



Nottinghamshire
County Council

Direct Payments

from the Adult Social Care
and Health Department

Arranging your own care or support so you can live independently at home



February 2009

What is a direct payment?

A direct payment is money we offer you so you can arrange your own care and support at home instead of it being provided by us.

What are the advantages of direct payments?

Direct payments offer you:

- **flexibility and choice** – you buy the care and support that suits your needs
- **control** – you decide how your needs will be met, by whom and at what time.

Changes to social care – giving you choice and control

From October 2010, service users will be given a Personal Budget based on their needs. You will know how much money you are entitled to and will be in control of how that money is spent. This means you will be able to get the support and care that best suits you.

Direct payments will still be one way that you can use to manage your money. For more information on what changes will be happening and the choices you will have see our website

www.nottinghamshire.gov.uk/puttingpeoplefirst



Who can receive direct payments?

Adults living in Nottinghamshire who need help and support to stay living in their own homes.

This includes:

- older people who need support to live safely and independently
- people with learning disabilities
- people with physical or sensory impairment
- people living with HIV or AIDS
- people with mental ill health
- people who seriously misuse drugs and/or alcohol.

Our direct payment scheme is different to the Department for Work and Pensions direct payment scheme where benefits are paid into bank accounts.



To get a direct payment you need to have an assessment by us, or you need to be getting social care already.

There is a separate scheme for disabled children and young people (see page 10 for contact information).

What can direct payments be used for?



Examples of what direct payments CAN be used for:

- help with washing, showering, eating, dressing, toileting and getting in and out of bed
- help with things you do in the day
- practical help, for example: shopping, collecting pension, essential cleaning and preparing a meal
- short breaks for yourself
- purchasing sensory impairment equipment.



Direct payments CANNOT be used for:

- services provided by the Adult Social Care and Health Department
- accommodation/housing costs
- services for your health care needs
- long-term residential or nursing care.

What am I responsible for?

If you receive direct payments you are responsible for:

- purchasing equipment
- arranging the services you need
- sorting out any problems with the service
- recording and showing the way you use the money.

If you use the money to employ your own staff:

- you have the legal responsibilities of an employer
- the staff you employ will report directly to you.

If you have a contract with an agency, the agency will be accountable to you, not to us.

Can I get help with using my direct payments?

Independent advice and help can be given by The Rowan Organisation. Their website includes detailed information about direct payments.

telephone: **0800 783 1755**

minicom: **0247 637 4439**

fax: **0247 637 4948**

e-mail: **info@therowan.org**

website: **www.therowan.org**

Direct payments for equipment

For information about using direct payments for special equipment to help with bathing, toileting and getting in and out of bed, contact the Customer Service Centre and ask for your local Occupational Therapy Team (see page 10).

Our leaflet 'Occupational Therapy Service' gives more details about the scheme. Contact the Customer Service Centre for a copy (see page 10) or visit the website www.nottinghamshire.gov.uk/directpaymentseq

How do I get direct payments?

- If you are already receiving social care services from us, talk to your social worker about receiving direct payments.
- If you don't receive services from us, call the Customer Service Centre and we will arrange for you to have an assessment. This means we will talk to you about what you need and decide whether you are eligible for help.
- If you have a learning disability get in touch with your local Community Learning Disability Team (see page 10).

A separate leaflet, 'How to get social care services' tells you more about who can get social care services and assessments. Call the Customer Service Centre or visit the website: www.nottinghamshire.gov.uk/socialcarehealthpublications.

Home care

If you need home care then we will provide it for the first 6 weeks. This gives us a chance to find out exactly the kind of help you need. If you still need home care after this time you can choose whether to have direct payments or have your home care arranged through us.

You can find out about home care on our website www.nottinghamshire.gov.uk/homecare or by phoning the Customer Service Centre (see page 10).

What happens next?

Before you can have direct payments you will need to:

- sign an agreement which tells you what your direct payments can be used for – it tells you what you can expect from us and what you must do
- open a separate bank account
- keep records of how you spend your direct payments
- make sure any support worker is ready to start.

Other frequently asked questions

Do I have to have direct payments?

If your assessment says you need a social care service, you will usually have:

- direct payments **OR**
- the service arranged by the Adult Social Care and Health Department **OR**
- a mixture of the two above.



Direct payments are worked out to give you an amount of money that should allow you to buy the service you are assessed as needing.

How long can I have direct payments for?

This depends on what you need.

If you have direct payments for a long time we will check that they are right for you every year. Please let us know about any changes that may affect your direct payments as soon as you can.

