

Keeping safe

when employing somebody to help care for you
or provide you with support



Safeguard
&
Protect

Dudley
Metropolitan Borough Council

Directorate of adult, community and housing services

Keeping safe

If you employ somebody to help care for you or provide you with support, it's important that you are able to trust them.

You need to know that those around you will not:

- abuse you in any way
- steal from you
- deliberately fail to carry out their duty to care for you
- discriminate against you

It is important to follow the advice in this leaflet even if you are going to employ family members, friends or people who have been recommended to you.

Choosing your own carers

1. We recommend that you interview any potential carers. For safety reasons, if you can, we would also suggest that this is done in a separate location away from your home with somebody there to assist you.
2. When you have decided who you would like to employ, ask for two references including one from the carers most recent employer. Make contact with these people to find out what they have to say.
3. If you are happy with these references, you should arrange to have a Criminal Record Bureau check done on your potential employee. This check will identify if someone has been barred from working with vulnerable adults or children. (If you have children under the age of 16 living with you then we will insist that a Criminal Record Bureau check is done on any potential carers.) To find out more on Criminal Record Bureau checks please contact us or your Direct Payments support advisor.
4. Always ask if agency carers have been checked with the Criminal Records Bureau.
5. It is also possible to find out more on how an agency performed in their inspections by visiting the official website of the Care Quality Commission (CQC). Their website address is **www.cqc.org.uk** or you can telephone them, their phone number is **03000 616161**

What should you do if you are unhappy with a person you employ to look after you?

If you are unhappy with any aspect of your staff member's conduct or behaviour you can talk about this with us or your Direct Payments support advisor.

You have the right to question anything that you are not happy with.

We can help to arrange a meeting with your staff member, but if you don't feel able to discuss your concerns with the person in question, we can do this for you.

If you still don't feel confident that things have improved, we can let you know about any disciplinary procedures you can use. In some cases this can lead to dismissal of a staff member.

Alternatively if you are unhappy with a member of staff from an agency we can help you to explain the problem to the agency manager and if necessary arrange for a new member of staff to support you. You can also change to a different agency.

Dudley's Safeguard and Protect Procedures

Direct payments should enable you to feel more in control of your life and the decisions that you make.

If you or anyone that you know is suffering from any kind of neglect or abuse then please report it immediately to a social worker, your Direct Payments support advisor. or to the Direct Payments team. (There are contact numbers at the end of this leaflet).

We have a duty to investigate any allegations of abuse of vulnerable adults , including people who receive direct payments.

We can provide free training on how to identify abuse and what to do if you think it is happening. You may want to ask your personal assistant and/or a relative or friend to attend. For more information on this training please contact **01384 813125** or email: **PIV_Training@dudley.gov.uk**

Please contact Dudley Direct Payments Team or Direct Payments advisor if you need more help or information. Remember we are here to support you.

Further information

**For further information please contact our
access to adult social care helpline**



Telephone

0300 555 0055

Dudley Direct Payments Team

01384 813465

Direct Payments Support Services providers

A4e

01384 215426

Ideal for All

0121 558 5555

LST

01384 297172

Adult Safeguarding Team

01384 818543

If you require any assistance with regards to this document or would like to request an interpreter, large print or audio version, please contact the equality and diversity unit on 01384 813400