

NEWS & VIEWS



WINTER EDITION 2016/17



HAPPY ★ NEW YEAR

We are delighted to announce that our contract to deliver advice, guidance and support for new and existing users of the direct payments scheme in Knowsley has been extended. We look forward to continuing to provide a first point of contact service for

any questions, queries or issues you may have. Please keep your comments and suggestions coming and feel free to take advantage of our free training and various consultations, workshops and updates on offer throughout the year ahead (*see more on page 3*).

KDC launches new learning & development programme

The **BIG Pathway** is a free 15 week course of interactive activities for people with learning difficulties.

Participants will have personal development plans tailored to their needs and aspirations and the sessions will be held in familiar, local, settings.

Places are limited so register now! Contact Keri Romano on 480 8883 or by email at keri.romano@kdc.org.uk

- Boost your confidence
- Be positive about yourself
- Speak up about what you want
- Know what you are good at
- Think about doing new things in the future - even a job!



You can keep up to date with all the latest news and information via our website. Visit us at

www.kdc.org.uk

Follow us on twitter.

Like us on Facebook.

Meet the teams...



0151 480 8873



Andy Gilbert
Service Manager

andy.gilbert@kdc.org.uk



Colette Salt
Independent Living Coordinator

colette.salt@kdc.org.uk



Michelle Allan
Customer Finance Assistant

michelle.allan@kdc.org.uk



Martin Neary
Business Support - KMBC

martin.neary@kdc.org.uk



Simone Stein
Customer Finance Officer

simone.stein@kdc.org.uk



The Care Act 2014

Disability Rights UK has published a very useful guide for disabled people and people with long-term health conditions who have support needs. It covers the general principles of social care and looks at issues such as the assessment process, eligibility criteria, support planning, personal budgets and charging for services.

The local authority will be undertaking reassessments of care packages throughout the coming year and here is a reminder of some key points to remember:

Your wellbeing must be considered at all times. This includes:

- Treating you with respect
- Considering your physical, mental health, and emotional needs;
- Ensuring that you are in control of your day-to-day situation and the services you use
- Making it possible for you to have a job, be in education or training, or can take part in leisure activities
- Think about your domestic, family and personal needs

During the reassessment you should:

- Be given the opportunity to outline the kind of support that is best for you.
- Be involved in decision making at every stage.
- Be in the driving seat during the assessment able to express your own wishes and preferences about your care.

You must have a care and support plan which must state:

- What support needs you have
- The range of your outcomes – what you want to achieve in your day to day life
- How you are going to meet those needs in terms of the kind of services you are going to purchase to best meet those needs and the cost of those services
- The type of needs that the local authority will fund
- Information about ways to prevent your support needs increasing

You must be provided with an independent advocate (if you do not have an appropriate person to represent your wishes such as a family member or friend) if you need assistance to:

- understand information
- express your concerns and goals
- get the care and support you need
- make decisions about your care

Contact Andy Gilbert on 0151 480 8873 if you need further advice and guidance on the assessment or care and support planning processes.



263a Tarbock Road, Huyton, Merseyside L36 0SD
Email: info@kdc.org.uk Web: www.kdc.org.uk

Free Awards for Knowsley PAs - final few places left!



If you employ a personal assistant working in Knowsley, we are delighted to offer free support for them to complete the Care Certificate.

The Care Certificate is a nationally recognised set of standards that social care and health workers stick to in their daily working life.

The Certificate covers 15 basic elements of care. Once they have been assessed as



competent against all of them the Care Certificate is awarded. The process can take as little as 12 weeks to complete and their Certificate can be counted towards a qualification in health and social care. To prepare for the assessment, your PA will need to complete a workbook and there is funding available to pay for replacement costs for this.

Contact Andy Gilbert on 0151 480 8873 or by email at andy.gilbert@kdc.org.uk

Employment Workshop

7 February 2017 - last chance to book your place!



Do you (or do you plan to) employ your own PA? Then this free session is tailor-made for you.

Aimed at helping you to maximise the benefits that having your own PA bring, this workshop looks at all aspects, including:

- Successful recruitment
- Payroll, HMRC, statutory allowances, and workplace pensions
- Health and Safety in the workplace
- Absence and performance management
- PA training and development

This is the final session in our series of Good Employer Workshops and your last chance to pick up advice, tips, templates and other resources to help you get the best from your PA. The format is friendly and informal so please do come along.

