



# Direct Payments

## Giving you more choice and control

This leaflet explains what Direct Payments are and how you can use them.





## How do I get a direct payment?

If you would like to receive a direct payment:

- Please speak to your social worker or you can phone us
- If you do not get any support from us but think you may need it, then please contact us for an assessment
- Contact numbers are on the back page.

## Do I have to pay anything?

- You will usually have to pay something towards the cost of your care and support
- The exact amount will depend on how much money you get every week, any savings you have and how much care and support you need
- The amount you pay is the same whether you have direct payments or whether we manage the money for you.



## What happens if I start having direct payments and find they do not work for me?

- You just have to tell us you no longer want direct payments and we will arrange to give you services.



## What can I use direct payments for?

You can use direct payments to pay for your care or support.

This could include:

- Personal care, for example help with washing and dressing
- Practical help, for example help with shopping and cleaning
- Short breaks, to give you or your carer a break
- Daytime activities, for example going to a class or a day centre.





## What you spend your direct payment on is up to you as long as...

- It meets your outcomes agreed with your social worker in your support plan
- It is legal
- There is enough money in your personal budget
- It is safe.

## What is good about direct payments?

With a direct payment you are in control

You can choose:

- Who supports you
- How they support you
- When you get your support.





## People who use direct payments enjoy the choice that having direct payments gives them

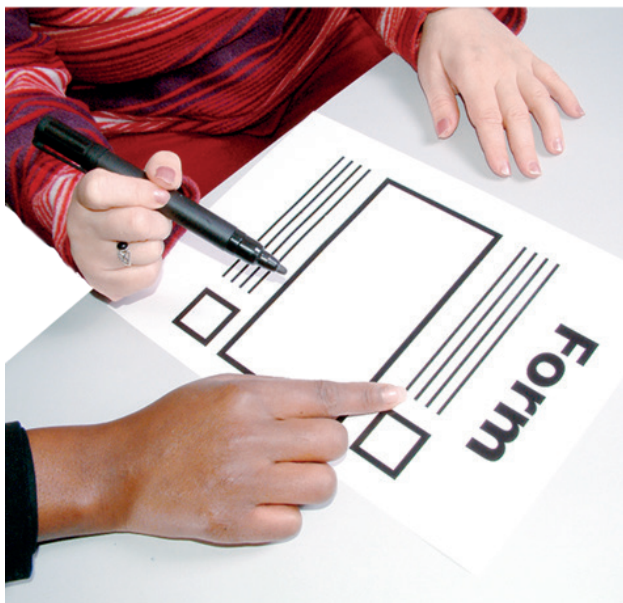
Some people say that having direct payments:

- Makes them feel good about themselves
- Gives them confidence
- Gives them more control over how they live their lives.

## With direct payments you do not have to manage all of the money yourself

- You could choose to manage a small amount of the money to start with
- If you get on ok you could manage a bit more
- **It is your choice.**





## Who can help me with me direct payments?

- An organisation called Ruils, can help you manage your money and give you advice.
- If you have a personal assistant, Ruils can help you to pay them
- You can call them on 020 8831 6088 or email them at [dpsupport@ruils.co.uk](mailto:dpsupport@ruils.co.uk)
- You can also contact the council for information and advice.

## They can

- Give you advice about direct payments
- Support you to employ your own personal assistant
- Help you to manage the direct payment yourself.





## How do I find out more about direct payments?

- Your social worker can tell you more about direct payments
- You can contact Ruils on 020 8831 6088
- You can also contact the council to find out more on 020 8891 7971.



## Our contact details

Monday to Friday 9am to 5pm.

Telephone: **020 8891 7971**

SMS Phone: **07903 738043**

Email: **adultsocialservices@richmond.gov.uk**

Website: **www.richmondcareandsupport.org.uk**

## Write to us at:

London Borough of Richmond Upon Thames Council  
Adult Social Care  
Civic Centre  
44 York Street  
Twickenham TW1 3BZ

For information on local services  
please visit CarePlace  
[www.careplace.org.uk](http://www.careplace.org.uk)



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**020 8891 7971.**

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