

Direct Payments



...taking care to make a difference

Large Print or other format/medium are available on request

please telephone



01545 574000



or Email

contact-socservs@ceredigion.gov.uk

Porth Gofal Office Hours:

Monday – Thursday: 8.45 a.m. – 5.00 p.m.

Friday: 8.45 a.m. – 4.30 p.m.

You can find information about services provided by
Ceredigion County Council on our website at:
www.ceredigion.gov.uk

Direct Payments

1.0 What are Direct Payments?

- 1.1 Once you have been assessed as eligible to receive community care services from Social Care, we can either arrange services for you or you can choose to receive sums of money to either partly or fully arrange the services yourself. This is known as a **Direct Payment** and will give you more flexibility, control and choice in the care that you receive therefore allowing you to live as independently as possible.
- 1.2 Direct Payments can be used for short or long term needs but only to meet wellbeing outcomes as identified in an individual's care and support plan.
- 1.3 If you think that Direct Payments may be suitable for some of your care needs but not for others, you can have a mixture of Direct Payments and some services arranged by us.
- 1.4 Direct Payments are not a Department of Works and Pension benefit and will not affect your rights to such benefits nor are they classed as income for tax purposes.

2.0 Who can receive Direct Payments?

- 2.1 Direct Payments can be offered to almost anyone who has been assessed as eligible to receive community care services. Once you have been assessed as requiring community care services, the assessor has a duty to offer you a Direct Payment.
- 2.2 Direct Payments may also be paid to another suitable person who may act on behalf of the individual requiring care including adults with parental responsibility for a child with disabilities.

3.0 What can I use the Direct Payments for?

3.1 You can only use the money you are given to buy the services that you have been assessed as needing and are detailed in your Care and Support Plan, for example:

- To employ someone directly to help you with your care (a Personal Assistant)
- To buy care from a private registered care agency
- To make your own arrangements instead of using Social Care day care or respite care
- To purchase equipment

4.0 What can they not be used for?

4.1 Direct Payments cannot be used to purchase care, support and assistance that have not been identified in the individual care and support plan neither can they be used for:

- purchasing any Local Authority services, as Local Authorities are not permitted to sell their services in this way
- Meeting health care needs. This will also include services provided under Continuing Health Care Funding (CHC Funding)
- Housing services

5.0 What is involved in managing Direct Payments?

5.1 If you decide to have Direct Payments, you will be responsible for:

- Using the money only to pay for the help that we have agreed you need
- Keeping records to show that the money has been spent in the right way

- If you choose to employ someone as a Personal Assistant, you will have all the usual responsibilities of an employer. However there is help and support with this

6.0 How much money will I receive?

6.1 The amount of money that you will get will depend on how much and what type of assistance you need. Your Care and Support Plan will state how much support you need each week and the amount you will be paid is detailed in Appendix 1 which is sent out with the Direct Payment Agreement.

7.0 Will I have to contribute to the cost?

7.1 You may be asked to pay part of the cost towards your care. This will depend on the type of care you have been assessed as needing and may also depend on your income and savings. If you do have to pay, this will be the same amount, whether you have Direct Payments or choose to have services arranged by us.

7.2 Your assessor will be able to request a financial assessment for you to see what cost (if any), you have to pay towards your care.

8.0 Will I be supported to manage my Direct Payments?

8.1 From 1st April 2021, Ceredigion County Council will have an in house team called Direct Payment Support Service who will provide anyone who decides to apply for Direct Payments with free help and support. The professionally trained staff will provide you with information, support as well as practical help with recruiting and employing staff, paying wages and helping with tax and National Insurance payments.

8.2 You may also receive help from family and friends.

8.3 If you choose to employ a personal assistant, the Care Council has developed an online toolkit which provides guidance, practice examples and practical tools. This will enable you to support your personal assistant to gain the skills they need to be confident and competent in their roles.

8.4 You can access the toolkit by visiting www.paemployertoolkit.wales

9.0 What if my needs change?

9.1 If your needs change, you will need to be reassessed to see if your Direct Payments also need to change.

9.2 Alternatively if you find that you no longer wish to have Direct Payments you can ask for your services to be arranged by Social Care instead.

