

Staffordshire County Council
Directorate of Social Care and Health
Direct Payments Project Board

Direct Payments In Staffordshire

*Gives service users and carers flexibility, choice
and control in the way they are supported*

Direct Payments for Disability Equipment and Minor Works

Information for practitioners, service users and carers.



If you would like a copy of this leaflet in larger print, on audiotape, in Braille or in a different language, please contact our helpline on 01785 276900.

IMPORTANT INFORMATION

Please Read Very Carefully

This document is intended to be a brief guide only and should be read in conjunction with the Adult Directorate's publication 'Direct Payments in Staffordshire - General Information for Practitioners, Service Users and Carers' (January 2007) and the Practitioner Guidelines on Social Work Assessment, Care Plan and Review Documents.

Every effort has been made to ensure that it is as accurate and up to date as possible, having regard to current statutory requirements at the time of printing. However, the County Council does not accept any responsibility for any error or discrepancy in the document, or any liability for loss or damage arising from reliance by any person on any part of this document.

Furthermore, it is your responsibility to consider obtaining appropriate independent legal advice about the contents of this guide and its application to your personal circumstances, or otherwise about the way in which the County Council has carried out any financial assessment in relation to your care arrangements.

Nothing contained in this document shall restrain, restrict or interfere with the ability of the County Council to exercise its powers, duties, functions and discretions in accordance with any relevant enactments and regulations and also any applicable guidance issued by the Secretary for Health from time to time.

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1. Introduction

A direct payment is money given by the Council to people who are eligible to receive social care services and who want them as an alternative to having those services arranged for them. The money is used by people to arrange services for themselves to meet their social care needs.

If a person has been assessed as needing equipment or a minor adaptation from Staffordshire Social Care and Health Directorate and is eligible to receive it, then, if they so wish, can receive the money to purchase that equipment or the minor works instead of having it provided or arranged on loan from the local authority.

2. Consent and ability to manage a direct payment

To qualify legally for a direct payment, the recipient must consent, and be able to manage the payment with or without assistance. The assistance could be in connection with various administrative matters but, overall, the recipient must remain in control of the payment. Capacity issues should be viewed in relation to the recipient's understanding of the issues involved with the item for which the direct payment is intended, not capacity in less tangible matters.

3. Direct payments and healthcare equipment

The Health and Social Care Act 2001 and associated regulations set out the legal ability of local authority social services to make direct payments – in respect of community care services, carers' services and children's related services as described above. This Act does not cover the provision of NHS services by means of direct payments.

4. Best value/cost effectiveness and equipment

The effect of the legislation is that if certain conditions are satisfied (consent, management, and that the service/equipment will meet the need), then a local authority must make a direct payment up to the reasonable cost of securing the provision of the service or equipment.

For stock items the Directorate will provide a direct payment equal to the amount it pays to purchase a standard piece of stock equipment. Any uplift in terms of cost will be the responsibility of the service user.

For specials and minor works the Directorate will provide a direct payment that equals the amount it would have paid to purchase what it usually provides, to meet the assessed eligible need.

5. Assessment of need for equipment /minor works

The decision to make a direct payment can only follow an assessment of need. In the case of community care services, for example, this will involve the application of “fair access to care eligibility criteria” to a person’s situation – in order to decide whether he or she qualifies for equipment and/or minor works. No direct payment will be made unless an assessment of need has been completed and recorded on the appropriate document.

6. Complexity and expense

The duty to carry out an assessment, to apply eligibility criteria and to reach a decision - about the needs and equipment and/or minor works required - remain the same, whether or not the person involved wants a direct payment.

The duty to make a direct payment includes the obligation to make a payment which the local authority estimates to be equivalent to the reasonable cost they would incur, and includes the associated costs of fitting, training and extending the warranty for an additional two years. The authority will not be responsible for maintaining the equipment. This responsibility will lie with the service user. However in exceptional circumstances where a service user claims hardship in relation to meeting the maintenance costs the Directorate reserves the right to , subject to ‘fairer charging’ agreement, provide maintenance either through direct provision, or through a direct payment up to the amount the council would usually pay.

