



Adult Social Care Department

Direct Payments

What is a Direct Payment?

A Direct Payment is money paid directly to you by the Council for you to arrange and purchase your own care, based on your assessed care and support needs, rather than the Council buy it for you. This allows you to have more choice and control over how your care needs are met, so that services you receive are those you have chosen yourself to help you achieve the things that are important to you.

Direct Payments can only be used on what has been agreed in your Care and Support Plan following an assessment. This might include support from a care agency of your choice, or employing a personal assistant directly to help you, or other support services and equipment.

Direct Payments can be managed by you, or by a third party such as a family member or friend.

What are the benefits of having a Direct Payment?

- Choosing a provider to support you who is right for you
- Employing someone you know and trust
- Choosing to receive support at a time you want
- Learning new skills
- Building new relationships
- Feeling part of the community
- Increasing confidence
- Increasing independence
- Enables you to stay in your own home
- Allows flexibility

Some examples of how a Direct Payment can be used:

- Personal Care
- Domestic Support
- Social Support
- Sitting Service
- Leisure
- Activities
- Equipment
- Respite

Where can I get more Information?

If you would like more information about Direct Payments, please contact 020 7361 3013 or email socialservices@rbkc.gov.uk

What are the five simple steps to receiving a Direct Payment?

1) Decision to take a Direct Payment

The Council will assess your care and support needs to determine if you are eligible to receive help. If so, the Council will then calculate how much money is required to meet your needs. You can then decide whether to take a Direct Payment or receive services organised by Adult Social Care to meet those needs.

2) Confirm how you wish to use your Direct Payment

You may wish to use a care agency of your choice, use a service in the community, or employ your own personal assistant. You can also decide if you want someone else to manage the money on your behalf. This will be agreed and recorded in your Care and Support Plan with your Care Manager.

3) Completing Direct Payment documentation

The Council will support you to complete forms such as a Direct Payment Agreement and prepaid card form and depending on how you choose to use your Direct Payment, any necessary employment documents, such as payroll forms. The Council will support you at every stage to enable a smooth process.

4) Receiving your Direct Payment money

Payments are made into your Direct Payment account by the Council every 4 weeks. The payments can be paid into:

- a prepaid card provided by the Council
- a third party account if someone is managing your funds on your behalf

Please remember you will be financially assessed to see if you are required to contribute towards the cost of your Direct Payment. If so, you will be required to pay any assessed contributions into the Direct Payment account.

5) Reviewing your Direct Payment

The Council will support you regularly to make sure you are managing your Direct Payment appropriately and that you are still happy with the arrangements. A Care Manager will complete an initial review at three months and a full review of your care and support needs every 12 months.

