

# Information Sheet

## Direct Payment.

What is direct payment?

A direct payment offers a client choice and control, over their care. It also allows you to be financially responsible for your care. If you are eligible for assistance with paying for your care through social services then you could decide you would like to take direct payments. This means the money that you receive from social services towards your care is paid directly to you so that you can choose how you want to purchase your care.

How do they work?

Initially a Social Worker will come and discuss your care needs with you and fill out a care and support plan which outlines the outcomes you would like to achieve through support. This does not have to be the traditional plan where you have a carer come in every morning and support you with washing and dressing, it could be that you are able to manage this or have family who can help you. You could have a carer come and take you out shopping or to a social engagement.

The Social Worker will also discuss your personal budget with you. This is the amount of money you will require to achieve your outcomes. Once your care and support plan and personal budget have been agreed the Social Worker will give you a list of care companies in your area that provide care. Rose Care has an agreement with Suffolk County Council to provide this service in Felixstowe, the Trimleys and Kirton. The social worker will discuss with you how the direct payment works this will involve setting up a separate bank account that your money from the council is paid into.

What do I have to do?

If you choose to use Rose Care as your provider the client co-ordinator will come and see you to discuss how we can assist you to achieve your outcomes. During the discussion the client co-ordinator will fill in our assessment sheet and should you wish to go ahead we will discuss a start date and write a care plan which shows how we will meet your needs. You will need to let the social worker know that you have chosen Rose Care.

Do I have to pay anything?

This will depend upon your personal budget. Sometimes clients are asked by the council to make a contribution to their personal budget, this will be discussed with you by the Social Worker. Rose Care charge £18 per hour for Direct Payment. This is less than our private rate but more than the rate Social Services pay. It may be that you will need to top up your personal budget to reflect this.

How do I pay Rose Care ?

Every time one of our carers visits you they will write on the care notes the time they arrived, what they did whilst they were with you and the time they left. At the end of our four week period the notes are taken back to the office and all the time is added up. You will then be sent an invoice for the amount of time you have received. Once you have received the invoice you can either pay by cheque or by bank transfer. If you wish to pay by cheque the carer will be happy to take it to the office for you and will receipt your invoice. If you wish to pay by bank transfer please ring the office for the account details.

What do I do if I want to terminate my agreement with Rose Care?

Unless a client has to go into residential or nursing care at short notice or passes away we require that you give Rose Care 4 weeks' notice.