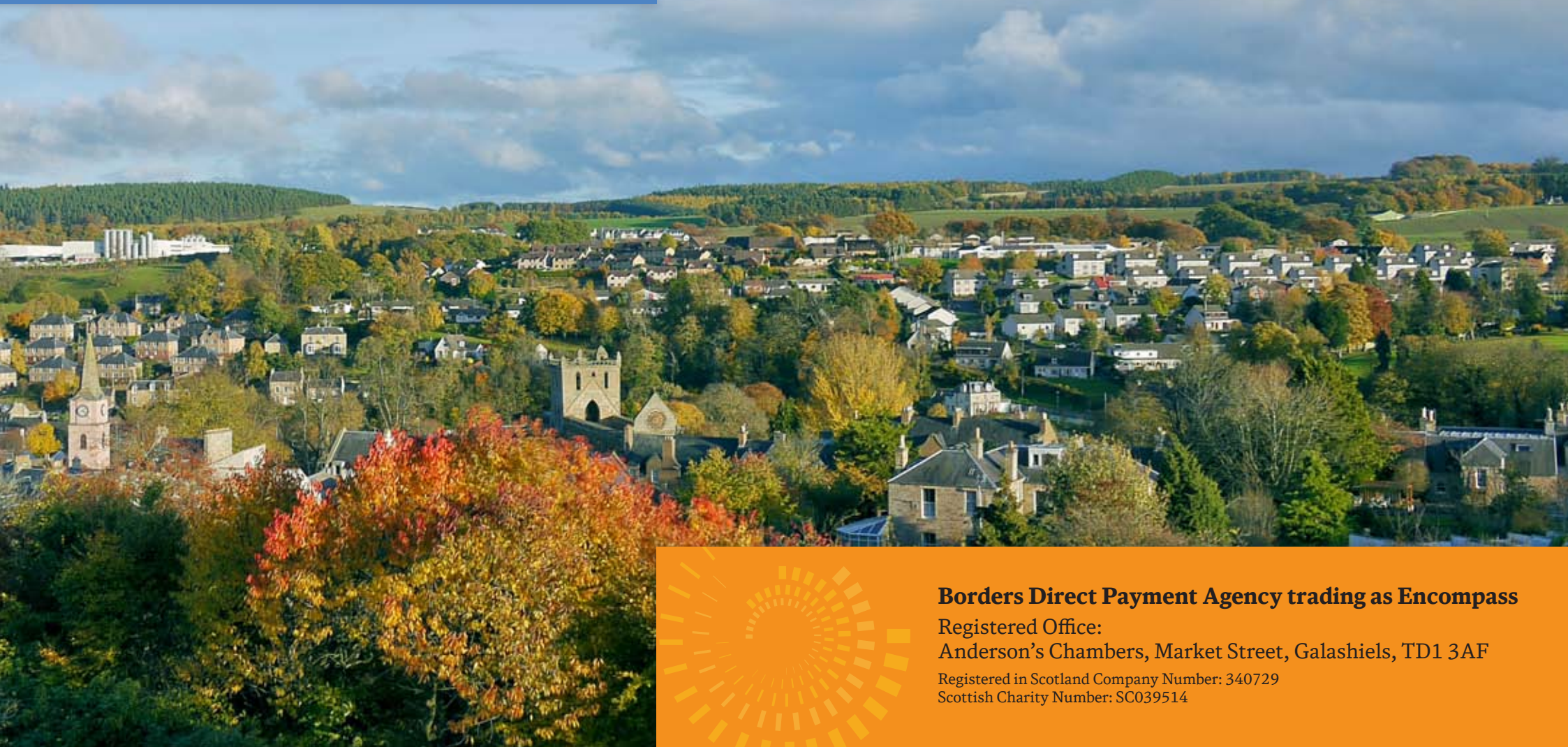




Annual Report 2014–2015



Borders Direct Payment Agency trading as Encompass

Registered Office:

Anderson's Chambers, Market Street, Galashiels, TD1 3AF

Registered in Scotland Company Number: 340729

Scottish Charity Number: SC039514

Mission Statement

OUR MISSION IS TO PROVIDE A SUPPORT SERVICE TO PEOPLE,
ENABLING THEM TO HAVE MORE CHOICE, FLEXIBILITY AND
CONTROL OF THEIR OWN CARE.

