



# An Easy Read Guide to Direct Payments






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## What is a Direct Payment?

	<p>Direct Payments are an amount of money paid to you (or someone supporting you) by Leicestershire County Council.</p>
	<p>To have a Direct Payment you must have an assessment - we call this a Care Act Assessment – which will look at what type of support you need and how you can find this.</p> <p>If you need support the Social Care Worker will agree how much money you can get. This is called a Personal Budget, and you can choose to have this as a Direct Payment.</p>
	<p>Direct Payments allow you to be in control of your money and choose:</p> <ul style="list-style-type: none"><li>• Who supports you</li><li>• How you are supported</li><li>• When you get support</li></ul>







## Who is responsible for the Direct Payment?

	<p>You are responsible for the Direct Payment so you must be able to:</p> <ul style="list-style-type: none"> <li>• Decide to have a Direct Payment</li> <li>• Manage the money paid to you and use it only for what has been agreed in your support plan</li> <li>• Be able to decide who supports you</li> </ul>
  	<p>If you need help with your Direct Payment, there are lots of different people who can help you.</p> <p><b>Nominated Person</b> If you have a family member or friend, you can ask them to manage your Direct Payment for you – this is called a nominated person.</p> <p><b>Authorised Person</b> If you are unable to decide about having a Direct Payment and have been assessed as lacking capacity, someone else may do this for you. They will make all the decisions and manage the Direct Payment – this is called an authorised person. They must show the Social Care Worker that they are acting in your best interest.</p> <p><b>Third Party Money Manager</b> The Council can tell you about organisations who will manage the Direct Payment for you - make payments on your behalf.</p>
	<p>Everyone who has a Direct Payment must sign a Direct Payment Agreement with the Council.</p> <p>If you have someone to help you with your Direct Payment, they must also sign the Direct Payment Agreement.</p>

# Adult Social Care

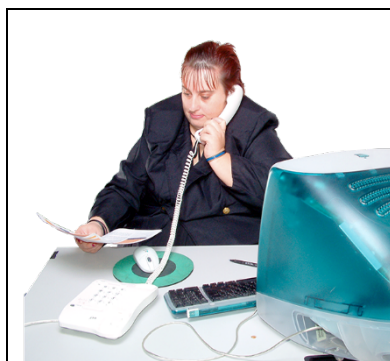


## How Do Direct Payments Work?

	<p>Direct Payments are paid into a Pre-Payment Card Account.</p> <p>This is an account we set up for you.</p> <p>We give you a pre-payment card.</p>
	<p>You can pay for your care and support online or on the phone.</p> <p>You can set up regular payments.</p> <p>You can check your account online or on the phone.</p>
	<p>You cannot take cash out from the cashpoint unless agreed by your Social Care Worker.</p>
	<p>In special circumstances you can open a bank account that your Direct Payment can be paid into.</p> <p>This must only be used for your Direct Payment, so it doesn't get mixed up with your other money.</p>

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If a Third-Party Money Manager is managing the Direct Payment for you the Council will pay the Direct Payment to them.

They will then pay any bills you have.



The Direct Payment is paid every 4 weeks in advance

## What can I use the Direct Payment for?

    	<p>Your Direct Payment can only be used to pay for care and support that has been agreed and clearly written in your support plan.</p> <p>Things like:</p> <p>Personal care from a Personal Assistant or Care Agency.</p> <p>Support to do other tasks like laundry, cooking and cleaning.</p> <p>Support to go to work, or college or social events.</p> <p>Equipment or Assistive Technology – special equipment to help you stay safe and independent at home.</p> <p>Your Social Care Worker will talk to you about this.</p>
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## What can't I use the Direct Payment for?





	Your Direct Payment must not be used to pay for
	Household Bills
	Food shopping
	To buy alcohol
	Health services that should be provided by the NHS
	Speak to your Social Care Worker to find out more



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## What do I need to do?




	<p>Everyone who has social care services must have a financial assessment. This will work out how much you can afford to pay towards your Direct Payment.</p> <p>We call this your “Personal Contribution”</p>
	<p>If you are asked to pay something this will need to be paid into your Direct Payment account, or to the Third-Party Money Manager if they are supporting you.</p> <p>If you do not pay your contribution, you may not have enough money to pay for your care and support.</p> <p>You can do this by setting up a standing order.</p> <p>Your Social Care Worker will explain how.</p>
	<p>The amount you pay may change because of a change for an example in the benefits you receive.</p> <p>You must tell the Council immediately if this happens.</p> <p>Contact number 0116 305 0004</p>
	<p>The Council will contact you 6 – 8 weeks after the Direct Payment Starts to make sure everything is ok.</p> <p>They will then look at it again as part of your annual care and support review.</p> <p>It is a good idea to keep receipts and invoices for things you have paid for from the Direct Payment account.</p>



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## Other things you may need to know

	<p>You must tell the Council as soon as possible if your needs have changed so we can look at your support plan and adjust the amount of Direct Payment you receive.</p> <p>Or if you don't need to use your Direct Payment because you are going into hospital or on holiday.</p> <p>If you are finding it difficult to manage the Direct Payment or something has gone wrong, please call the Council.</p> <p>They are there to help.</p> <p>Contact number 0116 305 0004</p>
	<p>If you spend the Direct Payment on things that are not allowed or not agreed the Council may</p> <ul style="list-style-type: none"><li>• Ask you to pay the money back</li><li>• Only allow you to have a Direct Payment if you agree to additional rules</li><li>• Stop the Direct Payment</li></ul>
	<p>If there is more than 4 weeks money in your Direct Payment account after all the bills have been paid the Council may ask you to return this to them.</p> <p>They will always speak to you first before taking the money.</p> <p>You must check the account regularly to make sure you are not paying out more than is being paid in.</p> <p>If you do not have enough money in the account, you must call the Council straight away.</p> <p>Contact number 0116 305 0004</p>



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## What happens when the Direct Payment ends?

	<p>The Direct Payment might end because things have changed for you.</p> <p>If this happens the Council will wait until you have paid all your bills before stopping payments and then closing the account.</p> <p>The Council will not make any payments to cover your bills if you have not paid your financial contribution.</p>
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## Who to contact if you need more information or assistance

	<p>Customer Service Centre – 0116 305 0004</p> <p>Out of Hours Team (Emergency only) 0116 255 1606</p> <p>Your Adult Social Care Worker <a href="https://www.leicestershire.gov.uk/adult-social-care-and-health/assessment-and-eligibility-for-care-and-support/contact-adult-social-care">https://www.leicestershire.gov.uk/adult-social-care-and-health/assessment-and-eligibility-for-care-and-support/contact-adult-social-care</a></p>
	<p>Leicestershire County Council website <a href="https://customerportal.leics.gov.uk/web/portal/pages/home">https://customerportal.leics.gov.uk/web/portal/pages/home</a></p>