What we know about how technology can support people who take and manage a direct payment

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Who are we?
What are we about?
What do we do?

Tech and direct payments
What we've seen

- Customer portals to case management systems
- Payment cards
- PA registers
- E-marketplaces
- Digitised paperwork
- Matching websites
- Blurred lines between broader use of tech to present information advice signposting and guidance
- Evolution from a starting point

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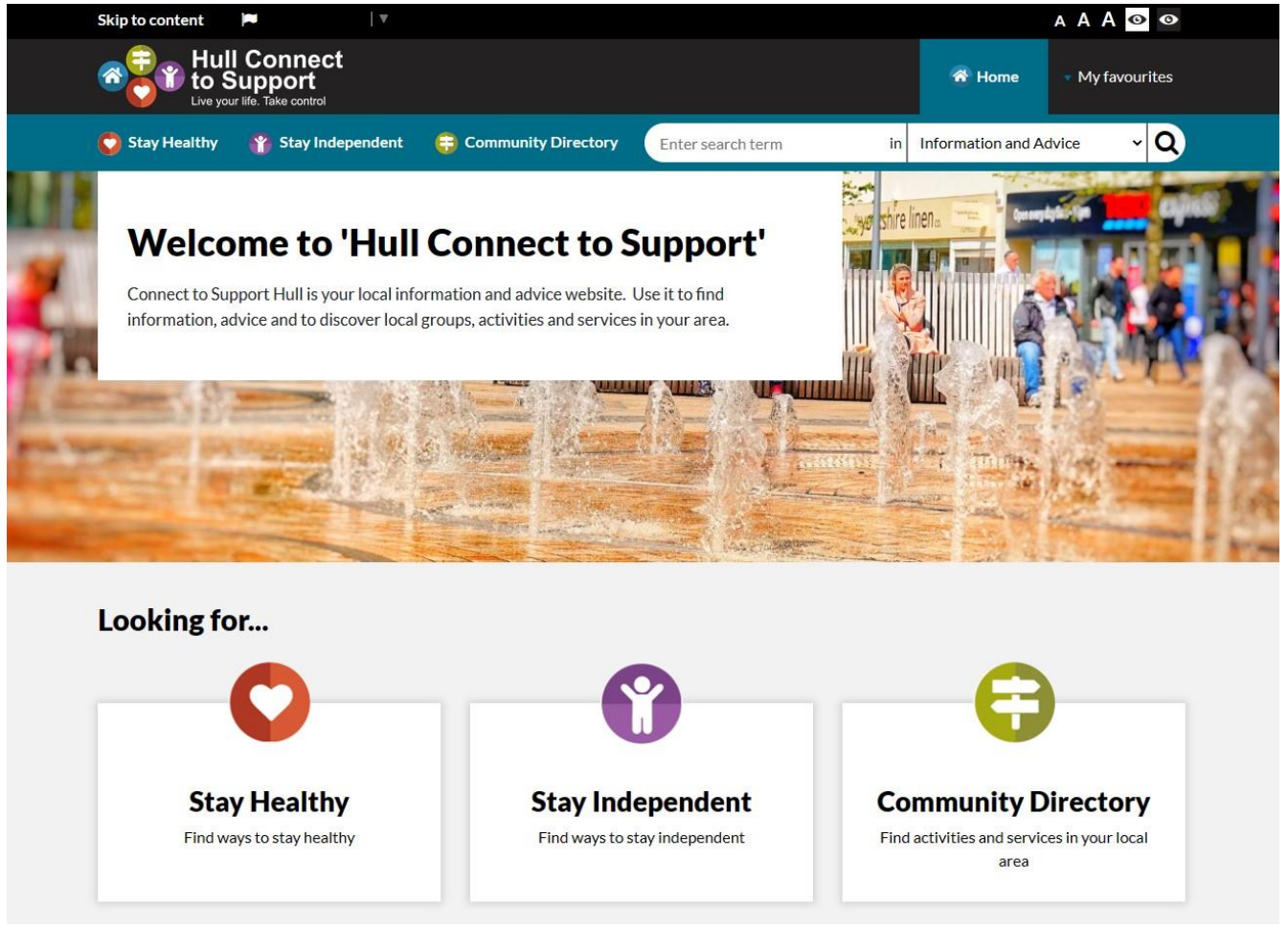
Some examples