SERVICE STANDARDS:

- People are always treated with **respect**
- Those seeking advice receive **unbiased information** about the choices available to them
- Everyone is encouraged to **maximise their aspirations** and potential
- People are helped to discover **increased independence** and enablement
- We aim to enable people to be more assured about **participating freely** in all aspects of society
- People generally feel **more 'safe and secure'** in all aspects of life, including health and wellbeing

Introduction

WELCOME TO OUR ANNUAL REPORT FOR 2014 - 2015.

There has been a steady increase in the number of people being offered Self-directed Support since the Self-directed Support (Scotland) Act 2013 came into force on 1st April 2014.

We have more stories in our report this year to show what a difference SDS can make to people.

We welcomed two new directors – Annette Scobie and George Turnbull.

Annette is now retired but spent many years working in the voluntary sector in the Borders. She is probably best remembered as co-ordinator of the Borders Voluntary Community Care Forum.

George had a change of career to become a carer and is also a Scottish Borders Council councillor...

We said good-bye to Andrew Torrance and Pat Thom.

Andrew sat on our board for six years and was an enormous help with governance. He left us in a very good place due to his hard work.

Pat helped us with any legal aspects and was on the board for three years.

We wish to thank both of them for their commitment and look forward to working with Annette and George.

The three years of Scottish Government funding to promote Self-directed Support ended in March 2015. More details of this work is in the report. Encompass has bid for future funding to target specific areas of work.

Thank you to all the staff for their hard work and commitment to the work we do.

***Manager,
Niccy Kershaw***

***and
Fiona McCall,
Chair of Encompass***



Fact!

We distributed over 1000 leaflets about Self-directed Support and the four options available to people eligible for support from the local authority.



Self-directed Support (SDS)

WE HAVE NOW COME TO THE END OF OUR THREE YEARS OF SCOTTISH GOVERNMENT FUNDING TO PROMOTE SDS.



The Scottish Government commented on our latest report:

“ The report is open and honest about the challenges. You are making some inroads with NHS colleagues and this will be an important step for the future with the integration of health and social care and connecting SDS. You continue to work well with the SDS local authority lead and the SDS team in your local area – working in partnership is key to the success of SDS”

◀
**The
Encompass
Stand at
a recent
Borders
College Event**

- ▶ We wrote to local authority councillors, MPs, MSPs, Citizen Advice Bureaux, GP surgeries and pharmacies covering the Scottish Borders telling them about the SDS Act being implemented in April 2014. We included leaflets on the four SDS options and the services we offer to support people who choose SDS Direct Payments as a way of managing their care. We also shared our leaflets with Care Managers.

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SUPPORT THAT'S RIGHT FOR YOU

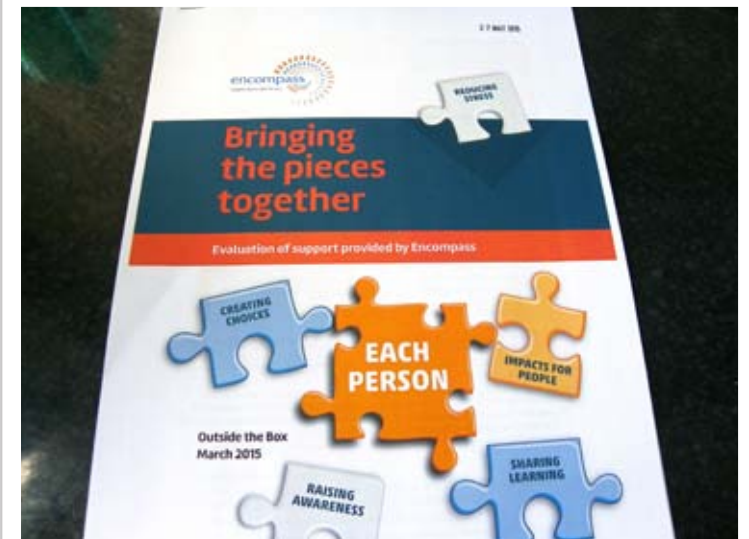
Self-directed Support (SDS)

