



DIRECT PAYMENTS EXPLAINED



**YOUR CARE
YOUR SAY
YOUR CONTROL**

We hope that this booklet will answer any of the questions that you may have related to

Direct Payments



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SECTION

1

What Are Direct Payments?



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CARE, YOUR SAY, YOUR CONTROL

WHAT ARE DIRECT PAYMENTS?

Direct Payments is money that is paid from Wirral Council if you have been assessed as requiring Care and Support from Adult Social Services.



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CARE, YOUR SAY, YOUR CONTROL

WHAT ARE DIRECT PAYMENTS FOR?

Direct Payments allow you to be in control of your own care and support.

You will have the freedom to look at other alternatives to the Adult Social Services Package of care.

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WILL I STILL RECEIVE SUPPORT?

Yes of course, being on Direct Payments does not stop our involvement.

You can contact us or any supportive organisation to contact us on your behalf at any time if you are unsure, require advice or need reassurance.



WILL THE COUNCIL STILL PROVIDE MY CARE?

On the next page you will see a chart and hopefully this will explain how Direct Payments work.

What is important to note is that you will still have a Social Worker, a review, and our duty of care to support you

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WISHING TO TAKE ON ALL RESPONSIBILITIES OF THE DIRECT PAYMENT PROCESS REGARDING OBTAINING CARE AND SUPPORT

DIRECT PAYMENTS ARE PAID INTO YOUR BANK/BUILDING SOCIETY ACCOUNT	
CHOICE	CHOICE
DIRECT PAYMENTS AND CHOOSING OWN CARE USING REQUIRED PROFESSIONALS	

WHAT HAPPENS NOW (Stage 1)	WHAT HAPPENS NOW (Stage 1)
From the assessment a care and support plan will be produced. You can now decide which professionals you wish to undertake each part of your care and support. If you do not know your options relating to professionals who you can choose to do the tasks set out in your care and support plan, then we can direct you.	

WHAT HAPPENS NOW (Stage 2)	WHAT HAPPENS NOW (Stage 2)
You contact the relevant professionals you have chosen and then you choose the day, dates and times that fit in with your days	

WHAT HAPPENS NOW (Stage 3)	WHAT HAPPENS NOW (Stage 3)
Once the task has been completed by the professionals you have chosen, then they will invoice you for the price that you agreed. Make the payment to the professional service from your Direct Payments. You may wish to record date, time, amount of payment upon the invoice and file.	

**PLEASE NOTE – If you are paying a family or friend as a Carer from Direct Payments, you will need to keep records of hours and care activities.
They must also contact the DWP if they are in receipt of Carers Allowance.**



WISHING TO TAKE ON SOME RESPONSIBILITIES OF THE DIRECT PAYMENT PROCESS REGARDING CARE AND SUPPORT

DIRECT PAYMENTS ARE PAID INTO YOUR BANK/BUILDING SOCIETY ACCOUNT	
CHOICE	CHOICE
I WANT TO CHOOSE SOME CARE MYSELF AND ADULT SOCIAL SERVICES TO CONTINUE SOME OF MY CARE	
WHAT HAPPENS NOW (Stage 1) CHOOSING OWN CARE AND SUPPORT	WHAT HAPPENS NOW (Stage 1) ADULT SOCIAL SERVICES TO CONTINUE SOME CARE AND SUPPORT
For this section follow the process as stated within 'Wishing to Take on All Responsibilities of the Direct Payment Process'	Inform Adult Social Services which care and support aspects that you wish to continue with themselves
WHAT HAPPENS NOW (Stage 2)	WHAT HAPPENS NOW (Stage 2)
For this section follow the process as stated within 'Wishing to Take on All Responsibilities of the Direct Payment Process'	Adult Social Services will inform you the days, dates and times that are or are the nearest to those that you require.
WHAT HAPPENS NOW (Stage 3)	WHAT HAPPENS NOW (Stage 3)
For this section follow the process as stated within 'Wishing to Take on All Responsibilities of the Direct Payment Process'	Once the care and support activities have been carried out, Wirral Council will send you an invoice which you pay from your Direct Payments

PLEASE NOTE – If you are paying a family or friend as a Carer from Direct Payments, you will need to keep records of hours and care activities. They must also contact the DWP if they are in receipt of Carers Allowance.