7. Flexibility, maintenance, re-use of equipment and topping up.

7.1 Flexibility

Direct payments legislation allows for flexibility. Given such flexibility, the importance of clarity is imperative– so that both recipient and Directorate are clear about their respective responsibilities in a direct payments situation.

7.2 Maintenance

A person might choose to obtain some services or equipment by way of a direct payment, but to have other services and equipment arranged by the Directorate through direct provision. Direct payments do not have to be all or nothing – the guidance refers to the possibility of a combination of services, some directly provided, others obtained through direct payments. However, as stated above, with equipment purchased via a direct payment the service user has responsibility for maintaining it once the extended warranty has expired.

If an accident, for example to a personal assistant, occurs because the equipment had not been maintained properly, then any question of liability would be the responsibility of the service user.

The authority will not be responsible for maintaining the equipment. This responsibility will lie with the service user. However, in exceptional circumstances where a service user claims hardship in relation to meeting the maintenance costs, the Directorate reserves the right to , subject to ‘fairer charging’ agreement, provide maintenance either through direct provision, or through a direct payment up to the amount the Council would usually pay.

7.3 Re-use of equipment

Where the service user has taken advantage of the 2 year extended warranty, when the recipient no longer has need of the equipment Staffordshire Social Care and Health has the option of recovering that piece of equipment in case it would be of use to anybody else. Explanation of this is made in the setting up under the reversion

agreement. However, where the County Council decide not to re-use the equipment, it is the service users' responsibility to dispose of that equipment in line with Health and Safety Regulations.

7.4 Service User Contribution/Topping Up

The Directorate will agree a certain level of payment, which it considers to be what it would have incurred to purchase the type of equipment or minor works, required to meet the recipient's needs. However, it might also be agreed that the recipient will top up the direct payment with his or her own resources, in order to obtain something better or more to his or her liking.

8. Purchasing from the local authority and leasing equipment

The Department of Health has in the past taken the view that recipients of direct payments cannot lawfully purchase services from local authorities.

(However, recent legislation relating to trading (Local Government Act 2003) will mean that it would be permissible to do so where a local authority has a trading arm. This is an option favoured by the Disabled Living Centre Movement, as it allows the service user to make use of a Directorate's ordering and delivery processes.)

Staffordshire Social Care and Health is not presently offering this as a means to obtain a direct payment for equipment; although arrangements for minor works can mean that the service user, by placing a separate order, 'tops up' the scheme the Directorate has agreed to fund using one of its approved contractors.

There is nothing in the legislation to prevent a direct payment being used on an equipment leasing arrangement (providing the Directorate accepts this is a cost-effective way of meeting the assessed need).

9. Ownership

This will lie with the service user (see section 7.3, Re-use of equipment and extended warranty arrangements).

10. Mistakes or inappropriate use of direct payments

10.1 Service User

The legislation allows for local authorities to seek repayment of money by the recipient to the local authority, if it has not been used to obtain the type of service or equipment/minor works for which it was intended. However, Department of Health guidance explains that this provision is not intended to penalise genuine mistakes, as opposed to wilful misuse of the money.

The local authority retains a responsibility for meeting the person's needs. However, if there has been wilful and significant misuse of the payment or it appears that the person is incapable (even with assistance) of managing the payment, then the Directorate has the power to decline to provide any further payments for equipment /minor works. Where it is clear that the service user has misappropriated the direct payment, the Directorate will recover the money through the Debt Recovery Scheme.

10.2 The County Council

If the original assessment of need turns out to have been mistaken, the Directorate would be required to reassess and replace the item with something else using a second direct payment if this was requested.

11. Changing needs

Where the person's needs change to the extent that they require alternative or additional equipment which would have been supplied by the Directorate had there been direct provision, there may be a need for a further direct payment to allow the purchase of the alternative or additional equipment. Just as there are no rules about how often directly provided equipment can be changed on the basis of changing needs, there are no rules about the frequency of direct payments in such circumstances. Each request for a further direct payment will only be considered after the person's needs have been re-assessed

The Directorate may sometimes conclude that direct payments for equipment are inappropriate to meet at least some aspects of rapidly changing needs – this judgement could only be made in the

circumstances of the particular situation. For example, an imminent change in a person's living or care arrangements which will require provision of alternative equipment or a medical prognosis will indicate an imminent change in needs for different types of equipment.

