

Ceredigion County Council **Social Care**

Direct Payments

-Equipment



...taking care to make a difference

**Large Print or other format/medium
are available on request**

please telephone



01545 574000



or Email

contact-socservs@ceredigion.gov.uk

Porth Gofal Office Hours:

Monday – Thursday: 8.45 a.m. – 5.00 p.m.

Friday: 8.45 a.m. – 4.30 p.m.

You can find information about services provided by
Ceredigion County Council on our website at:
www.ceredigion.gov.uk

Reviewed April 2021

Direct Payments - Equipment

Information for Service Users, Parents of Disabled Children and Carers

What are Direct Payments?

- Direct Payments allow a Local Authority to make a payment to a person to enable them to buy services instead of the Local Authority providing those services. The purpose of Direct Payments is to give people more control over their own lives by allowing them to have money to arrange their own services in a flexible way
- Direct Payments must be used for services that people have been assessed as needing and are eligible for. These will be detailed in the Care Plan
- Direct Payments can be offered to anyone who is assessed as needing community care services arranged by the Local Authority. (Note: a person subject to certain criminal justice or mental health legislation may not be eligible for a Direct Payment)

Who can apply for a Direct Payment?

- Any person aged 18 and over who has been assessed as needing community care services
- A disabled young person between the ages of 16 and 18 who is assessed as needing services
- A carer aged 16 years and over eligible for carers services
- A parent of a disabled child under 18 years of age where the child has been assessed as requiring services

NB - To be "disabled" a person must have a "permanent and substantial" disability as defined under Section 29 of the National Assistance Act 1948.

What sort of equipment can a Direct Payment purchase?

- A Direct Payment can be used to buy any equipment that would otherwise be provided by or arranged through the Local Authority
- Direct Payments can be made to pay for adaptations that would otherwise have been provided or arranged by the Local Authority

What can a Direct Payment not purchase?

- Direct Payments cannot be used to purchase equipment for which the Local Authority is not responsible e.g. services that the NHS provides
- Direct Payments are not to be used for a Disabled Facilities Grant or major property adaptations

How are Direct Payments made?

- A person has to be willing to have a Direct Payment and able to manage one (with help if needed)
- Anyone applying for a Direct Payment will be required to have a full Assessment of their needs. This will be done in their home by a person from the Social Services Occupational Therapy Service

- Once the person's needs have been assessed, the Assessor will complete a Care Plan with the person. The Care Plan will detail the type of equipment that is required to meet the assessed needs and how much Social Services will give them to buy the equipment
- Once the costed Care Plan is agreed by management, it is processed by Ceredigion County Council Finance Team and a Direct Payment Agreement will be sent to the person for checking and signature
- The person returns the signed agreement to the Finance Department who will arrange for the agreed amount to be paid into the person's bank account to purchase the equipment

How is the equipment purchased?

- The person is responsible for the purchase of the equipment
- The person can receive help and support from Ceredigion County Council Direct Payment Support Service if needed. The Assessor will have given information at an early stage about Direct Payment Support Service and contacted them on the person's behalf if requested
- The Local Authority will offer specialist advice to the person to make sure that the correct equipment is purchased to meet the assessed needs. This advice will be as comprehensive as each individual situation demands. It will include details of the specific piece of equipment that is needed and where the Local Authority would normally purchase it

What are the conditions of Direct Payments for equipment?

- The Local Authority will pay the person the equivalent amount that it would cost the Authority to provide that equipment themselves
- A person may decide to buy equipment that is more expensive than the Local Authority usually provides to meet the assessed needs. The Local Authority will only give a Direct Payment equivalent to the cost of the equipment it will provide itself. To obtain equipment more expensive than this, the person will have to pay the difference in costs between their preferred equipment and that which the Local Authority feels is sufficient to meet the assessed needs

There will usually be a single payment made to cover the following:-

- a) the cost of the equipment
 - b) the cost of the extended warranty
 - c) service and maintenance costs for 5 years
- The Local Authority operates a charging policy and the Direct Payment will be calculated to include an assessed charge to the person. This assessed contribution will be deducted before the Direct Payment is made, so the amount given will be net of any assessed charges. The person will have to agree to provide the Local Authority with all the necessary information to enable the calculation of their contribution to be made
 - The person will be required to show evidence of purchase of the agreed equipment
 - The person will be the sole owner of the equipment

- The person will be responsible for the equipment being serviced and maintained to the required standards
- Where the Authority usually arranges for the use of equipment it provides, to be demonstrated by the Integrated Community Equipment Service, the use of the same equipment provided by a Direct Payment will be demonstrated by the providers of that item. This will be arranged by the person purchasing the equipment with a Direct Payment
- Where necessary, the Local Authority will advise on the use of the equipment to make sure that health and safety requirements have been properly understood by the person. The Authority can advise but it is the person who has responsibility for implementing health and safety requirements
- The person will be advised to ensure they have the appropriate insurance to cover any costs incurred by accidental damage, theft etc. The person will be responsible for the costs of the insurance
- After 5 years the person will be responsible for all service and maintenance costs
- If the person no longer needs the equipment for any reason, ownership of the equipment will transfer to the Local Authority who will arrange for its recovery from the person

How is the use of the equipment monitored?

