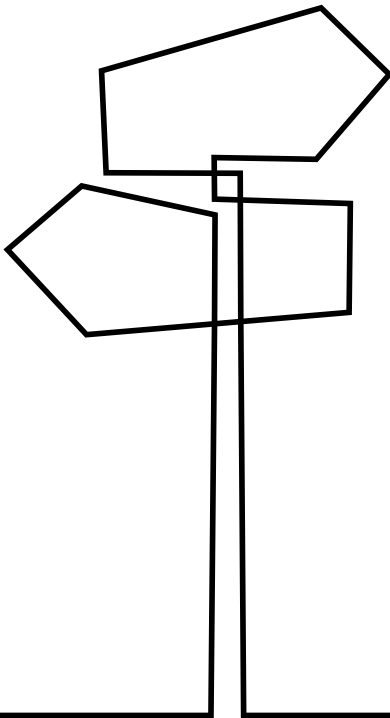


Adult Social Care

Direct Payments

Empowering Your Care Choices



**Isle of Wight
Council**

Direct payments put people first, empowering you or a trusted person to take control and self-direct your own care and support.

This approach ensures you achieve the outcomes you choose and live the life you want.

Support planning and 24/7 grid

With direct payments, you have the opportunity to take on more responsibilities and control by sourcing your own care to meet the outcomes identified in your Care Act assessment. Care Act (2014) Guidance emphasises a flexible, holistic approach, avoids lengthy processes and lists to allow you to set the pace of your planning process.

The direct payments team offers support planning assistance for those with a direct payment personal budget. Working with your social worker, the direct payments team can help to develop your support plan using a tool called 24/7 Grid, a visual tool to map your routines, build support around them, and calculate associated costs.

The team provides guidance on local resources to help you meet your assessed outcomes and collaborates with social workers throughout the support planning process.

Managing your direct payment

If you receive a direct payment, you will want to remain in control of it and make decisions on how you use it, but you may need support to be able to manage the money. There are different options you can choose to help you do this.

Pre-paid card

A pre-paid card is what the Isle of Wight Council will pay your required funding onto so you can organise and pay for your care yourself. The card works just like a bank debit card. You can make payments by phone or over the internet and you can use it to make one-off or regular payments to your carers.

You can use your pre-paid card to buy services that meet the outcomes identified in your care and support plan. The card should not be used for any other purpose, such as buying alcohol, gambling or betting.

You will not be able to withdraw cash using your card, but you can make payments by using the associated online banking facility /card 'portal' or by making a telephone call to the card support team (EML) on 02036334511.

Pre-paid cards are safe to use but as with all credit and debit cards, every precaution needs to be taken to keep the card safe and the PIN secure.

The direct payments team are available if you do want any further information and support with understanding and using your direct payment.

Friend or relative

If you need more support to manage your direct payment, you can ask a family member or a friend to manage your direct payment on your behalf. You may also wish to give them permission to discuss your direct payment with us. This person will receive your direct payment on your behalf and will manage it for you.

They would be responsible for:

- Maintaining records on how your direct payment was spent.
- Informing us of how your direct payment is being spent.
- Be responsible for ensuring any bills or invoices for your care and support were paid correctly and on time.

People undertaking this role will receive as much guidance and support as they need from the direct payments team.

If you have been assessed as not having capacity to make decisions about your direct payment, you will need to have a 'suitable person' to make decisions in your best interest. This person could be a relative or a friend.

If you, a family member or friend need advice and support on how to manage your direct payment then you can contact the direct payments team, and we will support you.

The support available from the direct payments team:

- Will help with understanding your responsibilities of having direct payment.
- How the direct payment and pre-paid card works.
- Recruiting and employing a personal assistant.
- Help with setting up your care and support arrangements through support planning and using 24/7 grid if you would like more control over your budget.

Choosing your care

Personal Assistant/Employing a Personal Assistant (PA)

One option available for those with a direct payment is having your

support needs met by a personal assistant (PA). You can choose to directly employ a PA or choose to have care provided by a self-employed PA.

Managing the employment of a PA means you will have to take responsibility for employment matters, such as advertising the job, recruitment, preparing an employment contract and calculating wages, tax, National Insurance and pension contributions.

Support and guidance to help individuals/representatives with employing a personal assistant is available through the direct payments team. There is also the option for a pension and payroll company to be used to support with the additional employment work and carry out the necessary calculations on your behalf.

It is your choice if you would like your PA(s) to have a DBS check, Public Liability Insurance and unique tax reference (UTR) evidence. The Isle of Wight Council will provide this information to help you make an informed decision. Contact the direct payments team for more information on personal assistants.

Agency support

Another option is to select agency support. If you wish to choose a care agency that meets your needs, it's important to research and select an agency that provides the type of care and support you require. The direct payments team can support you through this process.

Managing payments

The agency will invoice you for their services, and you will use the direct payment funds to pay these invoices.

Record keeping

Keep detailed records of all transactions and services received. This is important for accountability and to ensure that the funds are being used appropriately. Support, information and guidance is available through the direct payments team.

Advice and guidance

For any questions about direct payments, including how they work, managing funds, recruiting and employing PAs, or support planning, contact the direct payments team or your social worker.

Contact information

- Email: personalbudgets@iow.gov.uk
- Call: 01983 823073