

# Linda

“Because of My Life Support,  
we all know what to do.  
**It works.**”

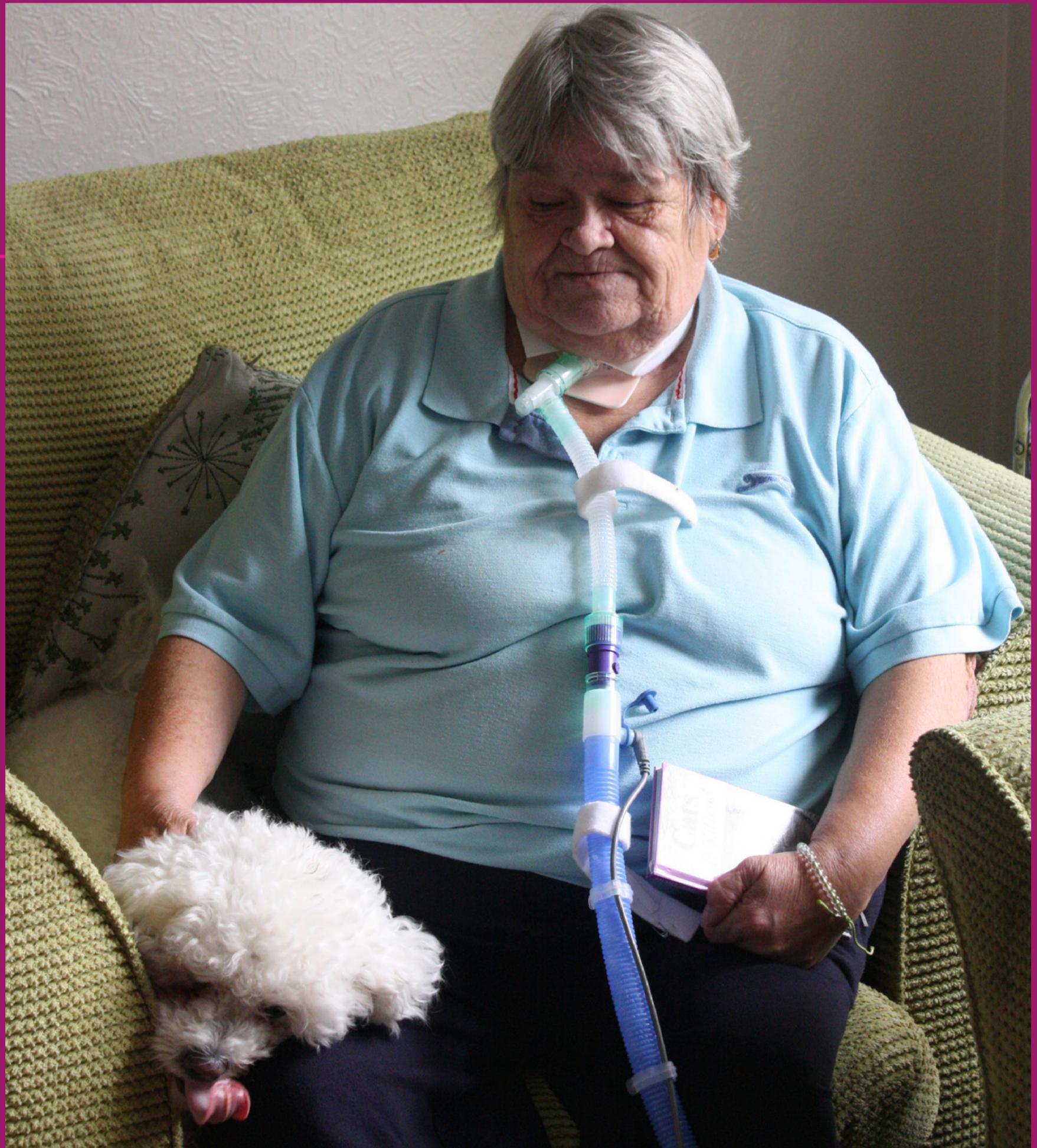
# BACKGROUND

Linda lives in Lancashire, and has a complex breathing issue which required a tracheostomy, 24-hour ventilation, constant monitoring and assistance. The usual outcome for someone with her condition is hospitalisation with specialist care.

But thanks to My Life Support managing a Third Party Arrangement powered by Alocura, Linda is able to enjoy life with her family at home. Meanwhile, the team built around Linda has enabled everyone to feel comfortable that she will receive consistently high-quality care.

