

Factsheet C3: Adult care and support FAQs and ongoing advice

Note: there are also factsheets covering specific topics available on our website. Please visit www.equallives.org.uk or call 01508 491210 for more information.

How do I renew my annual Employers Liability insurance?

The insurance company should send you a reminder to ask if you would like to renew your insurance. If you purchase a Supported Account service you should complete the reminder and send it to your chosen service provider for payment. You need to do this if you are an employer. If you have not heard from your insurance company and you are concerned your insurance is due for renewal or may have lapsed, you need to contact them directly. The insurance protects you as an employer so it is very important that you have this in place and renew your policy as required. The cost for this should have been included in your agreed funding.

How do I claim funds that the Direct Payments team are holding on my behalf in my Personal Budget?

You may have agreed in your support plan to have funds set aside for short breaks, equipment, recruitment costs or (as part of your contingency plan) to pay for extra care/support should you need it. You can request that the funds be paid to yourself or, if you purchase a Supported Account service, you can request funds are paid into this account and then you can claim the monies



from there. Remember, in each case you will need to evidence how the monies have been spent.

You can ask for the full amount or an amount as you need it but you should keep records so that you know how much you have left for the year. You or your representative should contact the team on: (01603) 638170.

How do I review my budget and get ready for my next years' budget?

If you have a care assessor allocated to your case, you or your representative can ring your care assessor direct.

If you do not have a care assessor allocated to your case and you receive a Personal Budget – contact Norfolk County Council's team (Social Care Centre) on 0344 800 8020.

If you do not have a care assessor allocated to your case and you receive a Health Budget contact the NHS commissioning support unit on 01603 595856. Your review is an opportunity to look at how your last years' support and care worked for you. You should read through your previous years' plan and look at what has worked well and what hasn't worked so well, and consider making changes as necessary. Your plan should improve things for you and help you achieve your goals so that, where possible, your quality of life improves year on year.

How do I change the account my direct payments are paid into?

If you have a care assessor allocated to your case, you or your representative can ring your care assessor direct.



If you do not have a care assessor allocated to your case and you receive a Personal Budget – contact Norfolk County Council’s team (Social Care Centre) on 0344 800 8020.

If you do not have a care assessor allocated to your case and you receive a Health Budget contact the NHS commissioning support unit on 01603 595856. You will need to supply the new bank details in writing so that future regular payments can be made into the new account.

You will be given a changeover date so that you can arrange for any necessary payments prior to the changeover to be made from the old account. Any payments following the changeover date will need to be made from the new account. This will include wages.

Note: if you are changing from using a Supported Account service to holding the funds yourself, you will be required to provide financial monitoring to show how the monies have been spent. Your Supported Account provider would have done this for you in the past. You may need to seek further advice regarding monitoring requirements from the authority funding your care.

Note: if you are required to pay an assessed contribution towards your care/support and you have set up a standing order, you will need to change this with your bank so that the contribution starts to be paid into the new account, following the changeover date.



How do I work out wages for my staff and ensure I have enough in my budget to cover employment costs?

You or your representative can call our Information, Advice and Support service on 01508 491210 or email us at info@equallives.org.uk. We can discuss the various employment costs that may apply to you. You should consider the amount of funds you have set aside in your plan, so that you are confident you have enough money to cover these costs for the year. There are various factsheets available on our website to help you - www.equallives.org.uk.

Equal Lives is one of the Norfolk County Council approved Employment Support service providers and will be happy to discuss the various packages available to help you with your employment queries. Please note, the cost of this service would need to have been approved by your care assessor or support officer as part of your agreed funding.

How do I advertise for new staff?

You or your representative can call our Information, Advice and Support service on 01508 491210 or email us at info@equallives.org.uk to get advice regarding creating job descriptions and placing adverts in the newspaper, online, or in other places such as the Job Centre or local magazine. There are various factsheets available on our website www.equallives.org.uk to help you. You can also visit our 'PA Register' www.equallives.org.uk/PA-Register and search for suitable prospective employees there.