10.0 How can I apply?

10.1 If you are currently in the process of having your needs assessed by Social Care ask the assessor about Direct Payments otherwise you will need to contact Porth Gofal to request an assessment of your needs. They can be contacted as follows:



01545 574000



contact-socservs@ceredigion.gov.uk

10.2 The officer will take detailed information from you (called a Contact Enquiry). Details will include your name, address, telephone number, date of birth, GP, ethnic origin, religion, language preference, what your health issues are and what activities you are finding difficult (further details can

be found in our 'How to Access our Services' Information Leaflet).

10.3 If you contact us on behalf of someone else, it is very important that they are aware of this and that you get their full permission before you telephone us. The officer will ask you to confirm this.

10.4 The information you provide will then be passed to the appropriate Team so that someone can contact you and arrange a visit.

10.5 You can also contact the Direct Payment Support Service for further information:



01545 574000



TU_DP@ceredigion.gov.uk

Advocacy Service

Advocacy services can help in situations where you may not feel able to deal with everything on your own. Advocates are independent and non-judgemental. Advocates can be a neighbour, relative, friend or someone from a voluntary organisation – anyone that will help you to speak out and have your views and wishes taken into account.

There are Advocacy services available and where possible we may arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and do not have family or friends to help you.

Citizen's Advice Bureau can provide advice on a range of issues and in some circumstances can offer advocacy support



01239 621974



Adviceline: **03444 772020**



www.cabceredigion.org

People First offers an Advocacy Service for people who have a Learning Disability



01970 625656

Advocacy West Wales provides an Independent Mental Health Act Advocacy Service (IMHA) for both people in the community and for informal patients at Morlais Ward, Glangwilli Hospital, Carmarthen.



Telephone: **01437 762935**



www.advocacywestwales.org.uk



admin@advocacywestwales.org.uk

Tros Gynnal provide advocacy services for children and young people to make sure that they have their rights respected and have their voices heard



YOUNG PEOPLE'S FREEPHONE: **0808 168 2599**



TEXT: **07788 408562**

SNAP Cymru

SNAP Cymru also provide an independent advocacy service “ABOUT ME”. They are able to provide information, advice, advocacy, representation and support to children and young people with Additional Learning Needs, including Specialist Educational Needs and disability.



www.snapcymru.org



0845 1203730 (Support Line)



aboutme@snapcymru.org

Information Sharing and Confidentiality

Any information that you give us will be kept safe and confidential. We will not disclose your information to anyone not involved in your care without your consent (unless we are obliged to do so by law or there are exceptional circumstances, such as your safety and/or the safety of others).

Representations/Complaints/Comments

If you are unhappy about any of our services, or about the way you have been treated, you should initially discuss this with the Team Manager of the Team you have had contact with. We hope that the problem can be resolved at this stage.

If however you are still unhappy, you can take the matter further by making a formal complaint. Ceredigion County Council has a complaints procedure.

If you think we have done something well, you can also tell us.

For **Social Care** ask for 'Are we getting it right? Do you have any Comments, Complaints or Compliments?' leaflet.

Emergencies

If you need urgent help outside the opening times of Porth Gofal (as stated on the inside cover of this leaflet), please contact our Out of Hours Emergency Team on:



0300 4563554

Other leaflets detailing the different services offered by Ceredigion Social Care is available on request from Porth Gofal. For further information, please telephone:



01545 574000

We would welcome any comments you have with regard to the content and layout of this leaflet and/or the service you have received. Your views are important so that we can monitor and improve the quality as required. Please could you take time to complete the following:

Name:

Address:

.....

.....

Tel. No: Date:

Leaflet received from:
.....

My compliment or complaint:
.....
.....
.....
.....

(Please continue on a separate page if you need to)



Send this page to:

Porth Gofal,
Canolfan Rheidol
Rhodfa Padarn
Llanbadarn Fawr
Aberystwyth
SY23 3UE

Thank you for your comment