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- ▶ We interviewed a number of clients who use SDS and wrote up case studies to share with the Scottish Government. A selection of these are on pages 8 – 13.
- ▶ One of our pieces of work, with 'Outside The Box' was to evaluate the support provided by Encompass and document our journey from 1999 to the present day. We hope it will inspire other organisations and local authorities to develop user-led support organisations. The document (pictured right, top) is available on our website www.encompassborders.com
- ▶ We were also involved in developing new information on 'The value of Independent Support' and 'Measuring the difference Independent Support makes'. We have case studies in both documents (pictured right, bottom).



▶ *In order to find out more about Independent Support, what role it can play in the successful implementation of Self-directed Support (SDS) and how to evaluate it, the Scottish Government funded a three year programme (2012-2015) entitled **Support in the Right Direction**, which was managed by Evaluation Support Scotland (ESS) and involved 42 funded organisations. This work gave rise to two documents: 'Measuring the difference Independent Support makes' and 'The value of Independent Support'*



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Fact!

Our Payroll Service has increased by a further 23% this year.

Fact!

We processed approximately 700 timesheets per month

Fact!

The Third Party Banking Service has grown by a further 32%

Fact!

We received 173 referrals from Scottish Borders Council Social Work Department

Fact!

We made 579 home visits during the year from Cockburnspath on the East coast to Newcastle on the border with Northumberland and Broughton on the border with Lanarkshire.

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Our Services

OUR CLIENT BASE CONTINUES TO EXPAND, RESULTING IN ANOTHER BUSY YEAR FOR ENCOMPASS STAFF UNDERTAKING THE WORK BEHIND THE FOLLOWING SERVICES

- ▶ A comprehensive payroll service and work on pension auto enrolment
- ▶ An administration and employer support service including support with safe recruitment
- ▶ A third party banking service to clients – we hold and manage their funds
- ▶ A PA database for employers and prospective employees to use.



PA Database

THE PERSONAL ASSISTANT (PA) DATABASE WAS LAUNCHED IN SEPTEMBER 2014.

www.encompasspadatabase.com

The PA database enables people looking for work to enter their details on the site and for employers looking for staff to see who is available. The site makes it clear to employers that they must still go through normal safe recruitment processes before employing staff.

- ▶ The cost of setting up the database was met by The Office for Disability Issues facilitation fund.
- ▶ We promoted the database through local papers and pop up shops .
- ▶ We produced postcards with information about the PA Database. The postcards are sent out to everyone who requests an application form for work.

If you are interested in working for an individual as a Personal Assistant (PA)* please visit our PA database website: www.encompasspadatabase.com

* details overleaf

“Our mission is to provide a support service to people, enabling them to have more choice, flexibility and control of their own care.”

If you are a visitor to our PA data website: www.encompasspadatabase.com please note that the role of Personal Assistant (PA) includes:

- ▶ companions
- ▶ carers
- ▶ befrienders
- ▶ support workers

Note: Encompass do not employ PAs – we support individuals with employment processes



The number of people visiting our main website www.encompassborders.com has more than doubled since March 2014.

▶
**The
Encompass
promotional
pop-up shop**



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Case studies

CRAIG – 20 YEARS OLD

“Bam” and just like that, my life was changed forever.

I had just returned for my second year at University and was enjoying life to the full, having just moved into my own flat with two close friends.