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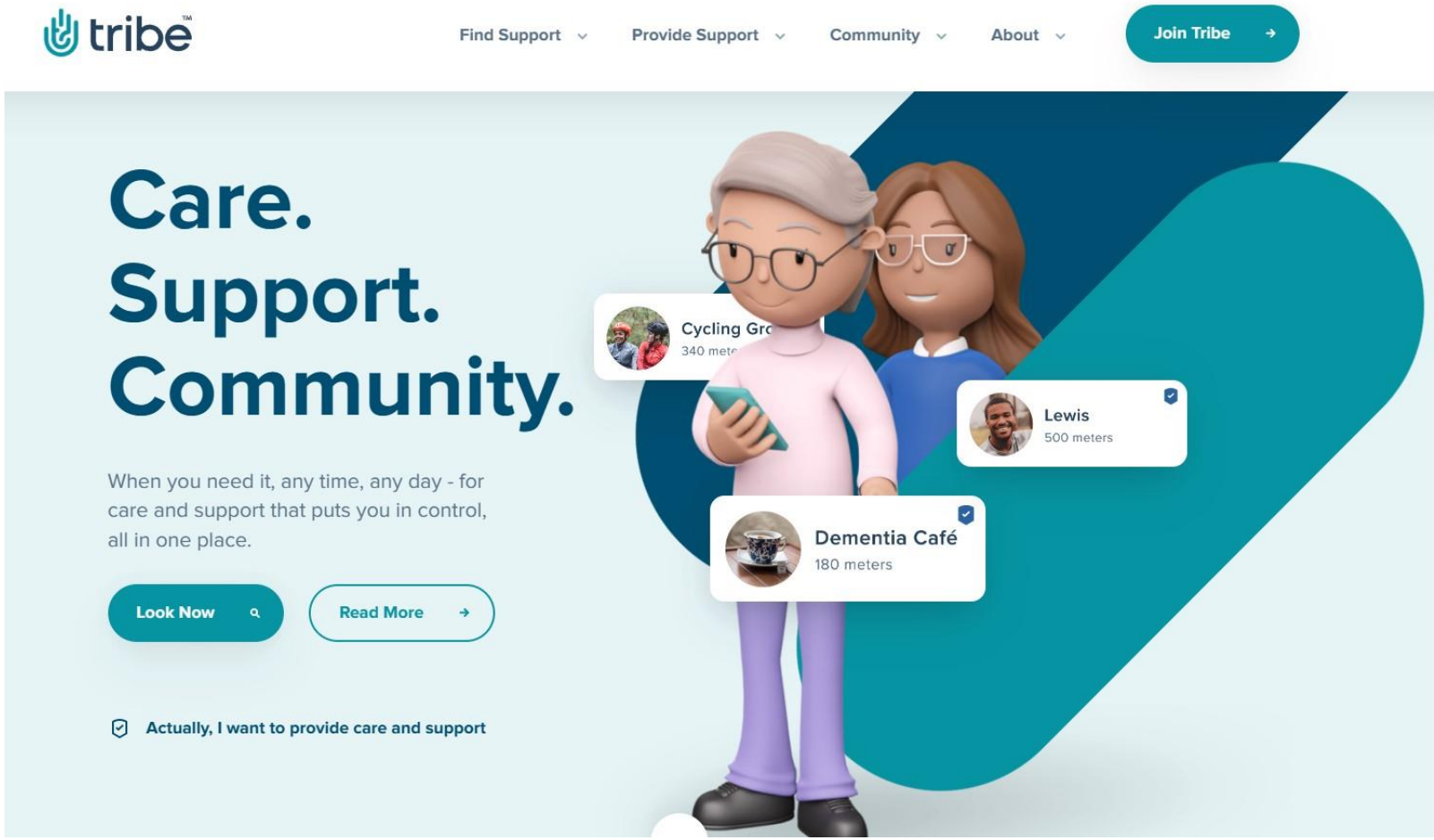

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Some examples

Log in

Main Page | Read | View source | Search My Care Budget

Accessibility | Just starting out | Templates | Staffing policies | What's New

Main page
Accessibility
Just starting out
Templates - all
Policies - all
What's new
What is this?
Change this wiki

Tools

What links here
Related changes
Special pages
Printable version
Permanent link
Page information

We have had over 5,000 users to this wiki! Thank you so much to everyone who have supported this endeavour.

As a thank you, we have removed the need to login or create an account to download any of our templates.

As a community, we are freely sharing our lived experience of running care budgets by offering a wide range of templates for download, without charge. The templates and other resources will be useful to anyone that employs Personal Assistants (PAs) or carers. To find out more, visit our What is this? page.