12. Liability in case of accident.

The legislation and policy underpinning direct payments clearly establishes arms-length arrangements, in which the local authority will exercise less control than it otherwise would have in the case of direct provision. For local authorities to be over-prescriptive on how the care package works might threaten to undermine the purpose of the payment. Thus, in any personal injury compensation case taken against a local authority in the context of a direct payment, the courts would have to take into account this point.

In this respect, the Department of Health guidance clearly advocates an arms-length or 'hands-off', rather than a heavy-handed, approach to health and safety:

“As a general principle, local councils should avoid laying down health and safety policies for individual direct payment recipients. Individuals should accept that they have a responsibility for their own health and safety, including the assessment and management of risk. They should be encouraged to develop strategies on moving and handling and other tasks both in the home and outside it where lifting equipment, for example, may not be available”.

As part of the process of informed choice, the Directorate will take appropriate steps to satisfy itself that recipients and potential recipients are aware of health and safety issues which affect them as individuals, anyone they employ and anyone else affected by the manner in which their support is delivered.

As part of this process, the Directorate will give the recipients and potential recipients the results of any risk assessments which were carried out as part of the care assessment. Such risk assessments are necessary so that health and safety issues can be taken into account. This allows the individual to share the assessment with the care agency or the employee who provides the service. They can therefore take reasonable steps to minimise the risks to the health and safety of any staff they employ.

The recipient or potential recipient has a common law duty of care towards the person they employ.

13. Performance indicators

The current D54 performance assessment framework indicator, concerning delivery of equipment within seven days by the local authority, cannot be applied as it stands to direct payments. They will be excluded from the Directorate's seven day monitoring arrangements. Advice will be sought from the Department of Health regarding this.

14. Prioritising

The Directorate operates a policy to prioritise need for directly provided equipment and minor works at times of resource shortage. The principles followed to establish priority will be applied to requests for direct payments for equipment and minor works.

For full details please see the Directorate's 'Guideline Criteria for Equipment and Adaptations'.

15. Relevant Legislation and Guidance

Recommended reading: Community Care, Services for Carers and Children's Services (Direct Payments) Guidance England 2003

15.1 Direct Payments.

The power and duty to make direct payments to adults and carers is contained (as from 16 March 2003) in section 57 of the Health and Social Care Act 2001 and section 17A of the Children Act 1989. Section 57 allows for Regulations to be made setting out the details of powers and duties relating to direct payments. Wherever a person is assessed as needing social care services, the local authority should check whether there is a duty to make a direct payment in respect of that service. Therefore, direct payments must be made available to all individuals who are eligible to receive them and who want them. Those Regulations are the Community Care, Services for Carers and

Children's Services (Direct Payments) (England) Regulations 2003, which came into force on 8 April 2003.

15.2 Community Care Services including Equipment and Minor Works

Direct payments are available to all adults eligible for community care non-residential services – not just disabled adults. However, some people are excluded from receiving direct payments. These are subject to particular mental health or criminal justice legislation. Please refer to Community Care, Services for Carers and Children's Services (Direct Payments) Guidance England 2003 for the full list of exclusions.

Direct payments for adults will follow an assessment of need for community care services under section 47 of the National Health Service and Community Care Act 1990, leading to a decision that the person's needs require the provision of services. Such assessments should take into account any carer's needs under Section 1 of the Carers (Recognition and Services) Act 1995. Direct payments for carers aged 16 or over will follow an assessment under section 2 of the Carers and Disabled Children Act 2000 where the outcome is that a particular service should be provided under the Act.