We were playing our first rugby game of the season when my injury occurred: I remember everything that happened on the pitch that day – the interception, the noise, and the immediate lack of feeling in my limbs ...and that was it: I had gone from a strapping, fully fit, strong, young man to being a quadriplegic with no sensation from my shoulders down in less than 30 seconds.

From then on, my life was controlled by consultants, ward

doctors, various levels of nursing teams, auxiliaries, physios and worse – policies.

My overwhelming feelings of the hospital stay was the complete lack of control. It was bad enough that I had no control over my limbs but to have no control over my care seemed intolerable to me.

None of the regimes, procedures and care routines were of my choice, and as a young, intelligent and very body-aware person, I instinctively knew that these processes were not right for me. So my research into alternate therapies and plan to be out of the hospital began and indeed I was discharged from hospital a mere three months after the day of my injury when I should have been there for at least six to eight months.



At no point during my hospitalisation was SDS mentioned, nor my options – let alone my becoming an employer and **choosing** my own care team.

By sheer luck, my mother works with an Independent Support Organisation (ISO) which supports clients with employing care/support staff using Direct Payments. When she mentioned Direct Payments to the hospital staff the reply was, “oh no, the council will decide what happens at home” and on another occasion was told: “you don’t want to employ people, payroll is too complicated.” And that was it, no other verbal or written information provided.

(contd.)

Case Studies

CRAIG – 20 YEARS OLD *(contd.)*

Thankfully, my mother was able to contact our local social work office, put employment support in place and I could meet several carers and choose my own team. I cannot tell you the delight I felt when my assistants actually listened to me and my trousers were at the right level, laces left undone and my hair was styled as I wanted!

With the help of Encompass, my local support org, I can continue to recruit and bolster my team, provide relevant training for them which actually helps my individual condition and recovery process as well as allowing me to dictate what visit/support times help me best. Encompass takes care of the payroll and ongoing support for me and my team, leaving me peace of mind to continue my recovery with staff of my choosing!

SUSAN WAS IN HER MID-FIFTIES WHEN DIAGNOSED WITH EARLY DEMENTIA. SUSAN'S SISTER-IN-LAW, CLAIRE, TELLS HER STORY

Susan's diagnosis was a long, protracted and difficult to achieve, complicated by many factors going on in and around her home. With the excellent work of her care manager, Susan was able to finally get the diagnosis she needed in order to begin the appropriate course of treatment that would ultimately allow decisions to be made in order to improve her overall standard of living.

It was very clear from the outset that Susan was far too young to be put in a home and despite difficulties within the family group, both my brother and I agreed that everything must be done to keep her out of a home which we felt would worsen

her condition and condemn her to a very rapid decline into her dementia illness.

The care manager and I agreed on the need to look for alternative ways to prevent her being put into a home and it was his suggestion for the new Self Directed Support funding that would prove so valuable to provide her with the care and the calm and loving environment she needed.

“ *[it was] the new Self Directed Support funding that would prove so valuable to provide her with the care and the calm and loving environment she needed.* ”

Although completely supported, by the care manager, the funding application process was long and at times very frustrating. Susan's condition deteriorated rapidly and week on week we were witness to a rapid decline in her ability to

(contd.)

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Case studies

SUSAN'S STORY *(contd.)*

cope with life. The care level she received, from the local authority package, in that interim period was not sufficient for her needs and she was exceptionally vulnerable during that period.

Finally our Individual Budget was agreed and although I run my own business and employ staff, I used the services of a local Support Organisation who were experienced in the terminology used, had knowledge of the local workforce and specific experience of employing carers in the home. We agreed how many hours of support the budget would allow for, pay rates and how the hours should best be used to support Susan. To allow for safe recruitment, an advert was placed and interviews held; the successful applicants had references taken and employed on a



probationary period. A rota for the team of four was made with Susan's help.

