

Stories to illustrate the suggested geographic reference model of Option 1's for North Highland.

The following stories have been developed to illustrate the potential reference model for new direct payment rates, which is based on the Scottish Government's Index of Multiple Deprivation currently used for determining external care at home hourly rates for urban, rural and remote.

Specific details of the proposed model are available as an Appendix to the document.

Example 1 - Donald and Mary, An older couple living in Inverness (Urban)

Donald cares for his 86 year old wife, Mary. They have been married for 62 years and have 2 children, 8 grandchildren and 2 great grandchildren, all living across the world. Their closest relative is their son, Graham who lives in Ullapool. When Mary was younger, she worked with children, opening and running her own playgroup which became her life's passion. Donald worked for the Council in Building Control. Mary's memory has recently become a cause for concern and gradually Donald has needed to do more and more to help her.

Mary now needs some assistance with personal care and Donald doesn't think that it is right for him to provide this care for his wife and has therefore approached NHS Highland to see if he can get some help. Following conversations with NHS Highland staff, it was agreed that Mary would benefit from some additional support and Donald agreed to an Option 1.

He has therefore been awarded a direct payment to enable him to employ personal assistants to help Mary to get up, showered and dressed every day. Donald has been awarded additional support to enable him to go out once a week for a couple of hours to meet his best pal, Duncan for a round of golf. Donald has developed an advert to

recruit personal assistants for an hour seven mornings a week, plus 3 hours to be worked in an afternoon once a week.

Donald and Mary's direct payment is worked out as:

10 hours personal care @ £16.14 per hour = £161.40 per week including an appropriate start-up cost for initiation of direct payment.

Example 2 – Julia, A young woman with a learning disability who is living with her parents in Spean Bridge (Rural)

Julia currently lives with her parents in Spean Bridge, ten miles from Fort William. Julia left college 2 years ago and since then, partly because of the pandemic, she has been getting bored and isolated at home. Julia would love to volunteer in a charity shop in Fort William and to do so, would need support as she doesn't know about buses and is worried that she might make a mistake while volunteering in the charity shop.

As a result, Julia has been awarded a direct payment to employ a personal assistant to help her realise her ambition and to help her progress with her independent living skills. She doesn't need additional funds for her travel as her bus pass enables a carer to travel with her for free. Community Contacts has helped Julia and her parents to develop recruitment advert for a personal assistant to work with her for 14 hours per week, which will give enough time to get to the shop twice a week, to volunteer, and then get home again. A bit of extra time has been allowed for within the direct payment as the buses aren't that regular between Fort William and Spean Bridge.

Julia's direct payment is worked out as:

14 hours personal care @ £17.29 per hour = £242.06 per week including an appropriate start-up cost for initiation of direct payment.

Example 3 - Angus and Rose, Living with motor neurone disease in Lochinver (Remote)

Angus was diagnosed with motor neurone disease (MND) a year ago. Since then his condition has deteriorated and now he needs help with washing, dressing, eating, drinking, using the toilet and taking his medication. He's lost the use of his legs too which means he uses a wheelchair and needs to be hoisted to get into it. Rose currently provides most of his care but she is exhausted with the around the clock care needs Angus now has. Angus and Rose know that the condition will result in a quick decline and that their time together is limited. They want to enjoy their last few months as best they can and have therefore approached NHS Highland for help. Following the assessment process, they have been offered a direct payment to enable support for Angus with all activities of daily life and to enable overnight respite at home once a week to give Rose a good night's sleep. Community Contacts has helped Angus and Rose to put a recruitment advert together for a team of personal assistants to offer 2 hours support every morning and a further 2 hours every evening. As Angus needs to use a hoist they need 2 personal assistants per visit during the day. A further personal assistant will be recruited for the nightshift. As a team is required, Rose wishes for one PA to take on a lead role to coordinate a rota.

