

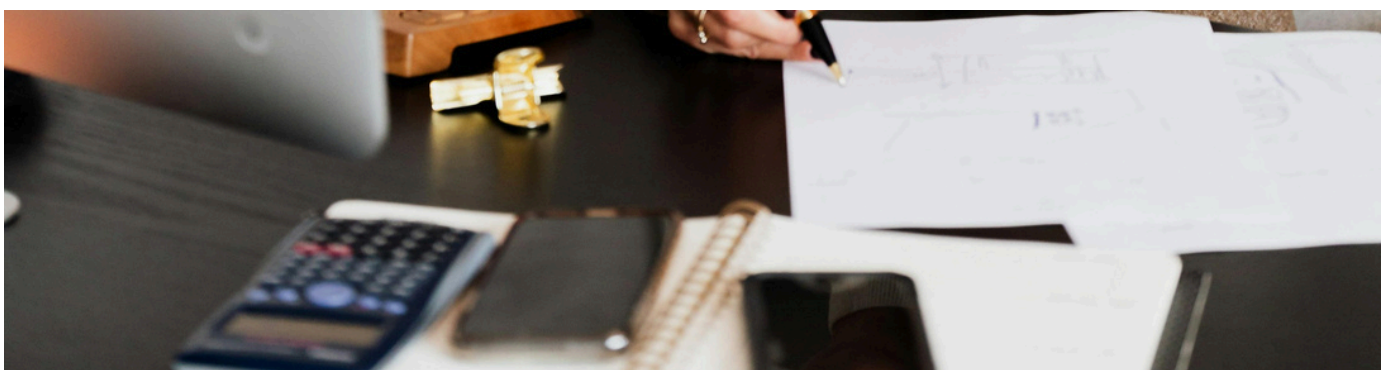


Purple Direct Payment Support Service Case study 2024

Since 2017, a Direct Payment (DP) arrangement has been in place to support the care needs of a DP holder who, due to their condition, is unable to articulate their care requirements. As of April 2023, the management of this Direct Payment (DP) was transitioned to Purple Direct Payment Support Service. The DP holder's wife acts as the representative and serves as one of the employed Personal Assistants (PA's).



Purple oversees the management of funds, payroll and pension contributions for the client, ensuring seamless financial administration. Regular communication between Purple and the client's wife ensures the prompt submission of PA timesheets and efficient payroll processing.

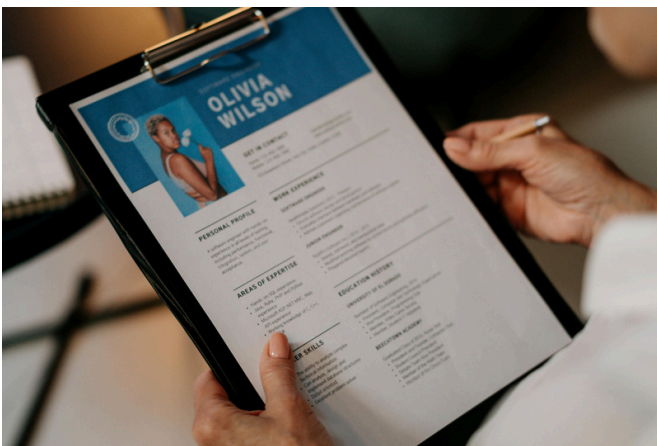


Statements of accounts are emailed to the wife and a new budget is completed whenever there is an uplift to HCC hourly rates – the current gross hourly rate increased on the 1st April 2024, therefore a new a budget was created, this calculation shows that the PAs that support DP holder will have an annual hourly wage increase to £14.30 per hour, allowing for annual leave entitlement, national insurance, pension, redundancy, and management costs for Employer's Liability insurance.



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Purple also supports the DP holder's wife with crucial tasks such as ensuring compliance with employment regulations, which includes providing Employers Liability Insurance and contracts of employment for all PAs, with one of the three PAs enrolled in the Pension scheme. Furthermore, Purple aids in the recruitment process by drafting job adverts, conducting background checks, and providing ongoing HR assistance. In 2024 April, Purple's Recruitment team initiated re-advertising for the position of an additional PA, this process is currently ongoing. The advert has been distributed to a pool of potential matches from the Purple Match PA register with an upcoming recruitment review with the DP holder's wife to assess the progress of this recruitment endeavour.



The DP holder's care needs are comprehensive and include assistance with personal care feeding, medication administration, and mobility using hoists, as such the care and support provisioned schedules multiple daily visits, each with a focus on specific tasks such as morning care, lunchtime care, teatime care, and late-night assistance with repositioning and wound care.

The schedule includes:

Morning care: Each morning, the DP holder receives thorough care while in bed, ensuring their comfort and well-being. This involves gentle washing, checking their skin, applying moisturiser, and attending to any dressing needs with sensitivity. Subsequent tasks include dressing, oral hygiene, changing medical pads where necessary and carrying out cleansing procedures. Using specialised equipment, the DP holder is then carefully assisted onto the commode and later onto a recliner chair for the day's comfort. Additionally, assistance is provided with feeding and medication administration to maintain the DP holder's health.



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Lunchtime care: At lunchtime, the DP holder is supported in transitioning onto the commode and then onto the bed for necessary changes and cleansing. After changing, the DP holder is gently returned to the commode before being settled into the recliner for their meal.



Teatime care: In the evening, the DP holder receives support with feeding and administering their medication, these care duties require an extended period to complete. Following this, the DP holder is carefully transferred onto the commode and then onto the bed for further care and hygiene procedures. They are then prepared for the night, including changing into night clothes, ensuring their comfort, and addressing any skincare needs, with a particular focus on maintaining skin health for the individual.

Late Night Assistance: A late-night call is made to provide vital support to the DP holder, especially concerning repositioning due to their current condition with the DP holder's comfort is being of paramount importance.



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To effectively manage the complexity of the care routine, Purple supports the DP holder's wife to ensure adequate staffing levels, with PA's working collaboratively on shift where required for additional support. The DP holder's wife acts as one PA providing support seven days a week, in addition the DP holder has two additional PA's supporting Monday to Friday. Purple facilitates ongoing training and support for PAs to ensure that the DP holder is receiving person-centered care. In addition, regular assessments are conducted to address any changes in the DP holder's needs, and adjustments to the care plan are made accordingly.



In summary, Purple's comprehensive management of the DP enables the DP holder to receive high-quality care tailored to their specific needs, while also ensuring compliance with regulatory requirements and facilitating a supportive working environment.