WISHING TO BE ON DIRECT PAYMENTS BUT WANT ADULT SOCIAL SERVICES TO PROVIDE ALL CARE

DIRECT PAYMENTS ARE PAID INTO YOUR BANK/BUILDING SOCIETY ACCOUNT	
CHOICE	CHOICE
DIRECT PAYMENTS AND CHOOSING OWN CARE USING REQUIRED PROFESSIONALS	
WHAT HAPPENS NOW (Stage 1)	WHAT HAPPENS NOW (Stage 1)
Inform Adult Social Services which care and support aspects that you wish to continue with themselves	
WHAT HAPPENS NOW (Stage 2)	WHAT HAPPENS NOW (Stage 2)
Adult Social Services will inform you the days, dates and times that are or are the nearest to those that you require.	
WHAT HAPPENS NOW (Stage 3)	WHAT HAPPENS NOW (Stage 3)
Once the care and support activities have been carried out, Wirral Council will send you an invoice which you pay from your Direct Payments	

PLEASE NOTE – If you are paying a family or friend as a Carer from Direct Payments, you will need to keep records of hours and care activities. They must also contact the DWP if they are in receipt of Carers Allowance.



YOUR CARE, YOUR SAY, YOUR CONTROL

I WANT TO BE ON DIRECT PAYMENTS BUT I THINK I WILL STRUGGLE

This is completely understandable because when we all start anything new there are teething problems.

That is why we will be there for you if you are at any stage unsure, require advice or need some reassurance

YOUR CARE, YOUR SAY, YOUR CONTROL

WHAT SUPPORT CAN YOU GIVE TO ME ON A LONG-TERM BASIS?

You may decide that you want Direct Payments but without the worry of some of the employer type role of the process.

So please look at the charts on the next page to see what things we have in place to support



PERSONAL ASSISTANTS WITHIN DIRECT PAYMENTS

DIRECT PAYMENTS ARE PAID INTO YOUR BANK/BUILDING SOCIETY ACCOUNT	
CHOICE	CHOICE
I WANT A PERSONAL ASSISTANT TO HELP ME WITH SOME / ALL ASPECTS	
WHAT HAPPENS NOW (Stage 1)	WHAT HAPPENS NOW (Stage 1)
You can speak to any of the supporting organisations stated within this booklet or alternatively Wirral Council. The supporting organisations will help you to find an appropriate Personal Assistant (There may be a charge for this process) Alternatively, you could ask Wirral Council to be your Personal Assistant for a charge that will be discussed before your agreement is gained	
WHAT HAPPENS NOW (Stage 2)	WHAT HAPPENS NOW (Stage 2)
Your Personal Assistant can sort care and support, discuss costings with you, receive and pay invoices from your Direct Payments However, it is important to note that all decisions are yours relating to care and support and costings and the Personal Assistant will gain your consent before committing you to any care or support programme or cost	
WHAT HAPPENS NOW (Stage 3)	WHAT HAPPENS NOW (Stage 3)
Your Personal Assistant will ensure payments are made to any care or support that you have received. This will be taken from your Direct Payment Bank / Building Society Account that you have set up specifically for your Direct Payments to be paid into.	

PLEASE NOTE – You must ensure that there are enough funds within your Direct Payment Account for the Personal Assistant to be able to pay for all care and support.

Under no circumstances should this money be used for any other purposes than anything that is associated with your care, for which you should obtain a receipt / invoice.

This money should not be transferred to any personal bank account other than an invoiced service as part of your care and support



FURTHER EXAMPLE OF DIRECT PAYMENTS



I know these pens are good for most people but to be honest they do not help my handwriting. These pens are sturdy enough, but I need a pen that flows and has a better grip.

David has a weekly budget for any stationery that he needs, however this is ordered his manager

He must accept the organisations order of one type of pen, paper, folders etc

David does not believe the pens help his handwriting and when taking notes, he often then has difficulty understanding what he has written.

David though knows that so many people like these pens but like everything in life, one type does not do for everybody



Oh well, I need to ensure that I maintain a good affordable budget. I will get the priorities now so that I can have the requirements that I need to do my job.