Angus and Rose's direct payment is worked out as:

- *56 hours personal care @ £18.38 per hour = £771.96 per week*
- *7 sleepovers @ £119.85 per night = £838.98 per week*
- *Appropriate start-up cost for initiation of direct payment*

Example 4 - Betty, An older woman living alone, Daughter, Susan lives in Edinburgh

Betty lives in *Kingussie (Remote)* and is 92 years old and she has managed independently until she had a fall in December. She's been in hospital since then but is very keen to return home. She knows that she'll need help with the shopping, the housework, and with getting the main meal sorted. She thinks she can manage everything else, but the OT is worried about her safety in the shower and thinks she should have

someone nearby when she is getting up, washed and dressed in the mornings. The OT has put some additional equipment in Betty's house, which although she doesn't really want it, Betty has agreed to if this means that she will get home, eventually!

Betty's only daughter, Susan lives in Edinburgh. Whilst Susan is worried about her Mum going home, she knows that she must do her best to support her with her wish. Susan has also been told that there is not any available care at home that can help and that she'll have to consider having a direct payment and employ people to help her Mum. Whilst Susan isn't happy about this, she has agreed as it seems that this is the only way Betty will get home. Betty and Susan have been awarded a direct payment that will enable them to employ personal assistants each day to support each morning; to do some housework whilst Betty gets organised for the day; to do the shopping and to do some batch cooking for Betty's evening meal. They wish to employ personal assistants for an hour a day, plus an additional 4 hours to be used flexibly throughout the week.

Betty and Susan's direct payment is worked out at:

11 hours personal care @ £18.38 per hour = £202.18 per week including an appropriate start-up cost the for initiation of direct payment

Example 5 – Tracey, A younger woman with a physical disability, living in Thurso (Urban)

Tracey has cerebral palsy. She uses an electric wheelchair to get about. She works part-time doing some admin for a charity, mainly from home but with the occasional face-to-face meeting. Tracey has a long-term partner, Michelle and they live together with their cats. Tracey has always employed personal assistants using her direct payment and Independent Living fund (ILF). She has a budget that enables her to use support when she needs to go into the office or to do anything she needs help with out and about. Her PA also helps her to get up in the morning for about an hour a day. In total, Michelle pays for PA support for an average of 168 hours per 4 week period and her direct payment covers 98 hours with the remaining 78 being covered by ILF.

Tracey's direct payment is worked out at:

24.5 weekly hours personal care @ £16.14 per hour = £395.43 per week including an appropriate start-up cost for initiation of direct payment

Example 6 – Manveer, A younger man with autism living in his own tenancy in *Beaully* (Rural) with family nearby

Manveer is 25; he has two degrees, one in maths and another in ancient history. He can manage his bills and money without any problem, but struggles with meeting other people. He really wants to get married sometime and his family has said they will support him but he is anxious about meeting other people, let alone the thought of a relationship. He has been awarded a direct payment to help him try and make social connections and hopefully some friendships. He can employ a personal assistant for 5 hours a week.

Manveer's direct payment is worked out at:

5 hours personal care @ £17.29 per hour = £86.45 per week including an appropriate start-up cost for initiation of direct payment

Example 7 – Jennifer, 48 years old, lives in *Portree* (Remote) with OCD

Jennifer's life is a guddle. Her OCD means she has so many things to do around the house that she can't get to them all. She needs help to keep things organised; to make sure bills are paid and that the house is cleaned in the way Jennifer likes it to be. Her social worker has said she can employ someone for ten hours a week and Community Contacts is helping.

