

PATIENT INFORMATION

Direct Payments

What are Direct Payments?

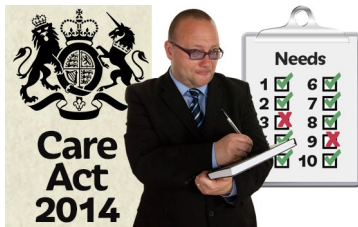


Working with you, for you

What are Direct Payments?



A direct payment is money you can get to pay for help and support needs that have been agreed in your support plan.



Your Social Worker will talk to you and look at all your support needs – we call this a Care Act 2014 assessment. This is a conversation about how you manage day to day.



Your Social Worker will help look at the different types of support in your area, for example, paid support or voluntary support to find the right one for you.



If you need support that has to be paid for, your Social Worker will agree how much money you can get. This is called a Personal Budget.



Direct Payments allow you to be in control of your money and choose:

- Who supports you
- How you are supported
- When you get your support

Who can help you with Direct Payment and Pre-Payment Account?



Nominated Person

If you have a family member or a friend, you can ask them to manage your account for you.



Authorised Person

If you don't have a family member or friend who can help. Your Social Worker would provide you with organisations that can be an authorised person. For example: Managing Agents.



Suitable Person

If you are not able to make decisions about managing your money or lack capacity. The Social Worker and Authorised Person will agree a Suitable Person to make your Direct Payments to.



Anyone helping you with direct payments should have signed a direct payment contract.

How does Direct Payment work?



Direct Payments are paid into your bank account. You will need to have an account just for Direct Payments so it doesn't get mixed up with any other money.

Your Social Worker will talk through the different types of accounts to help you decide the best one for you.

What is Pre-Payment Card Account

An account that can be set up for you and works like online banking:

- You are given a pre-payment card.
- You pay for services you want online.
- You can set up regular payments for your care and support - agreed in your support plan.
- Check your account and make payments online or on the phone.



What is Support Planning?



Your support plan says what help and support has been agreed to meet your care needs.

Your Social Worker will work with you to write your support plan. You can decide what services you want to buy and any other support you have from family or community service can be included.



You can use this plan for your Direct Payment contract.

What is Client Contribution?



Financial Assessment Benefits Team (FAB) will need to see if you have to pay anything towards the cost of your care and support. This called a financial assessment.

If you have to pay a client contribution, this will need to be paid into your Direct Payment Account.



For more information on Direct Payment



Adult Social Care in Torbay



01803 219700



<https://www.torbayandsouthdevon.nhs.uk/services/adult-social-care/>

For further assistance or to receive this information in a different format, please contact the department which created this leaflet.

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