



**Nottinghamshire  
County Council**

# Improving people's lives

Information about Personal Budgets and  
Direct Payments



Nottinghamshire County Council in partnership  
with Alzheimer's Society

# Introduction

This leaflet is aimed at people with dementia and their carers and tells you what happens when you ask us for some help to remain living at home. Everyone who receives help gets this as a Personal Budget.

Direct payments are one of the ways that you can take your personal budget and we hope that once you have read this leaflet you will see the benefits and consider this as a positive option.

# Getting a personal budget

If you think that you or someone you care for needs help - the first step is to contact us on

**0300 500 80 80** and ask for a Community Care Assessment.

You may be offered short term home care support (reablement) first - especially if you have just come out of hospital - to help you get back on your feet. A member of Nottinghamshire social care staff will talk to you about your needs and assess whether you will be eligible for help.

We follow national guidelines for assessing who is eligible to get community care services. This aims to make sure all councils make decisions about who gets help in a similar way.

If you are eligible, your assessment will identify an amount of money which we call an indicative personal budget.

We will use this to create your support plan. Family and friends can help with this too. This plan will look at the best way to spend your budget to meet your needs.

When you call the Customer Services Centre there are a series of options. Select (Option 1) then (Option 4). These options may change from time to time.

# Personal Budgets Pathway



Contact Customer Services Centre about an **Assessment** for yourself or someone you care for



Work with a member of NCC\* social care staff to find ways to help you stay independent. If long term support is needed we will work out how much and decide your **indicative budget**



Write and agree your **support plan** and decide your final **personal budget**.  
Work out your financial contribution



Have your personal budget as **direct payments** and organise your own support to suit your needs

Have part of your budget as direct payments and part as services managed by NCC\*

Have all of your services managed by NCC\* and provided by approved providers



Speak to your social care worker about the most effective way to spend your direct payments and get the most for your money



\* Nottinghamshire County Council (NCC)

# What goes into my support plan?

## The support plan will cover:

- what you want to change or achieve – your outcomes
- how you will be supported and how that support will be managed
- how you will stay in control and be as independent as possible
- what you need to do to make the plan happen.
- equipment to help you stay independent
- support for the person who is caring for you.

We will need to agree your plan and let you know the actual cost of your support. This final figure is your personal budget.

If your situation changes you can ask for a review of your needs, which may include creating a new support plan.

## The plan will include a range of services. This could include:

- getting out and attending activities in your community – clubs, cafes, church
- keeping in touch with family and friends
- support with practical tasks
- help with personal care – such as washing and dressing

“ Just because someone has dementia it doesn't mean they don't know what they want ”

Carer

# Will I have to pay towards my care?

It depends on your financial circumstances. Most people will have to make a contribution towards the cost of any care or support they receive. This is so that we can concentrate our limited resources on people with the most need and provide support to as many people as possible.

We will need to know about your financial circumstances to decide how much you will need to pay towards your services.

If you choose to take all or part of your personal budget as direct payments, these will not affect your benefits and are not counted as income for tax purposes.

If you would like more information on paying for your care, ring us on **0300 500 80 80** and ask for a copy of the fact sheet called “Social Care Support: assessment, support planning and personal budgets”.

Or you can find information on the County Council website:

**[www.nottinghamshire.gov.uk/caring/adultsocialcare/supporttoliveathome/longtermsupport/](http://www.nottinghamshire.gov.uk/caring/adultsocialcare/supporttoliveathome/longtermsupport/)**

# How is my personal budget paid to me?

There are three ways to have your personal budget:

**1** You can have your personal budget as direct payments paid directly to you. Direct payments can give you more freedom and the ability to be creative in how you find ways to organise and manage your support.

**2** You can have part of your personal budget as direct payments to organise your own support and part of it as services managed and provided through the County Council.

**3** You could have your entire personal budget as services managed and provided through Nottinghamshire County Council.

## Direct payments

For many people the best option is direct payments. This allows you much more freedom to arrange the services you want from the companies or carers you prefer at times that suit you.

Having a direct payment means that you can buy services from companies that we don't have contracts with. You can also use the money to employ a personal assistant to give you support when you want it.

You can still have a direct payment if you have dementia and/or are unable to make your own decisions but you will need to have a "Suitable Person" to manage it on your behalf. This could be a family member.





# If I have a direct payment, what will I need to do?

Direct payments are designed to give you more control over your care, however there are some things that you will need to do such as:

- open a separate bank account (or use a pre – payment card)
- Keep a record of how you have spent the money (bank statements/invoices).