People are assessed as having eligible needs for non-residential community care services under s.29 of the National Assistance Act 1948, Chronically Sick and Disabled Persons Act 1970, Health Services and Public Health Act 1968, NHS Act 1977 (schedule 8) and s.117 of the Mental Health Act 1983.

15.3 Equipment

In relation to equipment, Section 2 of the Chronically Sick and Disabled Persons Act 1970 is the most relevant. It contains a duty to arrange equipment and adaptations for disabled people (including those with physical disability, learning disability, sensory impairment and mental disorder). In particular, the Act refers to the making of arrangements for assisting people with adaptations, and the provision of additional facilities, for a person's greater safety, comfort or convenience. However, there may be equipment implications in respect of other forms of assistance under s.2 of the 1970 Act – including practical assistance

in the home, recreational facilities, lectures, games, outings, facilitating access to educational facilities and holidays. In other words, the potential duty under s.2 is not solely about equipment used in people's homes.

Under s.29 of the National Assistance Act 1948, aimed at the same group of disabled people as s.2 of the 1970 Act, equipment might be relevant, for instance, to the duty to arrange social rehabilitation, and assistance in overcoming limitations of mobility or communication.

Under s.45 of the Health and Services and Public Health Act 1968 there is a duty placed on the local authority in respect of arranging practical assistance in the home, assistance with adaptations and additional facilities for safety, comfort and convenience, which is expressed in identical fashion to that in the 1970 Act (see above). However, s.45 of the 1968 Act is aimed at older people who are not disabled, and contains a power rather than a duty.

Direct payments could in principle therefore be used in respect of equipment and adaptations under all of the above three sections of the 1970, 1948 and 1968 Acts.

15.4 Carers

Informal carers of a disabled adult or who have parental responsibility for a disabled child and provide, or intend to provide substantial and regular care and are assessed as requiring services under the Carers and Disabled Children Act 2000 are also eligible for direct payments. (refer to Direct Payments for Carers Guidance)

In terms of the provision of equipment, most equipment in a caring situation would in practice be provided as a community care service for the cared for person.

15.5 Children Act 1989

Under s.17A of the Children Act 1989, three categories of people are eligible for direct payments: a) a person with responsibility for a disabled child, b) a disabled person with parental responsibility for a child, or c) a disabled child aged 16 or 17 years – if, in all three cases, the child's needs are deemed by the local authority to call for the provision of s.17 services under the 1989 Act.

Section 17 does not mention equipment or adaptations, but the general duty to safeguard and promote the welfare of a child in need, could be taken to cover equipment or adaptations.

Section 2: Operational Guidelines

16. Process for assessing, recording and delivering the service.

(Please refer to Appendix 1, Process Flow Chart)

- Assessment will be conducted in normal way. Eligible needs will be identified and the usual provision identified. The results of any risk assessments will be discussed and shared with service users and their carers.
- Discussion between assessor and service user will occur regarding choices available to obtain recommended equipment and minor works.
- If service user requests a direct payment, their assessor agrees the amount. The amount of the payment will be determined from the catalogue if this is a stock item or if not, following a visit from a representative or if minor works, schedule or rates or approved contractor's similar charges. This will equate to the amount the directorate would have paid.
- Assessor and service user will agree the amount for fitting, training, warranty and any maintenance arrangements and also how V.A.T. exemption, if available, will be claimed.
- The service user will be informed of the amount by their assessor and the 'direct payments for equipment agreement' form (SW 484 DP) will be completed and signed by the assessor, team manager, and service user.
- Copies are sent to the Direct Payments support team who arranges for the agreed amount to be sent to the service user. The Service user obtains the item. A six week timescale in which to obtain the item is agreed.
- Item received by the service user.
- Assessor visits to check that eligible need has been met and the assessor collects a copy of the receipt. The copy of the receipt is sent to the finance and contract officer, and a copy is placed on the service user's file.
- Item is placed on equipment screen as delivered with comment on the amount of the direct payment made and any guarantee or extended warranty period.

17. Calculating the amount of the direct payment (please refer to Appendix 2)

17.1 Stock Items

The following example demonstrates how the amount is determined:
Padded /lidded raised Toilet Seat (RTS).