Her life has improved greatly. Whilst the dementia takes its toll, its rapid onset appears to have been slowed down by having the right care package in place and the ability to secure her a loving and caring environment. The carers that look after Susan have all built up a very close bond with her and she feels very at ease with each of them allowing her anxiety levels to drop and live a more stress-free and full life despite being in the grips of illness.

“ *The change to the family unit has been incredible to see.* ”

The change to the family unit has been incredible to see and the change in Susan's outlook on life is marked.

We are all very aware that her illness works in a cruel and indiscriminate way but the funding securing Susan's care package has been a life line without which she would not be in the position she is in today.

“ *The carers that look after Susan have all built up a very close bond with her and she feels very at ease with each of them* ”

Case studies

CAITLIN AND HER FAMILY WERE INTRODUCED TO A SOCIAL WORKER (SW) IN THE LEARNING DISABILITY TEAM (ADULTS) HALFWAY THROUGH HER LAST YEAR AT SCHOOL.

The SW spent time over a six month period getting to know Caitlin and her family, building a relationship and helping them with form filling.

Various day opportunities for Caitlin were discussed. There were only three possibilities but Shared Interests (SI) was the only one which could meet Caitlin's needs. The family considered employing PAs with the SW but were concerned about what would happen during staff annual leave and sickness. Caitlin and her Mum were impressed with SI, and the 1:1 person-centred way in which they work. The SW applied for an individual budget.

Shared Interests (SI) worked with Caitlin and sent staff into school as part of their induction and staff who would be working with Caitlin also met with

her family. The induction was spread over about a month, mainly with the school auxiliary who supported Caitlin.

The package for Caitlin is for five days a week and some respite. She is picked up from home each weekday by SI staff and can choose what she wants to do, depending on how she feels.

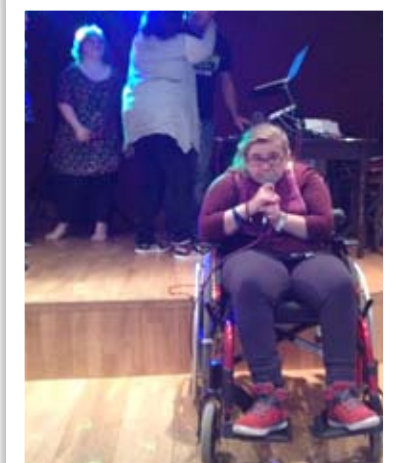
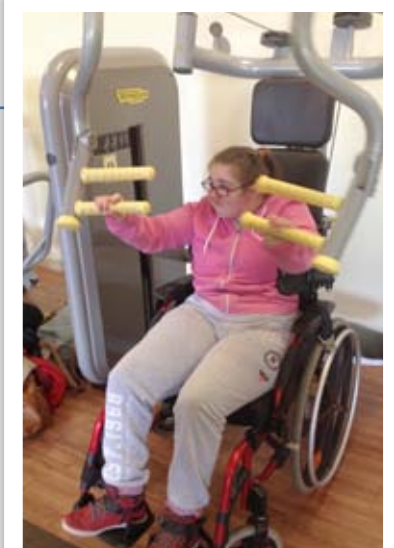
Her activities include cooking, shopping for ingredients at the supermarket for lunch, going to the gym and swimming (both activities had input from a physiotherapist so Caitlin gets full benefit), she can choose and buy her own lunch at the supermarket when she is not making lunch. She also does artwork, keeps a daily diary and takes lots of photos which she can print out at SI. She has the opportunity to meet up with friends for lunch and goes to

drop-in centres and discos, all with 1:1 support from SI.

Caitlin's timetable is flexible and has evolved and changed as her confidence has grown. She is able to make informed choices.

When she uses her respite she can use the staff from SI who know her well and respite could be a couple of nights away in Edinburgh when she can go shopping and buy her own clothes, go to the cinema, eat out etc. She has also stayed at a Youth Hostel. Caitlin pays for her activities and food. Respite covers accommodation and staff hours. The respite also benefits Caitlin's Mum and the family too.