Linda's daughter Nicola had been looking after her mother in the home for eight years. She used a direct payment system which meant she was only able to access 16 hours a week of paid care, which in this instance she paid to herself. Nicola found the arrangement incredibly stressful and difficult to cope with - as did Linda, who didn't feel able to ask her daughter to do things for her when she'd "been up half the night, only getting a few hours sleep."

The care was increased by East Lancashire Clinical Commissioning Group funding to 18 hours a day after the prescription of a ventilator, but delays to the implementation of the care package led to the family being referred to **My Life Support**. We drew up a care plan for the full 24 hours - which was finally approved at the beginning of 2019.



## THE PLAN

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The most important part of the plan for Linda was that she had a team around her who could provide 24-hour care - and that she felt comfortable with all the people who were coming into her home. My Life CEO Caroline Tomlinson met with the family and using **My Life's Creative Support Planning and Action Planning services**, a care plan for the full 24 hours was detailed and approved. Using My Life's **Recruitment Support programme**, a team of people was put in place (see **Linda's Team**) which initially employed people Linda knew but gave them training and advice.

This also meant that the staff could be organised by My Life and the payroll managed by Alocura, which Nicola describes as "a huge help". That also included other services Alocura provide for My Life, such as **client bank account, HR** and much more. (See **How Linda's budget is managed**).

She could then focus specifically on the job of caring for her mother.

As the relationship developed, My Life Support were able to suggest and apply for additional support for Linda, and she now has help when she wishes to leave the home, or even have a short break.



## LINDA'S TEAM

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Linda knew the team she wanted to recruit, so in this instance My Life didn't have to use its comprehensive **matching service** to find staff for Linda's needs - but My Life did still undertake all the rigorous **recruitment references and checks**. Once these staff were in place and in the My Life orbit, they received the training courses necessary to provide the best quality care - which is not something that exists as part of a direct payment.

The staff are now organised by My Life and paid through Alocura via **logged timesheets** that will soon be part of a digital process. Nicola says this has made everyone's life 'much easier' - there were previously numerous occasions where she would have to ring up NHS services to sort care problems out.

My Life Support also have a specialist who understands Linda's machines, so Nicola doesn't always have to ring the hospital if problems arise; My Life can often assist and even speak to the hospital on her behalf if necessary.

## WHAT LINDA'S DAUGHTER, NICOLA, SAYS

"As soon as My Life Support got everyone in place to work for Mum, there was a moment where we all looked at each other and said 'this is finally going to work, isn't it?' We would all get paid, of course, but more importantly there was someone there for her all the time - and she was safe.

This might sound strange as she's my Mum, but it's so much better now because I can treat this situation as a job and focus on her care and how she's feeling rather than having all the organisational baggage and staffing to deal with. And that's great for Mum too, because she obviously doesn't have to worry about where the care is coming from or who is paying for it.

Her condition is still scary, but because of My Life, we all know what to do."



## HOW LINDA'S BUDGET IS MANAGED

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After a pilot with Calico and East Lancs CCG, My Life wrote Linda's support plan, and the financial management of her budget by Alocura is now paid for by East Lancs outside of that support plan. This has many benefits, for the provider of care (My Life Support) but also Linda. For example, if Linda requires some additional support, Alocura has an up-to-date balance of her budget and can forecast the spend - meaning everyone is clear that the additional support can be costed and paid for.

Alocura can also highlight when the budget hasn't been spent - for example during the COVID19 pandemic - and arrange for the funds to be reallocated to another area of need.

Sometimes, the management of this budget will also mean that a team manager from My Life will discuss with the commissioner directly when additional money is needed in the budget for her care. Alocura will store the subsequent authorisation, so that when an audit or statement is required the information about payments is clear and accessible to all.

The presence of a fully-costed and highly skilled team manager is crucial in terms of liaising with Linda, the provider and the funder to ensure consistent, long-term care.

As soon as personal assistants go on to Linda's rota, that timesheet information comes to Alocura to track and manage hours coming out of the budget. As Linda's daughter Nicola admits, this timesheet and payroll work is increasingly difficult to manage if you are a carer, individual - it's like running a full-time business. Alocura takes responsibility for that work so that the provider and individual can simply concentrate on Linda's care.

Alocura also ensures the budget the commissioner is paying lasts Linda a year, and continually liaise with My Life and the commissioner to ensure Linda is receiving consistent and continuous care. As part of this, Alocura invoice the funders three months in advance, which guarantees payment to the care provider on seven-to-ten day terms and is therefore crucial to Linda; her family knows that the outstanding care she receives from My Life Support is being paid for - and will be paid for.