10cm RTS CEC catalogue	price £7.84 (Oct 2005)
Desired item padded/ lidded RTS	price £21.95 ditto
Direct Payment	amount £7.84
Service User	contribution/top up £14.11

17.2 Special equipment and minor works

- Assessor arranges for a contractor or representative to visit service user and obtain quote or uses minor works schedule of rates or current contractor costs for a comparable job.
- Assessor determines direct payment amount on the basis of what the directorate would have paid to meet the assessed needs.
- Service user obtains a quote for their preferred specification, clearly itemizing additional options (ineligible needs) using either the approved contractors or their own.

Their preferred contractor must meet the following criteria:-

- Be a legitimate contractor
- Supply evidence of 2 million pounds public liability indemnity
- Agree to undertake the work in 28 days from receipt of service user's order

18. Method of payment, monitoring and documentation

18.1 Payment

- Amount of direct payment agreed.
- SW484 DP agreement form, with attachments, forwarded to Direct Payments support team.
- Direct Payment support team makes payment.
- Service user buys/orders item/works.

- Service user notifies assessor ready to inspect.
- Assessor forwards copy of receipt to finance and contracts officer.
- If notification has not been received in six weeks the assessor must review the situation with the service user.
- If the service user no longer wishes to proceed with the direct payment they must repay the amount to the Directorate, and if necessary the appropriate team manager must involve debt collection services.
- The assessor must, if requested by the service user, arrange to meet any remaining eligible needs in a different way.

18.2 Monitoring procedures

- **Equipment Stock and Specials:** Direct payment items need to be entered on the equipment screen; a special code needs to be used to avoid collection in the D54 report. On the ss31 Equipment screen there is a field called worker. To exempt the item from the D54 report code 51515 needs to be entered here.
- **Minor Works:** Direct payment works need to be entered on the minor works screen. Finance and contracts officers will monitor the number of direct payments for equipment and minor works they have made.

19. Documentation required.

SW 484/541 DP AGREEMENT FORM with RETURN SLIP (Appendix 2)

Note: Direct payments for equipment and minor works can be paid by cheque. If the person wants the money credited to their normal personal bank account, completion of **form DP2** would then be required.

20. DST support services / Direct Payments support team responsibilities

- **DST support services:** Enters details of equipment and minor works on appropriate CISS screens as usual, but on the ss31 Equipment screen put the code 51515 this will remove the item from the D54 report.

- noting that item is to be obtained via a direct payment, then forward SW484/541 to the Direct Payments support team
- **Direct Payments support team:** will use the existing direct payment screen on CISS to organise an ad-hoc (one off) payment to pay for the equipment or minor works. The support team member will write to the service user to advise them when payment will go into their bank account. Reminder, the direct payment can be paid into the person's normal bank account (see section 19 above).
- The full address and contacts for the Support Team is:

The Council's Direct Payments Support Team

Staffordshire Social Care and Health Directorate
 PO Box 11, Walton Building, Martin Street,
 Stafford ST16 2LH (Post to: Social Care & Health,
 Wedgwood Building
 Tipping Street
 Stafford ST16 2DH)

Telephone: 01785 854493 or 854494

Fax: 01785 854497

Email: direct.payments@staffordshire.gov.uk

or by contacting the individual team members direct.

Team members are:

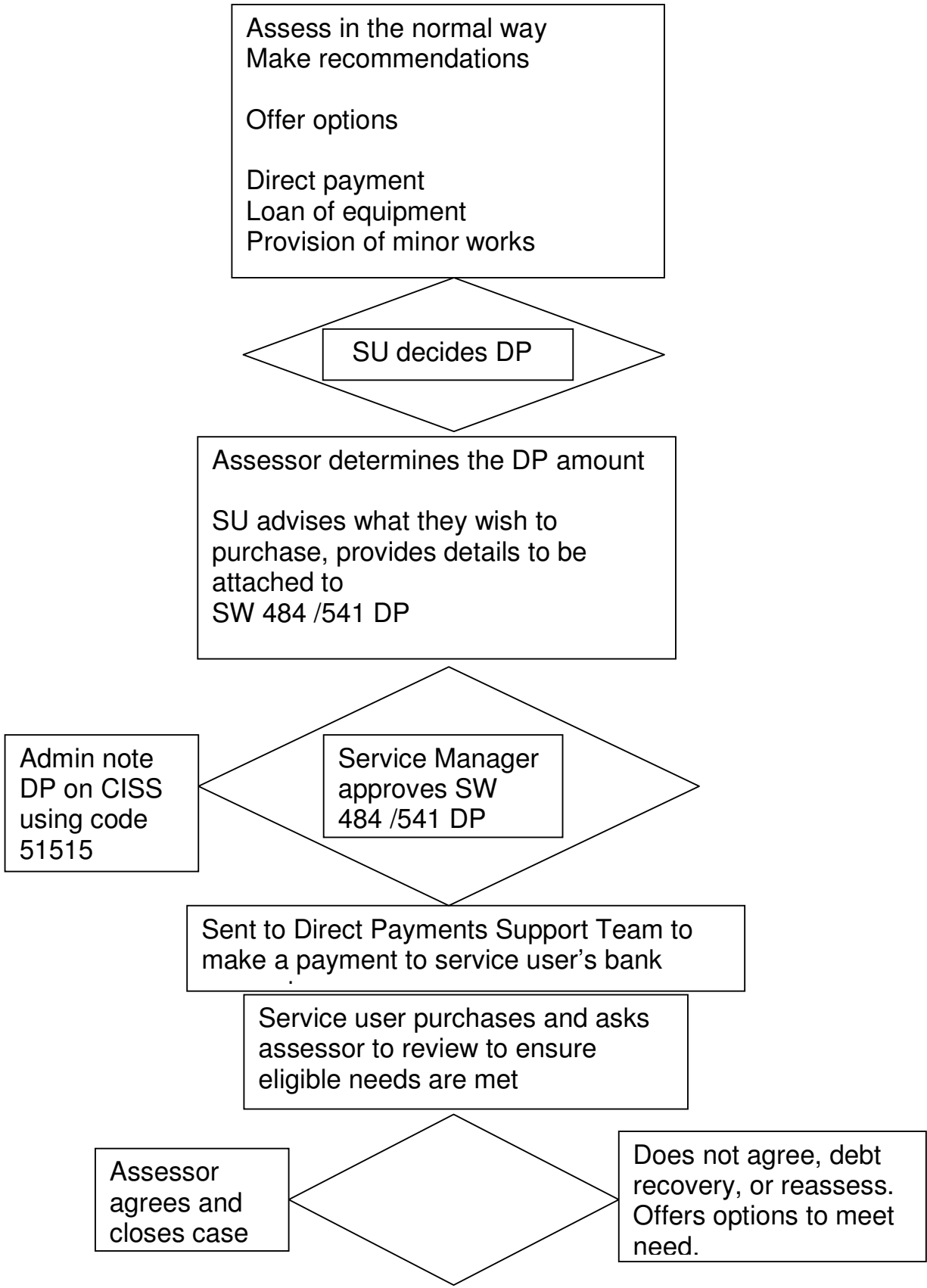
Lynne Hodge, Team Leader, on tel. 01785 854494

Lynne Stretton, Admin. Support on tel. 01785 854493

Scarlett Bunn, DP Advisor on tel. 01785 854495

Katie Ball and Angela Outram, DP Advisors on tel.
 01785 854496

Appendix 1: Process flow chart for assessing, recording and delivering the service.