Caitlin loves going to SI and having more independence as she matures into adulthood. Caitlin's Mum is also very satisfied as she can see Caitlin is happy.



▲ Caitlin gives both her muscles and vocal chords a work-out!

Case studies

OUR EXPERIENCE OF SELF-DIRECTED SUPPORT

My husband, Jim, was diagnosed with Parkinson disease when he was 40 and has lived with this for a long time with steady worsening symptoms. (He is now 63.)

In December of last year, he was offered Self Directed Support through the Local Authority. We were then able to get up and running in January of this year and the result has made a big difference to his life and mine. Essentially the support is allowing him to have two afternoon outings a week with a male supporter. They go out for a bowl of soup using the supporter's car and

enjoy an outing to perhaps a Garden Centre or just come back and play dominoes. Part of the enjoyment is that Jim is able to plan what he wants to do, he gets male company and is not stuck in the house on his own all the time while I am working. As I work three days a week, one outing is when I am working and the other is to give me an afternoon to do something myself on my day off. This arrangement has worked extremely well – allowing Jim some independence, different company, enjoying different surroundings and I know he is safe as he has frequent falls.

However, none of this would have been possible without the support of Encompass (support organisation). They helped us find the supporter, supported us with all the paper work e.g. Job Description, Payroll, Administration and Employer

Support and took control of all the payments for us. When we met initially, we were helped to identify what would best suit Jim's needs, shown the different options and taken through the steps to put together the package of his choice.

Everything was done so efficiently and professionally yet with a real caring manner. It seem to us that every possible step was covered and we had absolute confidence in what we were about to embark on, thanks to Encompass.

Without this ongoing support I think it would have been too daunting for us to use SDS; we can't overstress our appreciation. The last three months has made a big difference to Jim's outlook and has really helped see him through the winter as well as giving me support.

“ Jim is able to plan what he wants to do, he gets male company and is not stuck in the house on his own all the time ”



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Staff news



▲ **Donald Hunter**

- We have three new part-time people working with Sheila Cochrane on payroll for a few days each month, Kevin, Sharon and Maureen.
- Rebecca Macaulay, who was with us through the Community Jobs Fund and then through Youth Employment Scotland is now a permanent member of staff. She is currently studying book-keeping.
- We also use local services of Border Ledgers, Donald Scott Computers, Border Webworks and FacePR.



- This year we said good-bye to James Patterson (Employer Support Advisor) and welcomed Donald Hunter in his place.
- Judith Pate moved across from Payroll to an Employer Support Advisor post.



▲ **Staff and personnel of other local services used by Encompass enjoy Christmas Lunch**

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*"It was an opportunity
to meet new people and
Encompass staff."*

*"The
atmosphere
was good."*

"The lunch was excellent!"

AGM and Events 2014

WE HELD A SOCIAL LUNCH EVENT
AT EDNAM VILLAGE HALL NEAR
KELSO IN MAY 2014

During the morning we talked about SDS, showed a DVD of a gentleman and his wife in the Borders who use SDS, introduced our re-vamped website, updated people on our plans for the PA Database and enjoyed some light entertainment followed by a delicious lunch.

People found the information really user friendly.



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**Attendees at our AGM and
Social Lunch held in May**

AGM and Events 2014

- We held our AGM at Triest House, Galashiels in September 2014.
- We set up a training course called 'Having difficult conversations' in November at Kelso Border Union Showground.
- We sponsored the 'Work Experience Award' at Earlston High School
- Training sessions about Self-directed Support were provided by us to a variety of groups in the Borders



▲ Participants at the 'Having difficult conversations' training course held at Kelso



◀ Earlston High School student Ryan Snook receives his Work Experience award from Niccy Kershaw

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Keep in touch...

To ensure we continue to understand our clients' specific needs, we need to hear from you! Your feedback is important to us. It helps us develop our services.

Our email address is : **admin@encompassborders.com**

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