



Independent
lives

Who we are and
what we do

Independent Lives is a user-led organisation, which means we are influenced, guided and governed by people with lived experience of support needs.



Providing Support

We have been providing support and guidance to Direct Payment recipients who want to employ their own Personal Assistants/carers since 2001, which enables them to have choice and control over their care and support needs and choose the life they want to live

We started working with and supporting Croydon residents on the 2nd of December 2019 to find and recruit PAs, provide PA training and information and advice on the legal obligations of being an employer

We work directly with

Disabled People

Older People

People with complex
health care of all ages

Parents & Carers of
Disabled Children

Children with complex
health

If someone chooses to have a Direct Payment

They can...

- Buy a range of services and support to meet their assessed needs that may not be available if arranged directly by the NHS or Social Services/Local Authority
- Employ Personal Assistants (PAs) personally recruited by them or their representative (family member/suitable person)

How can we support residents?

We are contracted to provide a Direct Payments support service that helps residents arrange and manage their own personalised care and support by becoming an employer and recruiting their own Personal Care Assistants

We have an experienced team of advisers who will provide advice and support, including:

- Telephone/online support
- Employment Fact and Support sheets
- A Direct Payment customer handbook
- Group training and events
- Home visits (where necessary)
- Disclosure & Barring Service checks (DBS) (formerly Criminal records checks)

When to refer into us?

All residents that choose to receive a Direct Payment and would like to employ a Personal Assistant for their care and support should be referred into us.

This also includes if they wish to purchase the services of a self-employed carer

A 3-way data sharing agreement is in place for residents to be referred into us. Please complete the referral form which will be shared after this meeting.

Direct Payments 'Start Up' Support

If someone is new to Direct Payments, an adviser can be allocated to provide advice on a 1:1 basis to help them to employ, recruit and learn how to manage Personal Assistants.

We will work in partnership with them and their wider network of support.

We provide services to help them arrange and manage their own personalised care and support, including a full Payroll Service.

Direct Payments Information & Advice (IAA)

IAA are an office based team of advisers providing telephone support

IAA is for long term support around Direct Payments once someone is set up by their 1:1 adviser they are then open to the IAA team

IAA is a telephone service that provides advice on:

- ✓ Personal Health Budgets
- ✓ Social Care Budgets
- ✓ Direct Payments and employment advice and support
- ✓ Information to help people to live independently
- ✓ Available training for PAs

Most enquiries are answered there and then or within 2 days



Direct Payments Recruitment Support

We will support you with:

- Writing and placing adverts
- Writing and producing Flyers
- Facebook & Website advertising
- Guidance on interviewing and shortlisting
- Putting together a Job Description (JD)

Direct Payments Recruitment Support

Croydon Council also have a PA finder on their Adult Support Croydon Website

You can access this by going to www.adultsupport.croydon.gov.uk and select “Find a Personal Assistant” where it tells you a bit about what Independent Lives does and also the option to “Choose a Personal Assistant”

You will need to register if you want to be able to contact PA’s who are looking for work.

Training Service

Independent Lives provides an award winning training Service

Developed with the support, insight and expertise of people with complex health and disabilities.

This collaborative approach enabled us to have a good understanding of what works best from different perspectives.

All of our training is developed using plain and clear language.

We provide a program of health and social care classroom training and workbooks.



Training Service Cont.

Subjects include but are not limited to:

- Moving and Handling
- First Aid
- Medication Awareness
- Infection Control



Training Service feedback from PAs

Easily understood, straightforward style of communication

Very helpful, informative, relaxed and reassuring

Friendly, non judgemental

Very friendly approach whilst being thorough and informative

Independent Lives uses a lot of resources and are very knowledgeable with any big or small questions

For more information

Please complete the referral form and send it into us at advice@independentlives.org so that we can start providing advice to your residents.

Residents can also refer themselves into us by calling us on 01903 219482 where we will provide support with recruiting a PA and information and advice to help them manage their Direct Payment.