

FOI 1945

27/10/2023

FREEDOM OF INFORMATION ACT 2000 – INFORMATION REQUEST

Question 1. Information and/or guidance packs issued to those considering direct payments as an option to meet care needs

Response:

The Southern Health and Social care Trust issues the following information for individuals and families considering the Direct Payment option:

- The Direct Payment User Guide;
- The Self Directed Support User Guide;
- The Self Directed Support Easy Read Guide;
- The Self Directed Support Carers Guide;
- The Personalised Approaches Booklet;
- The Direct Payments and Hospital Discharge Patient guide.

Question 2:

Definition of critical care as applied to services suitable for direct payment coverage as used by the Trust and communicated to clients or family

Response:

The definition of critical care used by the by the Southern Health and Social Care Trust is specified in clause 13 of the attached Department of Health 'Circular HSS (ECCU) 2/2008: Regional Access Criteria for Domiciliary Care' which highlights that critical care is applied when:

- Life is, or will be, threatened; and/or
- Significant health problems have developed or will develop; and/or
- There is, or will be, little or no choice and control over vital aspects of the immediate environment; and/or
- Serious abuse or neglect has occurred or will occur; and/or
- There is, or will be, an inability to carry out vital personal care or domestic routines; and/or
- Vital involvement in work, education or learning cannot or will not be sustained; and/or
- Vital social support systems and relationships cannot or will not be sustained; and/or
- Vital family and other social roles and responsibilities cannot or will not be undertaken.
- Hospital discharge is delayed (risk to the individual of infection or loss of independence from remaining in a hospital bed).

Question 3:

What policy guidance is available to clients or family members relating to the use of new technology in provision of domiciliary care provided through services supported by direct payments.

Response:

Individuals in receipt of Direct Payments may have access to telecare / virtual monitoring to manage their assessed need that will support their individual Care and Support Plans. Whilst the SHSCT does not have any policy guidance, any individual in the SHSCT can access telecare if assessed as having a need regardless of how domiciliary care support is paid. Hospital Social Work and Key Workers will work collaboratively with Individuals and their Carers and Families to identify solutions to support an assessed need such as a telecare solution (e.g. personal trigger pendant, fall detector, bed/chair occupancy detector) these solutions may either complement a Direct Payment Care and Support Plan or on occasions negate the need for a Direct Payment.

What are your standard operating procedures for administration of direct payments?**Response:**

Standard operating procedures for the administration of Direct Payments in the Southern Health and Social care Trust would be contained within the following:

- Self Directed Support Practitioner Guide;
- Direct Payments Staff Guidance Pack;
- Direct Payment Scheme Agreement

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