## My Story

### “You have the clout to change things when you have a direct payment”

Ann switched to direct payments when she realised that she needed a more consistent and reliable home care service for her husband who has dementia.

*“I had agency carers coming in and they sent different workers and visits were often late which meant my husband was waiting for an hour or even two hours to be washed and dressed. I never knew who was coming- it was a different person every week.”*

It was at this point Ann decided to take control and organise the support via a direct payment.

*“I like the fact that with a direct payment I can keep hold of the purse strings. I can talk directly to the agency now and make changes to the days and times that support is provided to fit around our needs. It works so much better for us. ”*

# Do I have to manage everything by myself?

No. A social care worker will help to get you started and if you need more help we can give you contact details of Direct Payment Support services. You may need this if you are employing your own staff.

Bill is 60 years of age and has working age dementia. He lives in a remote village in Nottinghamshire with his wife who is his main carer. She needed a break from caring and Bill needed some social interaction.

Bill felt he was too young for traditional day care services. Through the use of a direct payment he was able to find a male personal assistant who shared similar interests as he wanted to talk about cars and engineering.

A Direct Payment Support Service was able to help them with legal issues around employment.

## Where can I get more information about direct payments?

You can contact us on **0300 500 8080** and ask for information on direct payments.

If you decide to have all or part of your personal budget as direct payments, we will give you fact sheets which explain about:

- opening a bank account or a pre-payment card
- what you can and can't spend your money on
- how your payments will be made
- what simple records you will need to keep
- what checks will be made on the records
- how you can employ a personal assistant
- all relevant legal and safety issues

## What happens if I don't want direct payments?

Some people may not want direct payments or may not be able to have one. If this is the case we will provide the services you need from the Council's approved list of providers.

It is up to you how you choose to have your personal budget. If you have direct payments and then change your mind, you can stop them at any time.

# Dementia support groups Nottinghamshire

## **Alzheimer's Society**

Dementia Support Workers, Carers workshops, Singing for the Brain sessions, Befriending service (charges may apply)

Nottingham: **0115 934 3800**

Mansfield: **01623 429419**

Worksop: **01909 730886**

Email: **Nottingham@alzheimers.org.uk**

## **Caring for Dementia Carers (Bassetlaw)**

Meets every Tuesday morning in Worksop. Talk with others who understand what it's like caring for someone with dementia.

Telephone: **07530953496**

Email: **dementiacarersbassetlaw@gmail.co.uk**

## **Forget-me-not Dementia Support Group**

A Self Help and Support Group for people with memory problems, their families and friends

Kirkby-in-Ashfield

Telephone: **01623 556065**

Email: **forget-me-not.support@hotmail.co.uk**

## **Ollerton Memory café**

A support group for people with Alzheimer's, dementia, memory loss, their partners carers and friends. Meets monthly.

Telephone: **01623 862478**

## **Radford Care Group**

Friendship group, day care facilities and carer support sessions.

Telephone: **01159786133**

**www.radfordcaregroup.org.uk**

## Other Useful organisations:

### **Age UK Nottingham & Nottinghamshire**

Telephone: **0115 844 0011**

Email: **info@ageuknotts.org.uk**

### **Alzheimer's Society**

Nottingham: **0115 934 3800**

National Dementia Helpline:  
**0300 222 1122**

Email: **Nottingham@alzheimers.org.uk**

### **Carers Federation**

Telephone: **01159 629 310**

Provides free general advice, information and support to all carers

### **Choose My Support**

Online directory of support services, groups and equipment

**www.choosemysupport.org.uk**

### **Crossroads Care East Midlands**

Telephone: **01159 62 8920**

For Broxtowe, Gedling and Rushcliffe areas

### **Crossroads Care North Notts**

Telephone: **01623 658535**

For Newark & Sherwood, Mansfield, Ashfield, Bassetlaw areas

### **Information Prescriptions**

Prescription that provides information rather than tablets and medicines

**www.nottsinfoscript.co.uk**

### **Working Age Dementia Service (WAD)**

Nottinghamshire Healthcare NHS Trust

Telephone: **01623 415707**







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**Alzheimer's  
Society** | **Leading the  
fight against  
dementia**

 **Nottinghamshire  
County Council**

**W** [nottinghamshire.gov.uk](http://nottinghamshire.gov.uk)  
**E** [enquires@nottsc.gov.uk](mailto:enquires@nottsc.gov.uk)  
**T** 0300 500 80 80

 [facebook.com/nottinghamshire](https://facebook.com/nottinghamshire)

 [@NottsCC](https://twitter.com/NottsCC)

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