



# Direct Payments

Your care and support, your way

# What are Direct Payments?

Direct Payments are a different way to get care and support.

Instead of the council arranging your care services, you are in charge of your personal budget (the money needed to meet your care and support needs each week).

You may be entitled to a Direct Payment if you have care and support needs and live in the community, or if you provide a substantial amount of unpaid care to someone with care and support needs.

To find out if a Direct Payment is right for you, get in touch with your social care assessor or the council's Contact Assessment Team (CAT) so that they can carry out an assessment of your needs.

Telephone: **020 8921 2304**  
Email: **aops.contact.officers@royalgreenwich.gov.uk**

## Why choose a Direct Payment?

There's more choice and flexibility:

- Choose **HOW** your needs are met
- Choose **WHO** provides your support
- Choose **WHEN** you get the support
- FLEXIBLE** support

## What do Direct Payment users say?

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"Having a Direct Payment gave me back control over my life, I can get out and about – before I had to wait in for the agency carers"

"I know that the Direct Payment, rather than care and support from an agency, has allowed me to achieve a lot more in my life than I would otherwise have done"

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## Using Direct Payments

Everyone's needs are different. A Support Plan will help you plan the best way of using a Direct Payment to meet your personal needs. This plan must be agreed with your social care team.

"I pay a Personal Assistant to support me. I got help to find someone who fits with my needs and lifestyle and speaks my language"

"I use my Direct Payment to buy support from an agency I chose"

"I use my son's Direct Payment to pay for his regular activities in our local area"

"I can employ a friend to support me, rather than a stranger"





"I use part of my Direct Payment to pay for the adapted IT equipment I need to communicate"

"I use part of my mother's Direct Payment to pay for respite, so we can get a break"



# What would I have to do if I chose a Direct Payment?

There is a bit more responsibility with a Direct Payment, but more freedom and control that comes with this - most Direct Payment users feel it's worth it!

-  If you become the employer of the person who supports you, this carries some legal responsibilities
-  You must spend the money on meeting your care and support needs - not on other things
-  There is some paperwork you will need to keep on top of (you can get help with this)
-  You would still need to pay your assessed contribution to care costs

Remember, you can get information, advice and help whenever you need it from the Direct Payment team, and there is peer support from other Direct Payment users if you wish.