- Direct Payments used to purchase equipment are monitored by the Local Authority
- The Care Assessor will arrange a review after 6 weeks. The purpose of the review is to make sure that the equipment is meeting the person's assessed needs
- There will be a review held every 6 months after this for parents of disabled children and every 12 months for adults receiving a Direct Payment. This will cover all aspects of the use of the equipment

What happens if there are difficulties?

Most difficulties will be settled through ongoing contact with the Assessor and the Occupational Therapy Service. If there is a problem that cannot be dealt with by these means:-

- The person will be assured that services provided by the Local Authority can be arranged instead of a Direct Payment. As much notice as possible needs to be given if this is the course of action a person wants. Discussions on the issue of what happens to the equipment provided by a Direct Payment when a person decides to use equipment provided by the Local Authority instead needs to take place before such a change is agreed. A person cannot have equipment provided by a Direct Payment at the same time as equipment provided by the Local Authority if both are to meet the same needs
- The Direct Payment Support Service can be contacted for advice and support
- In emergency situations, the Local Authority remains responsible for making sure the care needs are met.

Emergency and contingency plans should be discussed with the Assessor and included in the Care Plan

- The Agreement will give details of the procedures the Local Authority may follow if it feels the Direct Payment is not being managed properly, if the needs are not being met, if the money has been used "inappropriately", is unspent or a Direct Payment is no longer wanted or required to meet needs
- If every effort has been made to resolve difficulties and the person is still not satisfied, they should follow the Local Authority's complaints procedure. They should have been given information about this by the assessor as a matter of course, (or please refer to Section 'Representations/ Complaints/Comments' of this leaflet)

Ceredigion County Council wholeheartedly supports the principle of equality and recognises the importance of fair access and actively promotes equality of opportunity for all service users and carers.

Advocacy Service

There is an Advocacy service available and where possible we will arrange for someone to help you put your point across in your dealings with us if you are not able to do this yourself and don't have family or friends to help you.

Ceredigion Independent Professional Advocacy (CIPA) can assist if you (or your carer) are over 18 years of age, live in Ceredigion and are currently having an assessment or review of their care and support needs or have a safeguarding concern.



0800 206 1387

Advocacy West Wales provides an Independent Mental Health Act Advocacy Service (IMHA) for both people in the community and for informal patients at Morlais Ward, Glangwilli Hospital, Carmarthen.



01437 762935



www.advocacywestwales.org.uk



admin@advocacywestwales.org.uk

TGP Cymru provides help to children and young people to make sure that they have their rights respected and have their voices heard. They can provide information, advocacy, representation, advice and support.



0808 1682599



01545 571865



midandwestwales@tgpcymru.org.uk

Information Sharing and Confidentiality

Any information that you give us will be kept safe and confidential. We will not disclose your information to anyone not involved in your care without your consent (unless we are obliged to do so by law or there are exceptional circumstances, such as your safety and/or the safety of others).

Emergencies

If you need urgent help outside the opening times of the Porth Gofal (as stated on the inside cover of this leaflet), please contact our Out of Hours Emergency Team on:



0300 4563554

Representations/Complaints/Comments

If you are unhappy about any of our services, or about the way you have been treated, you should initially discuss this with the Team Manager of the Team you have had contact with. We hope that the problem can be resolved at this stage.

If however you are still unhappy, you can take the matter further by making a formal complaint. Ceredigion Social Care has a complaints procedure.

If you think we have done something well, you can also tell us.

For Social Care ask for 'Are we getting it right? Do you have any Comments, Complaints or Compliments?' leaflet.

Other leaflets detailing the different services offered by Ceredigion Social Care are available on request from Porth Gofal. For further information please telephone:



01545 574000

We would welcome any comments you have with regard to the content and layout of this leaflet and/or the service you have received. Your views are important so that we can monitor and improve the quality as required. Please could you take time to complete the following:

Name:

Address:

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Tel. No: Date:

Leaflet received from:

My compliment or complaint:

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(Please continue on a separate page if you need to)



Send this page to:

Porth Gofal
Canolfan Rheidol
Rhodfa Padarn
Llanbadarn Fawr
Aberystwyth
SY23 3UE

Thank you for your comments