Will I have to pay money towards my care if I have direct payments?

Before you get direct payments we will do a financial assessment to work out how much, if anything, you should pay towards the cost of your care.

You will only have to pay the same as you would if you were getting services directly from us.

If you are under 66 years old you may be eligible for money from the Independent Living Fund (ILF). If so, you will be expected to apply for this money. Your social worker will tell you more about this.

Can I use direct payments to employ my relatives?

Direct payments may not normally be used to employ:

- your husband, wife or partner
- a close relative that you live with.

Can direct payments affect my Social Security benefits?

NO. Direct payments do not affect your Social Security benefits.

Do I pay tax on direct payments?

NO. Direct payments are not counted as taxable income.

If I employ my own staff how do I know if they are honest and reliable?

We strongly recommend that you take up criminal record bureau (CRB) checks and personal references on anyone you intend to employ. This is for your own protection and security. Your social worker or the Rowan Organisation can give you more information about CRB checks.

What happens if my arrangements go wrong?

You are responsible for making sure that you have help if your usual arrangements go wrong. For example, the person who assists you may not turn up. Your social worker or the The Rowan Organisation can give you more information about dealing with this.

Can I stop my direct payments?

Yes. If you decide you want to stop your direct payments tell us straight away. You can then choose to get your care through the Adult Social Care and Health Department.

Contact information

Customer Service Centre, PO Box 9320, Nottingham.
NG15 5BL

☎ **08449 80 80 80**

Calls cost 3p/min from BT landlines. Mobile costs may vary.

e-mail: customerservice.centre@nottscg.gov.uk

Community Learning Disability Teams

Ashfield

☎ 01623 785 473

Bassetlaw

☎ 01909 535 565

Broxtowe

☎ 0115 943 1086

Gedling

☎ 0115 854 6230

Minicom: 0115 854 6210

Mansfield

☎ 01623 436 640

Newark

☎ 01636 685 927

Rushcliffe

☎ 0115 878 3579

Minicom: 0115 846 5553

If you are Deaf/deafened or have a visual impairment

Adult Deaf and Visual Impairment Service

☎ 08449 80 80 80 Minicom: 01623 433 653

Disabled Children's Teams

North Nottinghamshire ☎ 01623 433 433

South Nottinghamshire ☎ 0115 914 1500

In an emergency

In an emergency situation that cannot wait until the following working day the Emergency Duty Team may be able to help.

☎ **0300 456 4546** outside office hours and on a weekend/bank holiday.

Comments, suggestions and complaints

If wish to make a formal complaint or comment about your direct payments contact the Customer Relations Service.

☎ **08449 80 80 80**

Your information

You have a right to see information recorded about you. A leaflet, 'Information we hold about you' explains how to get it and is available from the Customer Service Centre.

Urdu

آپ اس اشاعت کو کسی اور صورت میں 'یا اس کا اردو
ترجمہ یا ترمیم نہیں کر سکتے ہیں اور ہماری کسی گیسٹنگ سروس سینٹر
سے تبادلہ کیے۔

Hindi

यदि आपको यह प्रथमन किसी दूसरी फॉरमेट या
हिन्दी भाषा में चाहिए तो कृपया आप कलक्टर
सहित सेंटर को सम्पर्क करें।

Punjabi

ਜੇਕਰ ਟਿਚ ਪ੍ਰਕਾਸ਼ਨ ਤੁਹਾਨੂੰ ਕਿਸੀ ਦੂਸਰੀ
ਫੋਰਮੈਟ ਜਾਂ ਪੰਜਾਬੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ ਤਾਂ
ਤੁਸੀਂ ਕਲਕਟਰ ਸਹਿਤ ਸੈਂਟਰ ਨੂੰ ਸੰਪਰਕ ਕਰੋ

Polish

Proszę o kontakt z Customer
Service Centre jeżeli chcieliby
Państwo uzyskać tą publikację w
innym formacie lub po polsku.

Contact us if you need the information in a
different language or format.

Customer Service Centre, PO Box 9320,
Nottingham. NG15 5BL

phone **08449 80 80 80**

Calls cost 3p/min from BT landlines. Mobile costs may vary.

e-mail **customerservice.centre@nottsc.gov.uk**

website **www.nottinghamshire.gov.uk**



INVESTOR IN PEOPLE



2005-2006
Sustainable Energy
2006-2007
Culture and Sport for
Hard to Reach Groups
2007-2008
Emergency Planning
2008-2009
Improving Accessibility

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