## THE OUTCOMES

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The family loved the values of My Life Support and Linda is really happy with the care she is now receiving.

She felt a part of the process to recruit the right people - people who wouldn't impact on her family life but instead take the stress out of her care and enable her to focus on being well.

This assurance means Linda is - as her daughter puts it - "more at peace", even though her condition has deteriorated. Before, Linda didn't feel she could ask for help from people, but now she's able to consider who can help her do things during the day and although they are small tasks, she's far more active.

Through My Life, Linda was able to apply for more funding so that she could have assistance taking her out - before, she was stuck in the house unless she had two family members willing to take her. These extra hours can also be saved up as Alocura logs the care

provided, so two staff could go away with her on a holiday in the future.

Most of all, My Life Support powered by Alocura has enabled consistent, quality care, where the hard work and hassle of managing a direct payment and staff has been taken away. My Life does all the paperwork, payroll, quality checks on staff and training, which means the family can focus on Linda's care; during the COVID-19 pandemic, for example, My Life ensured that the staff had PPE and were following all the correct guidelines.

Our staff, together with Nicola and Linda, are always talking about ways to improve the care provided still further. It's now a collaborative, smooth arrangement since My Life has been involved with Linda's care, rather than crisis management.

# FULFILMENT INDEX

My Life is committed to employing regular reviews and reporting to understand how the people and families we work with and for are using My Life, how they are feeling, where we can improve and where we are performing well.

This data is compiled independently and uses the well-regarded Personal Outcomes Evaluation Tool (POET) as a basis to understand a person's health and wellbeing, quality of life, choice and control and much more. From this we have been able to track the impact of My Life Support on Linda and her family by comparing an assessment we made with her when we first began our relationship with her latest review in September 2020.

In Linda's case we are absolutely delighted that there have been some significant increases in her emotional wellbeing, her choice and control over day to day things, her quality of life and self-esteem. Her ongoing health problems mean My Life Support can only manage her condition rather than improve it but even then, Linda feels that her ability to look after herself has improved.

We also repeat some of the POET exercises with the family to understand the impact of high-quality and consistent care on their wellbeing. It's wonderful to see that they now feel their relationship with Linda has improved dramatically, but also that they have more freedom to concentrate on living their lives because Linda is receiving such high-quality care from My Life Support. Her daughter, Nicola, says that care means Linda's quality of life has become very good.

We categorise the impact that My Life Support has had on an individual and their family, in the following way.

