

Direct payments

Using direct payments for your care and support needs

We want to help you live as independently as possible and get the support you need. After we have visited you and talked about the support you need (an assessment), we will tell you if you are eligible for support from Adult Care Services and how much money this will cost us. This is called a personal budget. You can ask us to give you some or all of this money to arrange the support you need instead of us arranging the services for you. These payments are known as direct payments. Direct payments give you better choice and more control over the support you can get.

Qualifying for direct payments

You will qualify for a direct payment from us if:

- You have been assessed as eligible for social care services
- You have been assessed as eligible for financial help from us
- You are age 16 or over
- You are willing and able to manage the money you receive or have a suitable person who can support you (help and advice on this is available).

How to get direct payments

If you are already receiving support from us please speak to your care manager, call us on **0300 123 4042** or visit our website at www.hertfordshire.gov.uk/directpayments

How much money will I get?

The amount of money you get will usually be the same as what it would cost us to meet your assessed needs. If you pay a contribution towards your care you can still get a direct payment. We will simply take this from the total amount that we would have paid you.

Factsheet



Adult Care Services

What can I spend my direct payment on?

Direct payments must be spent on services or equipment to meet the needs and outcomes agreed with you when we visited. This is written down in your care and support plan. This may include paying for a home care agency to visit you, helping you to get out and about in your community, celebrating your culture or helping you to stay in touch with friends and family.

What can't I spend my direct payment on?

Your direct payment cannot be used for anything illegal or any service, activity or product that does not meet your assessed social care needs and outcomes. You can talk to us if you have any questions about this.

How will I get my direct payment?

We will send you a direct payment account card. We will pay the money into this account card so you can buy what you need. The card can be used anywhere the MasterCard logo is displayed. You can set up direct debits and standing orders and purchase your support online, in shops or over the phone. You can also make cash withdrawals and check your account online. If you pay towards your care you will need to pay your contribution into this account. The easiest way to do this is with a standing order.

Direct Payments for carers

You are a carer if you provide unpaid help and support to a family member, friend or neighbour who would otherwise not be able to manage. Carers have the right to a carer's assessment and may also be eligible for a direct payment to get help to carry on caring and look after their own health and wellbeing.

Where to get help and advice about direct payments

If you would like to know more about direct payments, please speak to your care manager or contact us. Details are at the end of this factsheet.

Factsheet



Adult Care Services

There are also organisations which can help you arrange services and set up your direct payment with you once it has been agreed with us. Leonard Cheshire provides independent advice that is FREE of charge to Hertfordshire residents.

Email: direct.payment@leonardcheshire.org or call 01462 439000.

Visit www.leonardcheshire.org and search for 'Direct Payments Support Service'.

Independent specialists called brokers can also give you help and advice to arrange your own care services. Their services are usually chargeable so please obtain a quote before proceeding. To find out more and get a list of approved brokers search 'brokers' on www.hertfordshire.gov.uk, talk to your care manager or phone us on the number below.

Contact us

For adult care services and to comment or complain:

Web: www.hertfordshire.gov.uk/adults E-mail: contact@hertfordshire.gov.uk

Telephone: 0300 123 4042

Textphone: 0300 123 4041

British Sign Language (BSL) video interpreting service available.

Find a local community service: www.hertfordshire.gov.uk/directory or drop into your local library

Call HertsHelp for independent information and advice:

Telephone: 0300 123 4044

E-mail: info@hertshelp.net

Text: Text HertsHelp to 81025

Textphone: 0300 456 2364



If you or someone you know is at risk of abuse or neglect:

Call us on 0300 123 4042 (24 hours a day)

Calls to 0300 cost no more than a national rate call to a 01 or 02 number