

# Direct payments newsletter

Welcome to the 3rd edition of our direct payments newsletter. This newsletter serves as a platform for direct payment users and their families to share their experiences and keep informed about any changes in adult social care.

If you have questions about your direct payment or wish to contribute by sharing a story or submitting content for our next newsletter, please email us at [DPTeam@newham.gov.uk](mailto:DPTeam@newham.gov.uk)

## Monthly coffee mornings

Come and join us at one of our new monthly coffee mornings. Discover how you can use direct payments to pay for your care need and connect with fellow residents! The team will be on hand to answer any questions you may have about managing a direct payment.

Sessions are free and take place on the **first Friday of every month from 10am to 12pm.**

The next dates to keep in your diary are: 1<sup>st</sup> August, 5<sup>th</sup> September, 3<sup>rd</sup> October, 7<sup>th</sup> November and 5<sup>th</sup> December 2025.

Light refreshments will be provided.

Location: The Resource Centre, 200 Chargeable Lane, E13 8DW.



# Guidance around employing a family member

If you're thinking about hiring a family member to support you through your direct payment, here are a few important guidelines to keep in mind:



- **Living arrangements:** Your paid carer **must not live at the same address as you**, unless there are **exceptional circumstances**. This helps ensure the support arrangement remains professional and appropriate.
- **Managing your direct payment:** The person providing your care **cannot also manage your direct payment**. This separation helps protect your interests and ensures transparency.
- **Using a fund manager:** We strongly recommend using a **third-party fund manager** when employing family or friends. They can help with payroll, record-keeping, and making sure everything runs smoothly.

We would like to create some video resources to help direct payment users and their families best manage their direct payments, including sharing some top tips. If you would like to get involved, please email [DPTeam@newham.gov.uk](mailto:DPTeam@newham.gov.uk)

## MHRA Alert



Medicines &  
Healthcare products  
Regulatory Agency

The MHRA issued a safety alert in 2023 after deaths and injuries were linked to medical beds, bed rails, trolleys, and grab handles.

Risks include entrapment and falls, especially for smaller adults and children.

### What to do:

- Ensure your carers and PAs are aware of the risks and complete the necessary training.
- Email us on [MHRA.Alert@newham.gov.uk](mailto:MHRA.Alert@newham.gov.uk) if you have ever become stuck between the top of the mattress and bed sides, or have had a limb become entrapped through the bedrail side, so we can reassess your equipment.

You can read more about the alert on the government website:  
[www.gov.uk/guidance/bed-rails-management-and-safe-use](https://www.gov.uk/guidance/bed-rails-management-and-safe-use)



# Grey Matter Learning is now called Flourish!

The **Grey Matter Learning** platform has a fresh new look and a new name, **Flourish**.

You can still access **over 150 free online training courses** through the **Click** platform using your existing login details. Plus, these courses are now available in **over 200 languages**, making learning even more accessible.

Link to the website: [www.app.click-learning.co.uk/login](http://www.app.click-learning.co.uk/login)



If you would like to create a new account, please email: [DPTeam@newham.gov.uk](mailto:DPTeam@newham.gov.uk)

## Get involved

We have a range of inclusive activities for people with learning disabilities and their carers in Newham. To see the full calendar of events, please visit: [www.newham.gov.uk/health-adult-social-care/learning-disabilities](http://www.newham.gov.uk/health-adult-social-care/learning-disabilities)

You can also search for activities and groups on our Joy Directory - there are over 300 different listings so why don't you have a look at what's on offer? Search today: [www.services.thejoyapp.com](http://www.services.thejoyapp.com)

Think Local Act Personal (TLAP) have a range of useful resources to help manage and understand direct payments better. Find more info here: [www.thinklocalactpersonal.org.uk](http://www.thinklocalactpersonal.org.uk)

## Contact us

Direct Payments Team

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