Lily

Lily is an older disabled person who has had home helps in the past. Unfortunately the service Lily had received wasn’t really tailored to her own needs.

Carers would often be late, they wouldn’t have time to provide a proper service and Lily always felt she had to fit around them.

Through various meetings Lily had heard about Personalisation and Personal Budgets and she decided it was about time she gave it a go.

Lily’s granddaughter, Louise, had just left school at the time and unfortunately had just missed out on a college placement. Lily asked Louise if she would like to be employed as her personal assistant (PA). Louise thought this was great idea.

Louise is employed for 13 hours a week to look after Lily who said “Louise is really good, she knows me very well and she has always been a very caring person, that’s why I asked her if she wanted to be my PA. I feel have so much more respect now as Louise does lots of things ‘with’ me and that is so much better than having everything done ‘for’ me”

Whilst being Lily’s PA, Louise also started an apprenticeship and has gained a full qualification. Her employers are very understanding and if Lily needs Louise for something urgently, her employers allow her the flexibility to fulfil her PA role.

Lily has her Personal Budget paid into a bank account and Disability Direct manages the payroll for Louise on her behalf. Lily also knows that her care manager is always on hand if she has any problems or needs any advice.

The Personal Budget has meant that Lily is no longer wondering who will be coming next, if they will be coming at all and what they would be doing for her. Having a PA means that Lily gets the care and support she wants.