

## Arranging Cover

If at all possible, it is advisable to have other people available just in case your Personal Assistant is unable to come to work for whatever reason. If you employ more than one member of staff this can be helpful as they could potentially provide cover.

You might want to contact care agencies yourself to find out what kind of service they can offer in emergencies. This could give you peace of mind to know that you know whom to contact when assistance is needed at short notice.

However, not everybody has access to people who can be available at short notice, and there are times when even the best laid plans fall through.

In these cases you have several options.

- Ring social care agencies and arrange for staff to come. Social services will reimburse the additional cost of this to your Direct Payments account
- Ring social services directly – even though you are on Direct Payments they still owe you a duty of care and can arrange agency staff on your behalf.