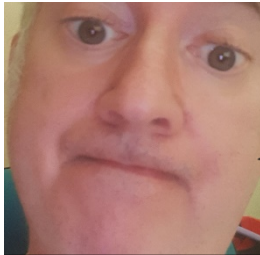
David's manager has allowed him and other employees to look after their own stationery budget.

They explain how the process will work and inform him that if there is any doubt to contact them so that they can explain as many times as possible / required.

David receives his weekly budget and looks at what he needs.

He must stay within budget, so he knows that he requires paper for his printer, some folders, and some paper clips

Without these he cannot file his paperwork safely and keep them together



*That worked well.
I have the invoice which I have
recorded the date and amount I paid,
then filed this away.*

It would not make sense to buy the more expensive pens that he wants, that he knows would help his handwriting.

If he did this then the basics would suffer and there would have to either be no folders, paper, or paper clips.

David knows though that all the stationery he is ordering now is not going to need to be ordered every week.

He completes a stationery request form and sends it to his manager. David is happy for the printer paper, folders, and paper clips to be ordered as normal.

David checks he has the funds for his order before sending

When he receives the stationery, he takes the attached Invoice and pays for this out of his stationery budget



*Because I was able to choose what I
believed was right for me, my
handwriting has improved because I
was able to choose exactly what I
wanted.*

The following week David only requires some more folders and again he puts in an order to his manager for more folders.

However, he now has the budget to buy the more expensive pens to support his handwriting.

David chooses the stationers, buys the pens, and makes sure he obtains a receipt.

At the end of the week, he completes an expenditure form which shows payment to company he works for and includes the receipt for the pens that he purchased externally elsewhere.

Both items were paid for from his stationery budget and met the requirements of the stationery ordering process with regards a personal budget known as Direct Stationery Payments



SECTION

2

**DIRECT PAYMENT OPTIONS
FOR CARE AND SUPPORT**

YOUR CARE, YOUR SAY, YOUR CONTROL

WHAT IF I HAVE NEVER BEEN ASSESSED?

If you have never received an assessment from Adult Social Services but you are struggling to cope with the daily life routine such as washing, dressing, shopping, hygiene due to a health or mental disability then you can be referred by a GP, Carer, Friend, or yourself.

YOUR CARE, YOUR SAY, YOUR CONTROL

**CAN I PURCHASE CARE OR SUPPORT
THAT I HAVE NOT BEEN ASSESSED FOR?**

No, your assessment identifies your care and support requirements and is therefore calculated to be for the requirements based on the assessment.

However, if you believe your condition has got worse contact us for a further assessment.

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YOUR CARE, YOUR SAY, YOUR CONTROL

WHAT IF I STOP REQUIRING CARE AND SUPPORT?

There will be times when you may need only short-term care and support.

We review your conditions on a regular basis to ensure you are getting the best care and support

However, if you no longer require a service, you must inform us immediately

YOUR CARE, YOUR SAY, YOUR CONTROL

I HAVE HEARD I CAN SPEND MY DIRECT PAYMENTS ON EQUIPMENT ETC?

Yes, that is true, but remember you need to stay within your Direct Payment allowance and not leave your main care short.

Whatever equipment / holidays you may require it needs to relate to your assessed care and support

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YOUR CARE, YOUR SAY, YOUR CONTROL

WHAT IF I AM NOT SURE IF THE ITEM OR HOLIDAY MEETS THE REQUIREMENTS?

That would be one of the reasons we are here to support you.

If you are in doubt, please contact your Social Worker and speak to them. Ask them if the item you want is enhancing any care and support you have been assessed for and ask for them to detail the conversation.

YOUR CARE, YOUR SAY, YOUR CONTROL

DOES THE DIRECT PAYMENTS IMPACT ON MY BENEFITS?

No, this does not impact on any benefits that you are in receipt of.

However, if you are paying a member of the family and they are in receipt of Carers Allowance then this must be declared to the DWP by the person in receipt

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DIRECT PAYMENTS?

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YOUR CARE, YOUR SAY, YOUR CONTROL

IF I NEED ANY HELP TO DECIDE, CAN I ASK QUESTIONS?

If you are a new person being assessed, then you will receive details of Direct Payments as the assessment.

If you have been previously assessed or have just been assessed but require additional clarification, please contact your Social Worker who will discuss the parts that you have questions about?

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