**Exceptional increase: 60% or more**

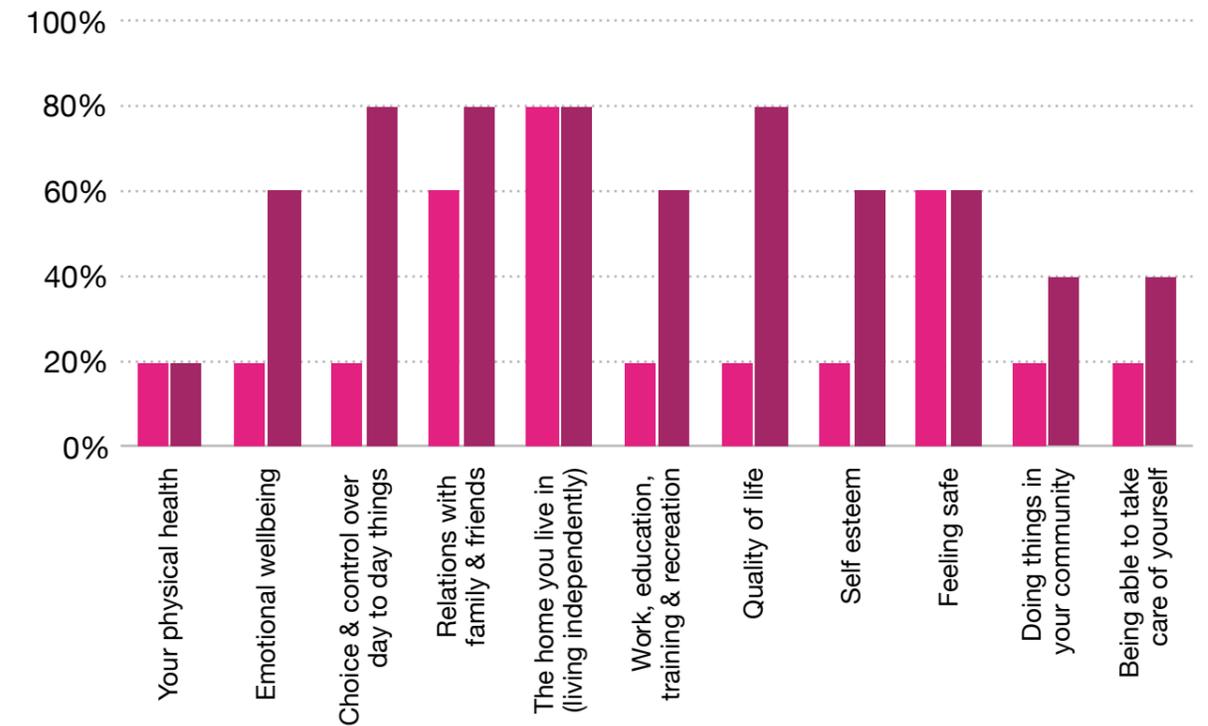
**Good increase: 40% or more**

**Acceptable increase: 20% or more**

**Minimal increase: 0-20%**

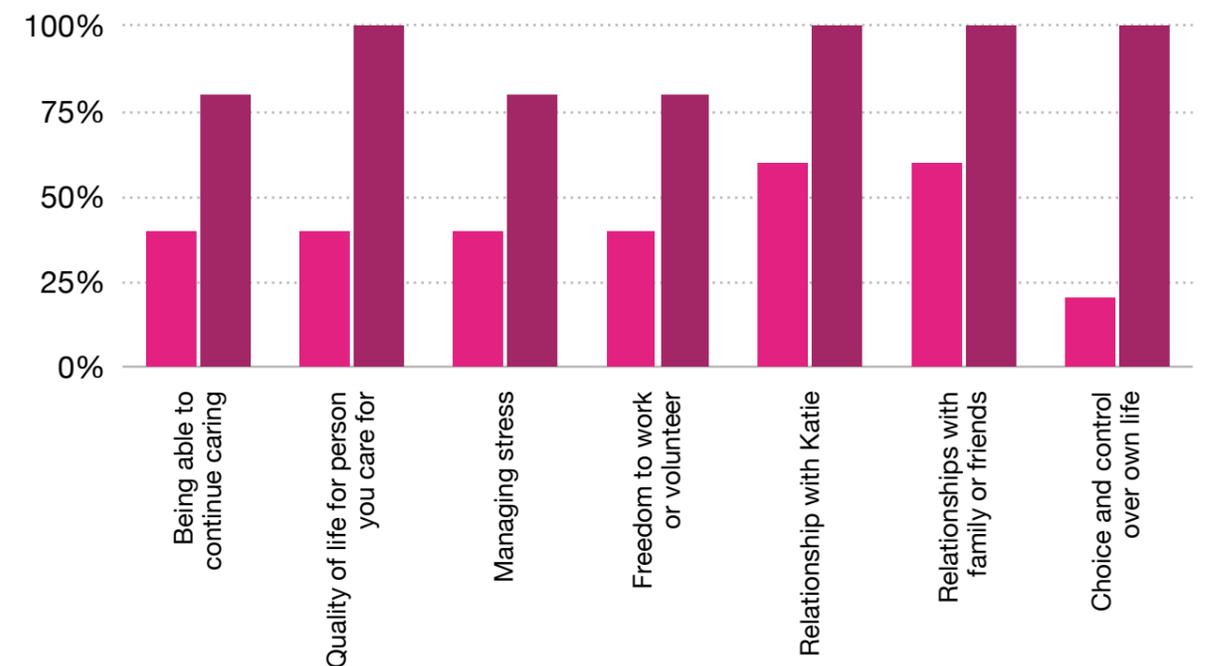
# LINDA'S FULFILMENT INDEX

2019  
2020



# CARER/FAMILY FULFILMENT INDEX

2019  
2020





**ALOCURA**   
facilitating personalised care

**Tel:** 01257 472 900

**Email:** [info@my-life.org.uk](mailto:info@my-life.org.uk)

**Web:** [www.my-life.org.uk](http://www.my-life.org.uk)

**My Life Standish**

Thompson House  
Equestrian Centre,  
Off Pepper Lane,  
Standish, Wigan,  
Lancashire,  
WN6 0PP

**My Life Leigh**

My Life @ Future Steps,  
Leigh Sports Village,  
Sale Way, Leigh,  
Lancashire,  
WN7 4JY

**My Life Wigan**

No. 1 Smithy Court,  
Smithy Brook Road,  
Wigan,  
WN3 6PS