



London Borough  
of Hounslow



Community  
Provisions

# Direct Payments

Giving you more choice, control and help you live Independently.

**Easy  
Read**



**Direct Payment**

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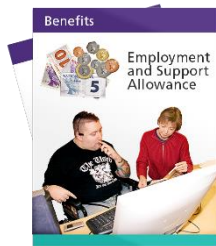
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# 1

## About This Guide



We want to encourage our residents to be **independent** and have a say in the way their care packages and services are delivered.



This guide provides information on Direct Payments and how you can use them.

# 2

## What Is A Direct Payment And Who Is It For?



A Direct Payment is money you can get to pay for **your care and support needs** giving you choice **!**, and control as agreed in **your support plan**.



Your **Social Worker** will work with you to create a **Support Plan**, help you to look at the different types of **support** in your area to find **the right one for you**.

Your **Social Worker** will tell you if you are eligible for Direct Payments



Your Social Worker will talk to you and look at all your care and support needs. This is called a **Care Assessment**.



If you need care and support, your Social Worker will tell you how much money you can get to pay for it.



Direct Payments allow you **to be in control of your money** and you can choose:

- Who supports you
- How you are supported
- When you get your support



The money you get as a Direct Payment can only be used for the **care** and **support** that you and your Social Worker agreed in your **Support Plan**.

# 3

## How We Can Help You



Direct Payment Officer will help you understand the Direct Payments.



We can **help**:

- Older Adults/Carers
- People with Disabilities
- People with Neurodiverse Conditions
- Mental Health Needs
- Special Educational Needs



Direct Payment Officer will **visit you** either at home or in a place you **feel comfortable**.



Direct Payment officers will **discuss your care** and **support needs** as stated in your **support plan**.



Direct Payment officers will discuss all options available to you and **support you in managing your direct Payments.**

# 4

## Ongoing Support



Direct Payment Officers can support you with Employment **of your Personal Assistant (PA).**



Direct Payment Team will help with:

- Right to Work Checks.
- Disclosure Barring Service (DBS) checks
- Setting up Liability Insurance
- Setting up payroll



Direct Payments Team can

- Provide you with a list of care agencies.
- Signpost to services available in the Borough.
- For more information go to [www.careplace.org.uk](http://www.careplace.org.uk)

**Adult Social Care – Adult Access Team**

Telephone: 020 8583 3100

Email: [adultsocialcare@hounslow.gov.uk](mailto:adultsocialcare@hounslow.gov.uk)

**Contact the Direct Payments Team**

Telephone: 020 8583 3051

Email: [DirectPayments@hounslow.gov.uk](mailto:DirectPayments@hounslow.gov.uk)

**For more information on Local Services available  
please visit CarePlace:**

[www.careplace.org.uk](http://www.careplace.org.uk)