





# An easy guide to direct payments



This leaflet is easy to read.



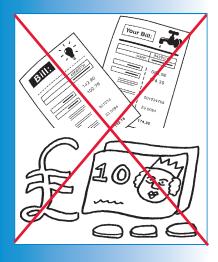






### What are direct payments?

You can use direct payments to buy the care and support you need, instead of us arranging services for you.



Direct payments are not state benefits and will not affect any state benefits you already get.



They are also nothing to do with getting your pension or benefit paid direct into your bank.



Having direct payments means you can:

- be more independent;
- have more control over your life;
- make your own choices; and
- decide what you want to do and when you want to do it.



You can use your direct payments to pay someone called a 'personal assistant' to support you, or you can get an agency to arrange your support instead.



## What can I use direct payments for?

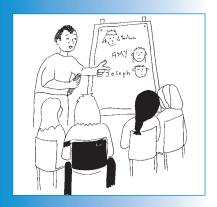
You can use direct payments to pay for the following.



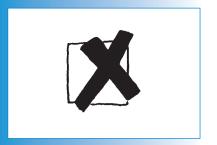
 Personal care and support to help you live in your own home



 A personal assistant to help you do day to day activities such as going shopping



 Something specific, for example joining a group or course to help you learn new skills and meet new people



You cannot use direct payments to pay for the following.



 Anything that doesn't meet your needs or help with the changes you want to make



Food and drink, including 'meals on wheels'



 Health care needs, including treatment from the NHS



Gambling



Long-term care in a care home



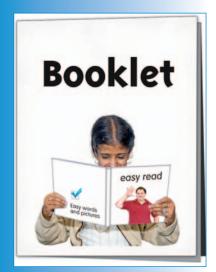
Anything that is against the law



 Your husband, wife, partner, close relative or anyone else who lives with you to provide care for you



 Council services such as occupational therapy equipment



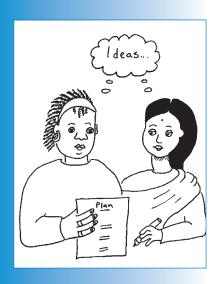
### What will direct payments mean for me?

Most people can manage their direct payments if they have the information and support they need.



You will need a bank account for us to pay your direct payments into. You must only use this account to pay for support or care.

You will have to keep a note of the money you spend and receipts and bank statements because we will need to see these to check you are using your direct payments to pay for care only.



### Who will arrange my care?

You will be responsible for arranging your own care, with or without support. This will mean making sure you arrange for someone else to help you if your personal assistant goes on holiday or is off sick.





Having direct payments should mean you can get help in the way you want it. You can use your direct payment to pay for all the support you need, or just for some of it.



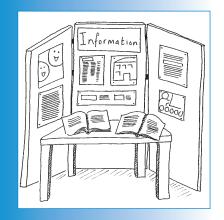
You will have more of a say about who supports you and when you get the support you need. For example, you may want more help in the evenings or at weekends.

If having direct payments does not work out for you, we can provide your support for you instead.

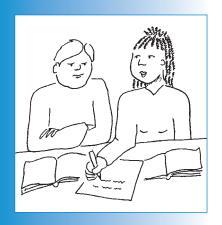


## How do I get direct payments?

You will need a social care assessment to find out if we can offer you direct payments. We will ask you some questions and talk to you about the help you think you need. Having an assessment does not always mean we can give you direct payments.



If we cannot give you direct payments, we will tell you about other people who might be able to help, like health services and other organisations.



If we can give you direct payments, we will work with you to make a support plan to set out the help you need. Your social care worker will tell you more about this.



# Checking how you are getting on with your direct payments

Once your direct payments are set up, we will check that you are managing okay and that you are spending the direct payments in the right way. We call this 'having a review'.



### How do I ask for an assessment?

You can ask us for an assessment to find out if we can give you a direct payment by contacting one of the following services.



#### **Older People's Access Service**

(for people over 65)

Phone: 0121 303 1234 Textphone: 0121 303 6230



#### Email:

OlderPeoplesAccessService@birmingham.gov.uk



#### **Learning Disability Service**

(for people with learning disabilities)

Phone: 0121 303 2202



#### **Physical Disability Service**

(for people with physical disabilities)

Phone: 0121 303 3335





(for people with mental health difficulties)

South Birmingham

Phone: 0121 678 2830



East and North Birmingham

Phone: 0121 685 7832



Heart of Birmingham

Phone: 0121 685 7628



For carers



Phone: 0121 675 8000

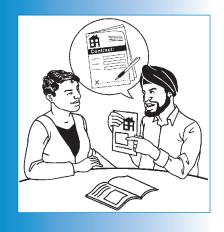


Email:

helpline@birminghamcarerscentre.org.uk

Visit:

Birmingham Carers Centre 130 Colmore Row Birmingham B3 3AP.



# Where can I find out more about direct payments?

Penderels Trust is an agency that helps people in Birmingham to manage direct payments. They can give you advice and help you manage your direct payment. You may have to pay for some of their services.



Penderels Trust
Direct Payments Support Agency
Birmingham Disability Resource Centre
Bierton Road
Yardley
Birmingham
B25 8PO



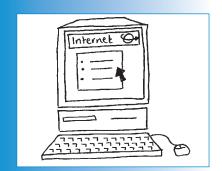
Phone: 0121 683 2440



You can choose to get help about direct payments from other people or agencies if you want to.

#### More information

Here are some websites you might find useful if you want more information.



#### **Directgov**

Information about local government services. Website: www.direct.gov.uk

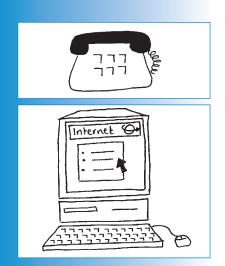
Department of Health Website: www.doh.gov.uk



### Your right to be heard

If you have any comments, compliments or complaints, please contact:

Customer Care and Citizen Involvement Team Birmingham City Council Adults and Communities Milton Grange 16 Handsworth Wood Road Birmingham B20 2DR.



Phone: 0121 303 5161 (choose option 1)

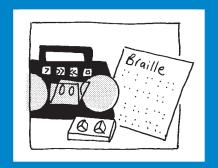
Fax: 0121 303 7208

Email:

CustomerCareTeam@birmingham.gov.uk

Website:

www.birmingham.gov.uk/AdultCustomerCare



If you would like a copy of this leaflet in another language, in large print, in Braille or on audio tape, MP3 or CD, please phone us on 0121 464 3123 or email ACCommunications@birmingham.gov.uk

The pictures in this leaflet have been provided by CHANGE.

Website: www.changepeople.co.uk

