



Membership of Encompass

We are encouraging people to become members of our organisation – Membership is open to individuals who support the aims of our organisation:

- To provide a support service to people who are in need by reason of age, ill-health, disability or other disadvantage so that they have more choice, flexibility and control of their own care.
- To advance education through the development of individual capabilities, skills and understanding.

Membership will entitle you to elect directors and vote at our Annual General Meetings

Membership is FREE

If you are interested please get in touch and we will send more information and a membership form.

Staff Changes

Rosie Fawcett started her maternity leave in September, Rosie's client queries are being covered by the other Employment Support Advisors in her absence.

Encompass welcomed Jacqueline Aikman to our team in August – Jacqueline is the Employment Support Advisor for the Central Area.

Sadly, Donald Hunter is leaving us at the end of this year, Lisa Kershaw started on 1st of November and will be working with Donald until she takes over his area at the end of the year. Welcome Lisa and we wish Donald all the very best for the future.

Joint Report on Services for Older People in Scottish Borders

The Care Inspectorate and Healthcare Improvement Scotland carried out a joint report on Services for older people in the Scottish Borders and we are delighted that Encompass were named as an example of good practice in the report.

Important Notice about changes to paying HMRC

The pay at the Post Office service will be withdrawn from 15th December 2017 and from the 13th of January 2018, HMRC will no longer accept payment by personal credit card. Debit cards will continue to be accepted.

REMINDERS

Providing your Direct Payment Account Bank Statements

Please ensure you send your Bank Statements to Encompass monthly or quarterly. Encompass are commissioned by Scottish Borders Council to Audit your Direct Payment Bank Account, if we do not receive regular bank statements we are required to report back to social work; this could have an impact on the continuation of your Direct Payment.

Personal Contributions towards your care

Scottish Borders Council assess if you have to make a personal contribution towards your care. If you have been assessed as having to pay a contribution you must pay this amount into your Direct Payment Account. If you do not pay your personal contribution into the Direct Payment account Encompass are required to report back to social work and again this could have an impact on your Direct Payment.

If you receive any correspondence from the council regarding your contribution, please ensure you notify Encompass.

Timesheets for your Employees

Please ensure you and your employees sign the timesheets before sending them to Encompass.

If you have any concerns about the content of this Newsletter, please don't hesitate to contact us to discuss.