The venue is Tower Hill Primary Care Centre, Ebony Way, Kirkby, L33 1XT. We start at 1.00pm with refreshments and aim to finish around 4.00pm.

To reserve your place, phone 0151 480 4090 or email Johanne.ross@kdc.org.uk or simply turn up on the day. We look forward to seeing you!



We regularly send emails to our customers to keep you informed and up to date. This includes invitations to take part in consultation events and on-line surveys to give your views about how services should be shaped in the future. We don't want you to miss out so please make sure we have your up to date contact details, particularly your email address. Simply send a quick email to Johanne.ross@kdc.org.uk or ring her on 0151 480 4090.

PS you can follow us on Facebook and Twitter @knowsleydisabil too!



Exclusive! Free training for Personal Assistants working in Knowsley.

Paid travel allowance and funding for replacement costs available!

There are places available on a wide range of courses including:

- | | |
|-------------------------------------|--|
| • Medications Management | • End of Life Care |
| • Food for Life | • Mental Capacity Act |
| • First Aid & Life Support | • Wound Care & Pressure Sore Training |
| • Emergency First Aid | • Safeguarding Adults and Children |
| • Infection Control & Prevention | • Epilepsy & Buccal Midazolam Training |
| • Food Hygiene – e-learning | • Manual Handling of Loads & People |
| • Equality Diversity & Human Rights | |

Plus many more...

All training is certificated and can count towards qualifications in care.

For all bookings and enquiries contact Johanne Ross on 0151 480 4090 or by email at Johanne.ross@kdc.org.uk

Don't miss out!



0151 949 5442
yourpayroll@kdc.org.uk

Don't ignore the Workplace Pension
 #DontIgnoreIt



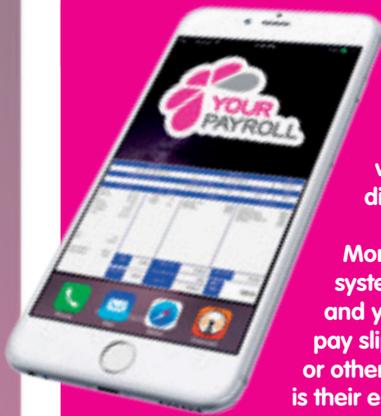
Are you ready for Auto Enrolment?

If you have been to one of our free sessions you will know all about the new legal duties for every employer to have a workplace pension in place.

If you've missed the chance to attend, for whatever reason, we are running a special evening session on Wednesday 8th March 2017. It starts with refreshments at 5pm and should finish around 7pm.

The venue is Belle Vale Community Fire Station, Childwall Valley Road, Liverpool L25 2PY. To reserve a place for yourself, your carers or PAs, contact Johanne Ross on 480 4090 or by email at Johanne.ross@kdc.org.uk.

Improving our payroll service to you...



You will already know about our plans to change the way we deliver your payslips. From April, unless you have already agreed to keep receiving them in the post, we will only be providing payslips directly to your PAs via an email link.

More and more customers are using this system as it is faster and more secure and your PAs have access to all of their pay slips using their tablets, mobile phones or other devices at any time. All we need is their email address and we will send an automatic alert for PAs to securely log onto

our system to view, print or save their payslips - as well as P60s and Auto Enrolment Pension information.

As the employer, you will continue to receive the Monthly Summary Report so that you know how much to pay them. If you benefit from our Managed Account Service, we will already be doing this for you.

Remember, if we do not have your PAs email address then they will be unable to receive their payslip after April this year. Contact the payroll team on 0151 949 5442 to make sure our records are up to date.

Here's a note of the next few payroll dates:

For customers who live in Knowsley

| Last date for changes | Payslips out | Wages pay date |
|-----------------------|--------------|----------------|
| 9 January | 18 January | 23 January |
| 6 February | 15 February | 20 February |
| 6 March | 15 March | 20 March |
| 3 April | 12 April | 17 April |

For customers who live in Liverpool

| Last date for changes | Payslips out | Wages pay date |
|-----------------------|--------------|----------------|
| 16 January | 25 January | 30 January |
| 13 February | 22 February | 27 February |
| 13 March | 22 March | 27 March |
| 10 April | 19 April | 24 April |

Help Needed! >>

We are looking for volunteers to help our busy teams deal with phone calls and carry out general administration tasks. If you can spare a few hours a week or a day or two each month, we'd love to hear from you. **Contact Joyce on 0151 480 4090.**