Appendix 2: Calculations 1. Example of equipment requiring training

Equipment/minor works supplier's details Equipment reference details Attach quote/product info	Direct payments amount based on the Council's usual cost (£)	Cost of proposed purchase (£)	Service user's top up contribution (£)
Homecroft Turner	ETAC Turner 185.00	199.00	14.00
Fitting of equipment	NA	NA	NA
Training	OT would train approx 30.00	Will use OT	NA
Actual cost of 2 year extended warranty		1 yr guarantee included in purchase price	NA
Total	£185.00	£199.00	£14.00

2. Example of equipment requiring maintenance and servicing

Equipment/minor works suppliers and product details attach quote	Direct payment amount based on the Council's usual cost (£)	Service user's proposed purchase cost (£)	Service user's contribution (£)
Mobile hoist Oxford stowaway 140 AH8921H Homecraft	456.00	960.00	504.00
Fitting of equipment	NA	NA	NA
Training	OT to train approx 30.00	Will use private trainer 60.00	30.00
Actual cost of 2 yr extended warranty		Not offered by supplier. 1 yr included in purchase price	NA
*Service/maintenance	SU responsibility	SU responsibility	SU responsibility
Total	£486.00	£1,020.00	£534.00

*Service user undertaking this, if service user cited hardship endorsed by Fairer charging team, direct provision may be offered through inclusion on the County Council maintenance contract, or a direct payment offered up to amount that the council would have paid through its maintenance contract.

3. Example of equipment requiring fitting

Equipment/minor works suppliers and product details. Attach quote	Direct payment amount based on the Council's usual costs (£)	Service user's proposed purchase costs (£)	Service user's contribution (£)
Drop-down shower seat Tooting shower seat with legs AA1694 padded homecraft	35.00	99.25	64.25
Fitting of equipment	Undertaken by OTT or contractor 30.00	50.00	20.00
Training	NA	NA	NA
Actual 2 yr extended warranty		NA	NA
Totals	£65.00	£159.25	£84.25

4. Example for minor works (The Council does not maintain minor works)

Equipment/minor works suppliers and product details attach quote	Direct payment amount based on the Council's usual cost (£)	Service user's proposed purchase costs (£)	Service user's contribution (£)
Wheelchair ramp to front door	500.00	700.00	200.00
Fitting of equipment	NA	NA	NA
Training	NA	NA	NA
Actual cost of 2 year extended warranty		NA	NA
Total	£500.00	£700.00	£200.00

5. Example of Sensory Equipment

Equipment/minor works suppliers and product details attach quote	Direct payment amount based on the Council's usual cost (£)	Service user's proposed purchase costs (£)	Service user's contribution (£)
Music T-Hook	18.00	34.00	16.00
Fitting of Equipment	Undertaken by OTT or contractor 30.00	Service User chooses to use OTT	NA
Training	NA	NA	NA
Actual cost of 2 year extended warranty		NA	NA
Total	18.00	34.00	16.00

Direct Payment for Equipment / *Minor works

Name

CISS number

Address

Priority urgent/non urgent

(*note minor works are up to £1000.00)	Direct payment amount based on the Council's actual cost (£)	Service user's proposed purchase cost (£)	Service user's contribution (£)
Equipment / minor works suppliers and product details, attach quote.			
+ Training			
+ Fitting			
+Equipment maintenance/ >2yr. Warranty			
Total			

Agreement Statement

This agreement is made theday of200....

Between Staffordshire County Council 'the Council' acting through the Social Care and Health Directorate (Social Services)

and..... (Service user)

It is agreed that the Council will pay the recipient the sum of £..... towards the purchase of the equipment or minor works identified above.

The amount paid (The direct payment) shall be the same value as the purchase cost by the Council for the standard equipment or minor works it would supply to meet the assessed eligible need.

Signed by the Service User.....

Signed by Assessor.....

Signed by Service Manager.....

In the event of this payment not being used as per this agreement, the council will take action to recover the money paid.

Maintenance and servicing arrangements will be: (delete as appropriate)

- A) Arranged by the recipient (where 'Hardship' cited see policy)
- B) Arranged by the recipient, following expiry of up to two years extended warranty period which the County Council funded as part of the Direct Payment (in exchange for ownership over the two years to permit the County Council to reuse)
- C) Recipient accepts ownership and responsibility for maintaining and servicing equipment or minor works, and any third party liability resulting from the use of the equipment/minor works.

VAT. Service user claims exemption at point of purchase

Review contact

Once the equipment or minor works has been installed, the assessor will review to ensure eligible needs are met.