Jennifer's direct payment is worked out at:

10 hours personal care @ £18.38 per hour = £183.80 per week including an appropriate start-up cost for initiation of direct payment

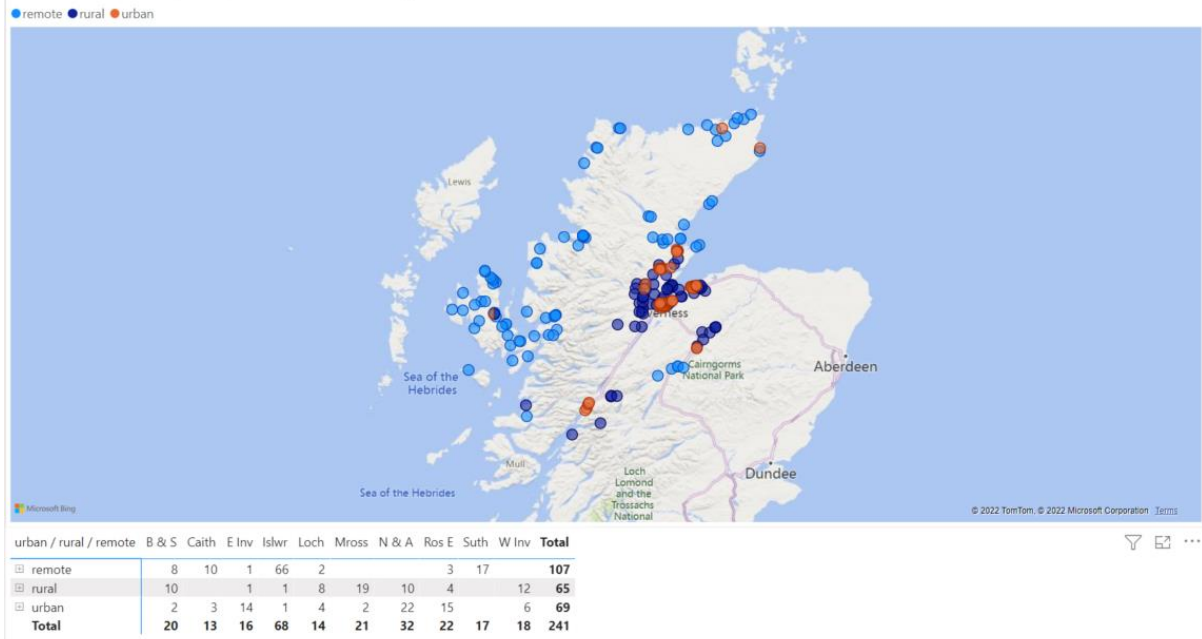
Appendix 1

Post code examples:

Location	Example Post Code	Urban/Rural 8 Fold Designation Code	Urban/Rural 8 Fold Designation Name	NHS Highland Classification
Inverness	IV1 1LS	2	Other Urban Areas	Urban
Fort William	PH33 6PZ	2	Other Urban Areas	Urban
Wick	KW1 5LJ	5	Very Remote Small Towns	Urban
Thurso	KW14 8PX	5	Very Remote Small Towns	Urban
Nairn	IV12 4RY	3	Accessible Small Towns	Urban
Dingwall	IV15 9XF	4	Remote Small Towns	Urban
Beaully	IV4 7ED	6	Accessible Rural	Rural
Muir of Ord	IV6 7ST	7	Remote Rural	Rural
Aviemore	PH22 1RX	4	Remote Small Towns	Urban
Kingussie	PH21 1EH	8	Very remote rural	Remote
Tain	IV19 1JN	5	Very Remote Small Towns	Urban
Alness	IV17 0RH	4	Remote Small Towns	Urban
Invergordon	IV18 0NS	4	Remote Small Towns	Urban
Lochinver	IV27 4BA	8	Very remote rural	Remote
Golspie	KW10 6TR	8	Very remote rural	Remote
Ullapool	IV26 2XB	8	Very remote rural	Remote
Portree	IV51 9QR	8	Very remote rural	Remote
Cromdale	PH26 3LQ	7	Remote Rural	Rural
Grantown	PH26 3JG	7	Remote Rural	Rural

Appendix 2 – Option 1's split by Urban, Rural and Remote

SDS1 current clients Sep-22 by urban / rural / remote (age 65+)



SDS1 current clients Sep-22 by urban / rural / remote (age under 65)