- If you want an alternative to how this website is displayed, then visit our Accessibility page.
- Want to contact us? Want to share one of your documents? Then email us at contact@mycarebudget.org.
- Check out What's New. We now have **96** templates and staffing policies.
- Have a look at what's popular here, and your kind words about this website here.

Know your way around a care budget?

For those experienced with care budgets, you can go straight to see all our Templates and Staffing policies.

Take it one step at a time

Want to take it one step at a time? Try this approach,

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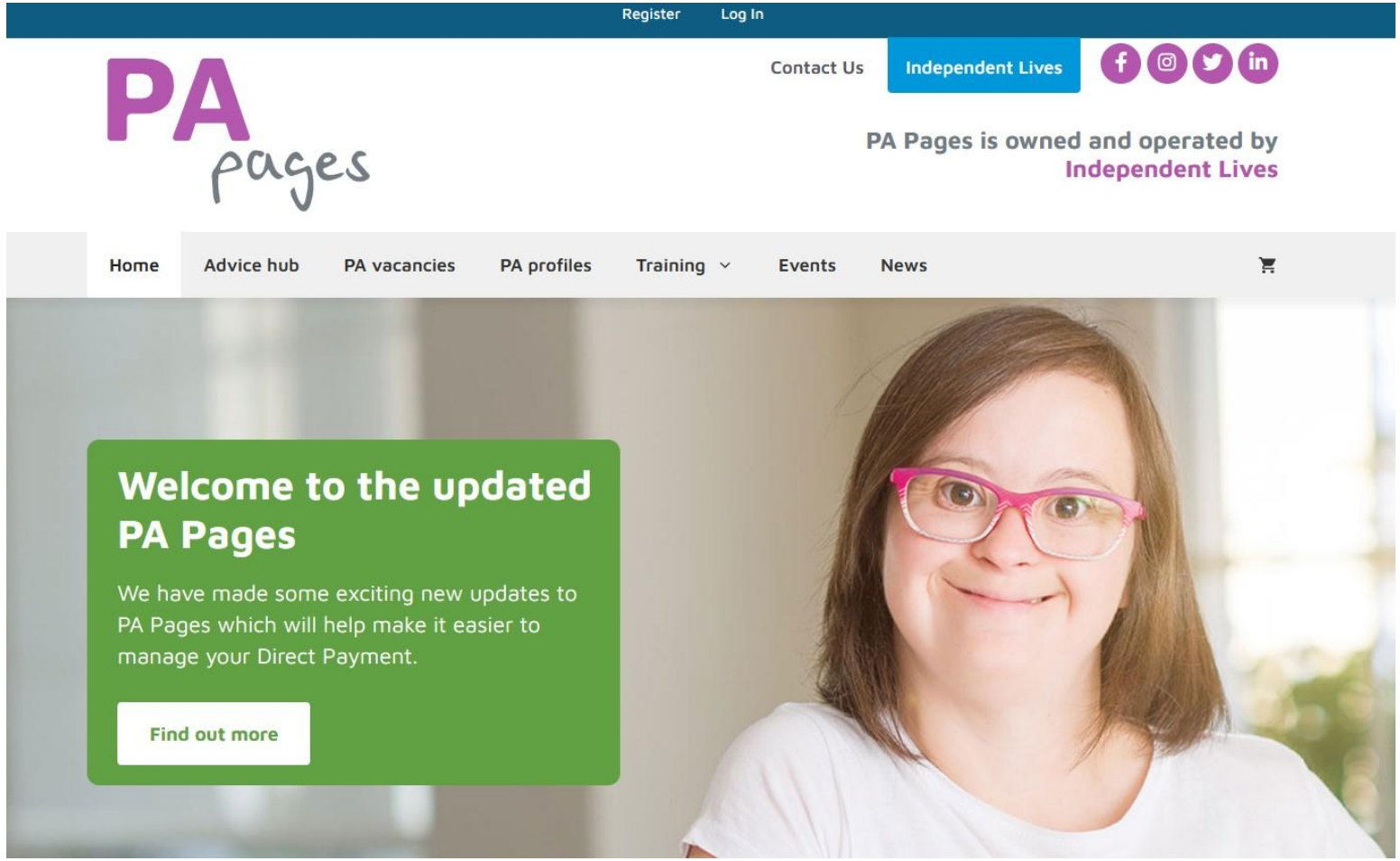
Some examples



