



BEDFORD
BOROUGH COUNCIL

Direct Payments

Money to buy your own care



Adults and Community Services

What is a Direct Payment?

Direct Payments are cash sums that your local Council can pay to people who are ill or disabled to enable them to buy the care and support they need. Under the law, Councils must offer the option of Direct Payments to any eligible person who requests it.

Why should I have a Direct Payment?

Direct Payments allow you to take more of the decisions that affect your life. They give you more choice and control of your own care. For example, with Direct Payments you can employ the person or agency you choose, decide on the hours of employment and the tasks you want completed. For example, with Direct Payments you can employ the person or agency you choose, decide on the hours of employment and the tasks you want completed.

Who can receive Direct Payments?

People who are eligible for adult care services can receive Direct Payments.

If you are not already receiving adult care services, somebody from the social work team will first undertake an assessment to identify your care and support needs and discuss these with you. If this shows that you are entitled to adult care services you then have a right to ask to be considered for Direct Payments instead of Bedford Borough Council arranging services for you.

You may need the care services because you:

- are aged 16 and over and have a disability or illness (this can include learning disabilities and mental health problems)
- have parental responsibility for a disabled child or children; or
- are a carer aged 16 and over

If you are being abused or suspect that someone you know may be the victim of abuse contact Adults and Community Services (01234 267422).

You must also:

- be willing to have Direct Payments
- agree that you understand what having Direct Payments entails or someone acting for you does
- be able to manage the payments either alone or with help

How can I use Direct Payments?

You must use the Direct Payments to pay for services that meet your social care needs as identified in your assessment and agreed with your care worker, but how you choose to meet those needs will be up to you to decide.

If you are already receiving care services arranged by the Council you can change to receiving Direct Payments to buy these services elsewhere. You will always have the right to return to services arranged by the Council if you prefer. You can have a mixture of Direct Payments and services arranged for you. If you wish to buy services from the Council or a permanent placement in a registered care home we will make the payment directly to your chosen provider.

What kind of support can I get with Direct Payments?

The Council has approved a number of organisations who can provide personalised support services. This includes a range of services to help you set up and manage your Direct Payments, including, for example:

- help to identify services you might be interested in
- advice and assistance with recruiting and employing your own staff, including payroll support
- help to identify other suitable agencies if this interests you
- many other matters relating to using Direct Payments

Ask your care worker for details of the support organisations, or you can find a list on our website at: www.bedford.gov.uk/health_and_social_care/help_for_adults/information_and_advice/personalised_support_services.aspx

We encourage all eligible services users to opt for direct payments as a means of meeting their care and support needs. In the end you decide it is not for you, you will still be able to receive care services provided for you.

What should I do to find out more?

Please talk to your social worker about how Direct Payments work. Your assessment or review is the best starting point from which to explore it further.

Eligibility and access

We can only help those whose independence is at the greatest risk if they do not receive a service from us. The assessment helps us to give priority as fairly as we can to those in greatest need of support.

There is no charge for the assessment. The worker will discuss any costs relating to the service(s) you need with you and will arrange for an assessment of your financial circumstances. We can also assess whether there are any benefits that you are entitled to receive.

Safeguarding adults

Abuse is mistreatment by any other person that violates your human and civil rights. Bedford Borough Council is committed to safeguarding vulnerable adults from abuse (SOVA). If you are being abused or suspect that someone you know may be the victim of abuse contact Adults and Community Services on 01234 267422. Your concerns will be taken seriously and will receive prompt attention.

Having your say


We would like you to tell us how you think Bedford Borough Council's Adults and Community Services have worked for you and what you think of our services. Our staff will ask for your views throughout your contact with us.

To give us feedback on the service you have received, please speak to the manager or staff in your relevant social work team or write to us at the address on the back page.

Bedford Borough Council's Adults and Community Services are independently regulated by the Care Quality Commission (CQC). If you want to discuss our service(s) with them they can be contacted at:



 **03000 616161**

 **Care Quality Commission**
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

 **enquiries@cqc.org.uk**

Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Per Informacion

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Per Informazione

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Za Informacje

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Contact the Direct Payments Support Service



01582 470900



www.drcbeds.co.uk/



Direct Payments Team

Disability Resource Centre
Poynters House, Poynters Road
Dunstable
Bedfordshire
LU5 4TP



DirectPayments-Bedfordshire@drcbeds.org.uk

General Enquiries



01234 267422



Adults and Community Services

Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford
MK42 9AP



care@bedford.gov.uk

Ask for leaflet
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