

# Direct Payments Factsheet – What to do when things go wrong

Occasionally things will happen or changes will occur and you will need to talk to someone about what to do.

## **If your needs are not being met:**

The Council may have a responsibility to step in and help you. A review or reassessment of your needs may need to take place. The Council may have to arrange services for a period of time or support you to enable you to carry on using Direct Payments. If you are assisting with managing direct payments for someone, please contact the Council and let them know about the change.

## **If the emergency plans you have in place do not work:**

You will have discussed a plan about what you will do if your Personal Assistant (PA) goes off sick, takes annual leave or doesn't show up for work. Sometimes the best made plans do not work. The Council has a responsibility to step in and assist you to meet your identified needs as discussed in your Care and Support plan. If this happens, contact the Council.

## **Buying a service from an agency:**

The Council can provide you with a factsheet that explains what you should do when arranging your support from an agency. If something happens and you are not happy with the service from the agency, you must first contact them and discuss your concerns with them directly, as you are the customer. You can also contact the Council or Ideal For All and discuss your concerns.

## **Employing Personal Assistants:**

If you employ a Personal Assistant you will become their employer. As an employer you must follow employment legislation. Ideal for All can support you if you have concerns about the person you are employing. Please contact them or speak to your social worker or the Direct Payments Team.

## **If your Personal Assistant threatens to take you to an industrial tribunal:**

If this happens, please contact Ideal For All and the Direct Payments Team who can support you with this situation.

## **If you get into any difficulty:**

Mistakes happen when people are using Direct Payments. Please contact Adult Social Care Services and speak to the duty worker, or contact Ideal For All who will support you with this.

## **If you have to go into hospital or respite:**

Let the Council know if you have to go into hospital for any reason or you are due for a period of respite care. If possible, inform your Personal Assistant or arrange for someone else to do that on

your behalf so that the PA is kept informed. You must also inform your agency or arrange for someone else to do that on your behalf.

## **Who to contact**

In any of these situations please do not hesitate to contact:

Adult Social Care - Tel: 01902 551199

Direct Payments Team - Tel: 01902 551292 or 01902 551294

Civic Centre

St Peter's Square

Wolverhampton

WV1 1RT

Email: [Direct.payments@wolverhampton.gov.uk](mailto:Direct.payments@wolverhampton.gov.uk)

Ideal For All - Tel: 0121 558 5555 Email: [info@idealforall.co.uk](mailto:info@idealforall.co.uk)