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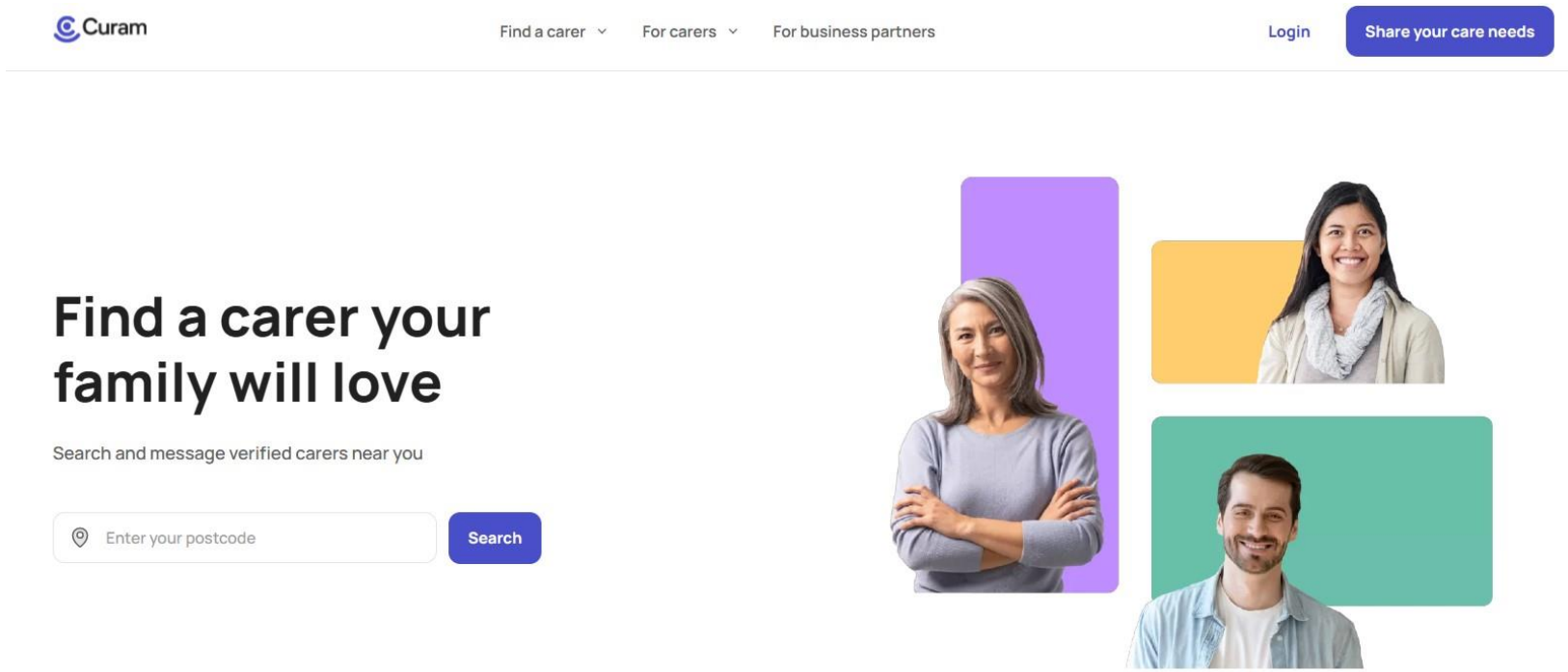
Some examples



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What and who are they for?

- What can a direct payment be used for
  - Employing personal assistants
  - Buying home care
  - Wider market with a broader view of how needs can be met

- Who benefits from direct payment tech solutions
  - Direct payment support functions
  - Audit teams
  - Finance teams
  - People ?
  - Workers ?

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How much co-production has there been?

- Solutions designed by people
- Solutions designed by workers

Has co-production made a difference?

- Designs fit for purpose?
- Do people want to use them?

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What's getting in the way?

- Council view of appropriate spending
- Council view about supporting flexible use of direct payments
- Council approach to auditing and reviewing spend of direct payments and whether this has met agreed outcomes in care and support plans
- People's responses to these positions and behaviours

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How might we get past stuck?

Direct payments working or not working
Improving direct payment oversight
Better direct payments

Evolution of 'the market'?

Self-employed personal assistants

Micro providers

Risks and how they can be mitigated

- His majesty's revenue and customs – employment status
- Care quality commission – regulated activity and registration
- Insurance
- Approaches to mitigate risk
  - Caring with confidence – trading standards led
  - Community Catalysts

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Thank you

www.thinklocalactpersonal.org.uk

Contact TLAP

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