Service users should notify their assessor to carry out a review visit as soon as possible, within six weeks of payment by return of slip below.

Direct payment cheque to be made payable to:-

Service users Name:

Complete form DP2 if money to be credited to bank account.

Notification of Direct Payment Equipment/Minor works purchased/completed

I.....**Address**.....

Have now obtained the Equipment /Minor Works.....

as agreed DATE.....**By Assessor**.....

Please review.

TEAM ADDRESS:

**Service User Leaflet –
“Finding it hard to get around and do things yourself?”**

We can give you a direct payment for equipment and minor alterations

What is a Direct Payment?

A Direct Payment is a cash payment to you to buy equipment or minor alterations to your home to make life easier. We can give you this if you or your child has a disability or you have problems seeing or hearing. You can add your own money to the direct payment if it will not cover the cost of what you want.

You can choose your own equipment or builder and we can help you to do this if you want. We can then discuss with you how the direct payments scheme works.

What happens next?

We make an assessment of your needs to find out if you are eligible and we will tell you how much you will get. If your needs change and the item is no longer suitable you can apply for a reassessment. For more information about eligible needs see our leaflet called, ‘Fair Access to Care Services...what does it mean?’

We cannot give a payment for equipment that is supplied by the NHS and if you need major alterations we can advise on financial help but there is a different grant for this. You can have a Direct Payment for equipment or minor alterations as well as other help from social services.

Some of the equipment available is:

- toileting and bathing equipment
- moving and handling equipment
- sensory equipment
- wheelchair ramps, door widening, stair rails.
-

To arrange for an assessment contact the Children’s First Response Team for people under 18 years old or, for adults, your nearest Disability Service Team. Contact details are below.

Other leaflets that may be useful are available from social services offices or at www.staffordshire.gov.

These leaflets are called:

- **Can we help you? The Disability Service Team**
- **Can we help you? Services for Deaf, Deafened and Hard of Hearing people, Blind and Partially sighted people, Deaf/Blind people.**
- **Fair Access to Care Services... what does it mean?**
- **'If I've told you once...' your guide to the single assessment process.**
- **Leaving hospital - How Social Services can help**
- **Do you need help looking after, a relative or friend?**
- **Reablement**
- **Your views about Social Care Services' – How you can comment, compliment and complain about our services.**

Comments and complaints

We welcome any comments to try and improve our services. If you want to make any suggestions or have a complaint, ask at your local office for a leaflet that explains what you should do. You can also fill in a form on our website. www.staffordshire.gov.uk/socialservices

Our Offices

South Staffordshire Disability Service Team

Histons Hill, Codsall WV8 1AA

Duty Officer Tel: 01902 434000

Minicom: 01543 512366

Text phone: 07773 792326

Fax: 01902 434005

e-mail: southstaffsdst.socialservices@staffordshire.gov.uk

Cannock Disability Service Team

Harance House, Rumer Hill, Cannock WS11 0ET

Duty Officer Tel: 01543 512350

Minicom: 01543 512366

Text phone: 07773 792325

Fax: 01543 512367

e-mail: cannockdst.socialservices@staffordshire.gov.uk

Lichfield Disability Service Team

Lombard Court, Lombard Street, Lichfield WS13 6DP
Duty Officer Tel: 01543 510800
Minicom: 01543 510873
Text phone: 07773 792328
Fax: 01543 510817
e-mail: lichfielddst.socialservices@staffordshire.gov.uk

Tamworth Disability Service Team

Lombard Court, Lombard Street, Lichfield WS13 6DP
Duty Officer Tel: as above
e-mail: tamworthdst.socialservices@staffordshire.gov.uk

Children's First Response Team

0800 1313126
Disability Service Teams (Adults & Older people)

Newcastle Disability Service Team

Town Hall, Liverpool Road, Kidsgrove ST7 4EH
Duty Officer Tel: 01782 296800
Minicom: 01782 296813
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East Staffordshire Disability Service Team

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Comments regarding this document are welcomed and should be sent to the above address.