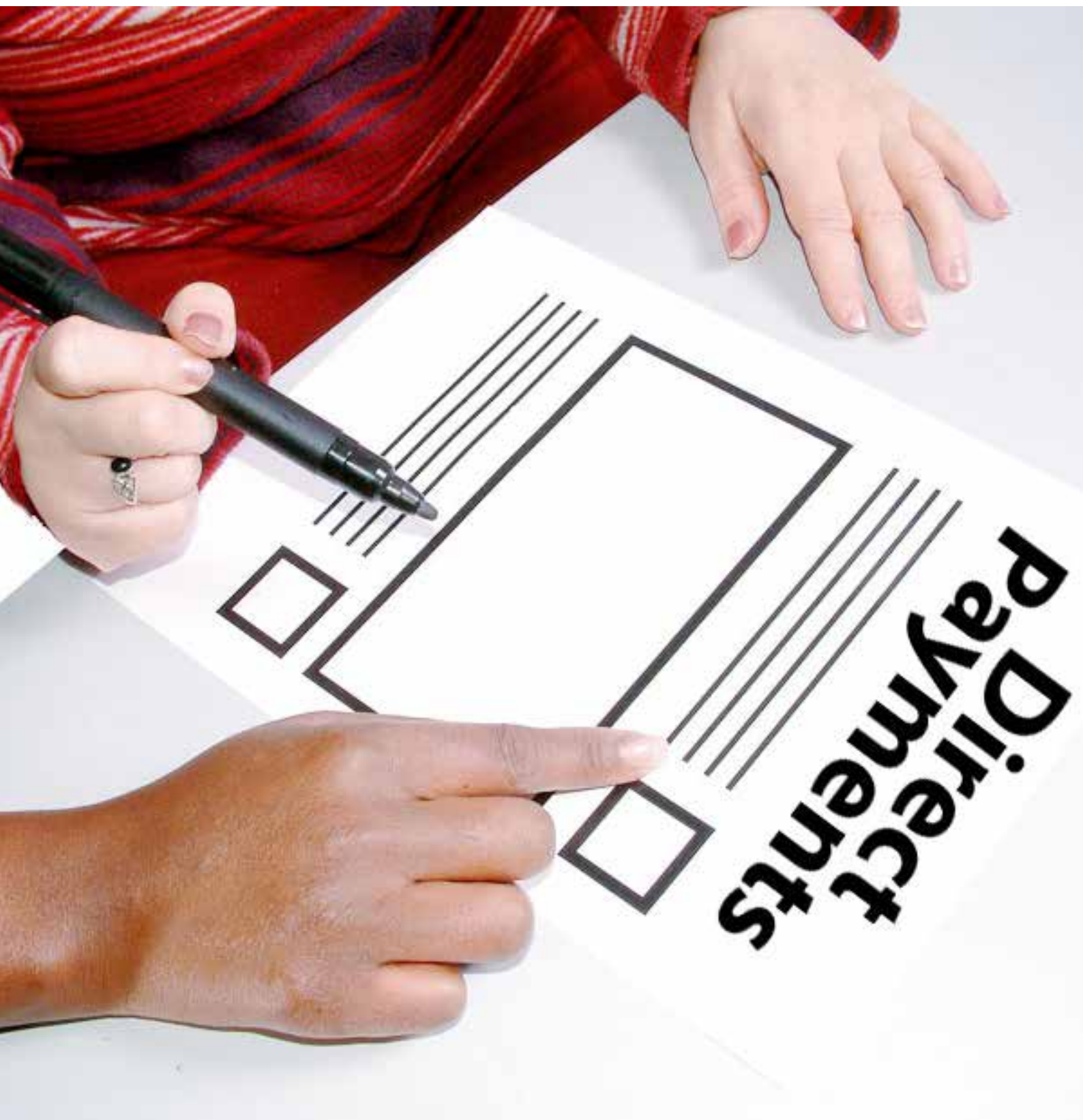


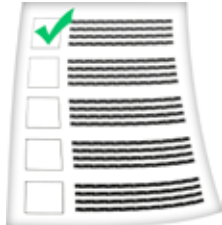
Your Direct Payments Agreement





This document explains your Direct Payment Agreement.

The agreement is a legal document.



It does not replace your agreement, it gives you the main points from it.



You might need some help with this.



1. The agreement

This tells you that a member of staff has checked that you can get support from social services.

We then say that you are eligible for support.



Someone has checked that you can buy support yourself or with help.

This help might come from someone who will act on your behalf.

2. When you will be paid

You will be paid your Direct Payment every 4 weeks

Or

you might get a one off payment.

If you employ a personal assistant/s it is your responsibility to pay their wages and any employer contributions.

It is also your responsibility to repay any refunds like national insurance to us.
Contact us for more information.



3. How you will be paid

To get a Direct Payment you must have one of these for it to be paid into:

- a bank account
- a building society account
- a Kent card account.



If you have to make a payment from your own money towards your support, you will need to pay this into the same account.



This makes sure there is enough money to pay for your service or support.

4. How you should use the money



The Direct Payment is to be used to buy the services shown in your Care and Support Plan/ Support Plan.

You should contact your Care Manager if you want to change anything.



If you employ a Personal Assistant (PA) you need to meet legal requirements of being an employer.



Your PA cannot be a signatory on your bank account. This means they cannot sign for money from it.

They cannot support you with record keeping.



If you use a care agency, it is best that you buy services from one that is registered with the Care Quality Commission.

Your Care Manager can help you with this.



You cannot normally use your Direct Payment to employ a family member living in the same house.

You must ask your Care Manager about this if you need more information.



You cannot use the Direct Payment to buy services from us.



You cannot use the Direct Payment to pay for long-term residential or nursing care.



Action can be taken if you use your Direct Payment illegally.



5. Rules for a nominated and authorised/ suitable person (third parties)

A Third Party is someone who looks after your Direct Payment for you.

They must:



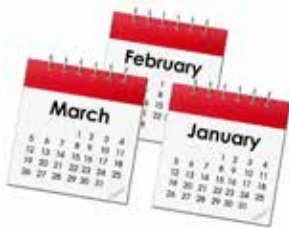
- use the Direct Payment in your best interest
- tell us straight away if they think you are able to manage the Direct Payment yourself
- agree to annual checks - your Care Manager can explain this to you.



6. Records you should keep

Make sure you keep all your statements, bills and receipts for support or care in a safe place.

These will be checked by us.



7. Review your needs

Six months after your payments have started someone from our Direct Payments team will contact you.



This is called a 'review' and is to see how you are doing.

This will happen every 12 months.



8. What if things go wrong or your needs change?

If there is a problem you should get in touch with your Care Manager or Support Team.



If your needs change contact your Care Manager.

If you go into hospital or respite let us know.



9. Comments and complaints

You can comment or complain about how the agreement works.

You should contact your Care Manager.



If you have problems with the PA or care agency staff then you should contact them directly.



10. Ending or suspending the agreement.

You or the council can end this agreement.



This will be done in writing giving four weeks' notice.



To end the agreement write to your Care Manager.



We may end or hold Direct Payments if:

- We become aware that the Direct Payment is not needed for over 21 days. We will talk to you first.
- It is found that you or the nominated or authorised/suitable person are not using the Direct Payments correctly as written in the full agreement.
- Ask your Care Manager or the Support Team to explain this to you.



This publication is available in alternative formats and can be explained in a range of languages.

Please call 03000 421553 or text relay 18001 03000 421553 for details.