

## 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's First Response Team 0208 489 1400 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 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's First Response Team 0208 489 1400 about your concerns.

#### **Employing Personal Assistants:**

If you employ a Personal Assistant you will become their employer. As an employer you must follow employment legislation. Your insurance provider 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 Support Team.

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

If this happens, please contact your insurance provider who will have a dedicated legal team who can advise you on what to do if your PA threatens to take you to an industrial tribunal. You can also contact Direct Payments Support Team who can support you with this situation.



**If you get into any difficulty:**

Mistakes happen when people are using direct payments. Please contact the councils First Response Team and speak to the social worker, or contact Direct Payments Support Team 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.



## Where can I get more information?

If you would like help with assessing your social care needs, please contact the council's First Response Team.

First response team: **020 8489 1400**  
[firstresponseteam@haringey.gov.uk](mailto:firstresponseteam@haringey.gov.uk)

If you would like more information on direct payments or would like support with your direct payment, please contact the Direct Payments Support Team.

Direct Payments Support Team:  
**Phone: 020 8489 8456**  
Email: [personalbudgetsupport@haringey.gov.uk](mailto:personalbudgetsupport@haringey.gov.uk)

If you have a mental health problem:

If you need help in a crisis you can now self-refer to the Crisis Resolution Home Treatment service 24 hours a day, 7 days a week, **Lea Unit, St. Ann's Hospital - Haringey 020 8702 6700.**

If you are a carer and would like more information on receiving support, please contact Haringey Carers First.

Haringey Carers First.  
<https://www.carersfirst.org.uk/haringey>  
**Phone: 0300 303 1555**  
Email: [hello@carersfirst.org.uk](mailto:hello@carersfirst.org.uk)  
Address: Resource Hub, 1 Russell Road, Leyton, E10 7ES

Skills for Care:

The Skills for Care website provides more information on what is a Personal Assistant (PA) and what is involved if you want to use your direct payment to employ a PA:

<http://www.skillsforcare.org.uk/individualemployers>

This information is presented in a range of toolkits. If you are unable to access the Skills for Care website, you can call **0113 245 1716.**