and my life is made much easier by it'. Mr C, Wells

'They are all lovely girls and they make my life so much happier. It brightens up my day'. Mrs H, Holcombe

'Excellent is not enough (praise) for your carers'. Mrs M-C, Frome

'Mum is very pleased with the care she has. The family thank you very much for the care you give her each day'. Mrs E, Street

'The girls are always cheerful and I always feel good when they have been to see me'. Mr P, Wadhurst

'The carers are always so cheerful and helpful; and the office staff very obliging at arranging visits when needed'. Mrs P, Cowbeach

'I would like to say a big thank you for your help. It gives my family a break from coming twice a day to me'. Mrs S, Ringmer

'With the aid of the carers visits to me, it gives me the confidence to stay in my own flat'. Mr G, Heathfield

CANDLELIGHT OFFICES:

Glastonbury, Somerset: 01458 831201 • Heathfield, East Sussex: 01435 868248

Sherborne, Dorset: 01935 817800 • Trowbridge, Wiltshire: 01225 776000

Candlelight24 Live-in Care: 01225 719850

Email: care@candlelightcare.co.uk

www.candlelightcare.co.uk