Equal Lives is one of the Norfolk County Council approved Employment Support service providers and will be happy to discuss the various packages available to help you with your recruitment queries. Please note, the cost of



this service would need to have been approved by your care assessor or support officer as part of your agreed funding.

How do I add/remove staff to/from my payroll?

You or your representative should contact your payroll service provider and they will help you.

If you use Equal Lives' Payroll service, you should call us directly on 01508 491221, and we will be happy to take your new employees details. We will need their name, address, contact details, DOB, start date, rate of pay and regular hours. You can also contact us via email (timesheets@equallives.org.uk).

Once added to the payroll, you will receive a paperwork pack including all the documentation you will need, such as timesheets and payroll dates so you know when timesheets are due and what dates your four-weekly payroll will be run on. You should always check the payroll has been run successfully for any new member of staff.

We can give you advice about completing a 'leavers timesheet'. This provides the date your employee stops working for you so we can calculate any outstanding holiday pay and any other applicable entitlements e.g. redundancy, notice pay. If you use our Supported Account service as well, we will make the payments on your behalf and issue a P45. You should check your employees' final payments have been made and a P45 (confirming employment has ended) has been issued.

You should also seek employment advice as there are important matters you must consider. For example, when a new employee starts you should have an



induction plan in place, background checks should be made, Employer's Liability insurance should be in place, and you will need to produce important documents such as job terms and conditions and a job description, etc. When employment ends there are legal procedures which should always be followed in order to protect you and your employee and you may need advice concerning final entitlement payments including redundancy, etc.

How do I end direct payments and/or my personal budget?

At some point your direct payments and/or personal budget may end. You may no longer want or need direct payments or may decide not to have a personal budget anymore. You may not be eligible for a personal budget any more due to changes in your circumstances.

If you have a care assessor allocated to your case, you or your representative can ring your care assessor direct.

If you do not have a care assessor allocated to your case and you receive a Personal Budget – contact Norfolk County Council's team (Social Care Centre) on 0344 800 8020.

If you do not have a care assessor allocated to your case and you receive a Health Budget contact the NHS commissioning support unit on 01603 595856.

If your direct payments are to end you should check with the Direct Payments team that they have been notified to stop the regular payments into the account of your choice. Call 01603 638170.

If you use a Supported Account service, you should check with your provider that the payments have ended.



You may also need to cancel your own assessed personal contribution if you pay towards your care/support – please see below.

How do I stop my personal contribution if I pay towards the cost of my care/support?

You may be financially assessed and not be required to contribute towards the cost of your care/support any more. You should be given a date this will be effective from. If you have a standing order in place, you should cancel this with your bank. You should be refunded for any overpayment of contribution. The body funding your support will calculate this for you.

What if I disagree with the assessed personal contribution amount I'm being asked to pay towards my Personal Budget?

The financial assessment is carried out by Norfolk County Council. Equal Lives has no involvement in how the charge is arrived at. If you are using a Supported Account service to hold your budget, you need to arrange to pay your contribution into the Supported Account so there is enough money to cover outgoing payments. Norfolk County Council should inform you in writing of the amount to pay. If you have any queries regarding your personal contribution amount, you should speak to Norfolk County Council on 01603 223911.

My query is not mentioned on this list....?

If your concern is urgent:

If you have a care assessor allocated to your case, you or your representative can ring your care assessor direct.



If you do not have a care assessor allocated to your case and you receive a Personal Budget – contact Norfolk County Council’s team (Social Care Centre) on 0344 800 8020.

If you do not have a care assessor allocated to your case and you receive a Health Budget contact the NHS commissioning support unit on 01603 595856.

If your concern is not urgent:

You can contact your service provider or Equal Lives Information, Advice and Support Service on 01508 491210 or email info@equallives.org.uk

There are various factsheets available on our website which may provide you with the information you need. Please visit www.equallives.org.uk

If you require further information or would like this factsheet in an alternative format you can contact us by calling: 01508 491210, by emailing: info@equallives.org.uk, or by writing to: Equal Lives, 15 Manor Farm Barns, Fox Road, Framingham Pigot, Norfolk, NR14 7PZ.

