

Hospital or respite care

The ILF cannot normally make payments when a user goes into hospital or respite care. Payments will be suspended during these times.

When hourly rates change

Please tell us as soon as possible when your rates change, because we will have to review our funding.

It takes us about 8 weeks to review the funding we provide. Please be aware that during this time the person will only receive the original amount of money. This means that they may not be able to give you the extra amount straight away.

ILF backdating the money

We can normally backdate funding to the date that our form called the User Agreement was received. The User will have to contact us if they need it sooner.

Data Protection

We cannot discuss anyone's personal case unless we have their specific permission.

Other formats

We can provide this leaflet in different formats, please contact our Public Communications Managers for more details.

How to get in touch with us:

Telephone 0845 601 8815
or
0115 9450700



Textphone 0845 601 8816

Fax 0115 945 0944
0115 945 0945
0115 945 0946

Address PO Box 7525
Nottingham
NG2 4ZT



E-Mail funds@ilf.org.uk

Website www.ilf.org.uk



This leaflet is not legal advice, and although it does not deal with your specific situation, it does set out your general obligations to the ILF. Any figures or references to documents are correct at the time of issuing. The ILF reserves the right to update this leaflet from time to time.

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Using a Care Agency



This leaflet tells you what you need to do if you use a care agency to provide your personal care and domestic assistance



**Independent
Living Funds**

Creating Choice for Disabled People

When you get your money from the ILF you need to think about who you will use to help you. You may want to use a care agency or you may prefer to employ your own personal assistant (PA), or both.

A care agency is a business that can provide support workers to help you. Care agencies usually employ the support workers they provide for you. You will need to check whether you or the agency are the employer.

A care agency may take care of -



- Recruitment of PA's
- Providing a PA for you
- Paying their wages, including their tax and National Insurance contributions
- Other employer obligations such as paying Statutory Maternity, Paternity Pay or adoption pay.

This is not a full list.

What the ILF needs to know

You need to tell us

- The name and address of the agency
- We will ask to see your care agency invoices at your review or any other time—so you must keep these safe.

Changing the agency

You can change the agency you use at any time, or employ a PA instead. However, you must tell the ILF first. (See leaflet 9).



Before you decide to use a care agency, you should think about -

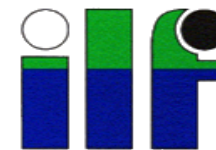
- You don't know who the agency will send and how long they will be with you
- Prices will be different for different agencies
- Make sure the agency will provide a PA who suits you at times that suit you

The law says that care agencies must be registered with the Commission for Social Care Inspection (www.csci.org.uk), Care Standards Inspectorate for Wales (www.csiw.wales.gov.uk) or Scottish Commission for the Regulation of Care (www.carecommission.com). You must check that the care agency you use is registered with one of these.

Once you have decided which care agency you are going to use, you will need to fill in the ILF's Agreement form we sent to you when we made our offer.

Once the care agency starts giving you care they will normally send you a bill once a month.

You will need to pay these bills using the money you get from the ILF, the money you get from social services and some of your own money (your available income). Please see leaflets 4 and 5 for more information about available income.



**Independent
Living Funds**

Pass this section to your Care Agency

Background

The Independent Living Fund (2006) is a trust funded by the Government.

We may make payments to disabled people which they can use towards the cost of employing personal assistants or a care agency, to provide personal care and domestic assistance to help them to stay in their own home.

Getting paid

ILF make payments every 4 weeks for the last 4 weeks. We pay the money automatically into our user's or their representative's bank account.

ILF cannot make payments directly to you, because we want to make sure that our users stay in control of the money and the care they receive.

You will need to discuss with the user how they will pay you for the care you are providing.

