

How can Age Concern Westminster help me?

The council works with Age Concern Westminster to provide:

- further information on Direct Payments to help you decide if they're right for you
- help to find a carer or agency
- assistance with completing paperwork
- advice on the responsibilities of being an employer
- ongoing support and advice.

Further information

Contact your care manager for further information on Direct Payments or call the Senior Passport line on 020 7641 1444.

Or contact:

The Direct Payments Support Service
Age Concern Westminster
268-272 Edgware Road
London W2 1DS
Tel: 020 7724 6930

The Age Concern Direct Payments Support Service is available for those who are aged over 65. If you are under 65 and interested in Direct Payments, please contact Penderels Trust Support Service on 020 7641 3816.

Direct Payments card

If you do not want to open a separate bank account for your Direct Payments, you can choose to have them paid on to a Direct Payment card. For further information see the leaflet: 'Pre-loaded cards for Direct Payments users.'

Translation information

If English is not your first language and you do not have a relative or friend who can translate this document for you, we can arrange to send you a translation. Please write to the address below, giving your name, address and first language.

如果英語不是你的母語，而且你沒有親戚或朋友能為你翻譯這份文件，我們可以安排寄給你一份翻譯。請寫信到以下的地址，告訴我們你的姓名、地址和母語。

যদি ইংরেজী আপনার প্রথম ভাষা না হয় এবং আপনার কোনো আত্মীয় বা বন্ধু না থাকে, যিনি আপনার জন্য এই ডকুমেন্ট অনুবাদ করতে পারেন, তাহলে আপনাকে আমরা একটি অনুবাদ পাঠাতে পারি। অনুগ্রহ করে নিচের ঠিকানায় লিখুন, আপনার নাম, ঠিকানা ও প্রথম ভাষা উল্লেখ করুন।

إذا لم تكن الانكليزية هي لغتك الأصلية، ولا يوجد لديك من أقارب أو أصدقاء ممن يستطيع مساعدتك في ترجمة هذه الوثيقة، فمن الممكن أن نرسل لك مترجماً. يرجى الكتابة إلى العنوان أدناه مع ذكر اسمك وعنوانك ولغتك الأصلية.

اگر انگریزی آپ کی پہلی زبان نہیں ہے، اور آپ کا کوئی ایسا رشتہ دار یا دوست نہیں ہے کہ جو اس دستاویز کا ترجمہ آپ کے لئے کر سکے، تو ہم آپ کے لئے ترجمہ جموں کے استعمال کر سکتے ہیں، براہ مہربانی، اپنا نام، پتہ، اور پہلی زبان جو آپ بولتے ہیں، بھیج دینے کے پتہ پر لکھیں۔

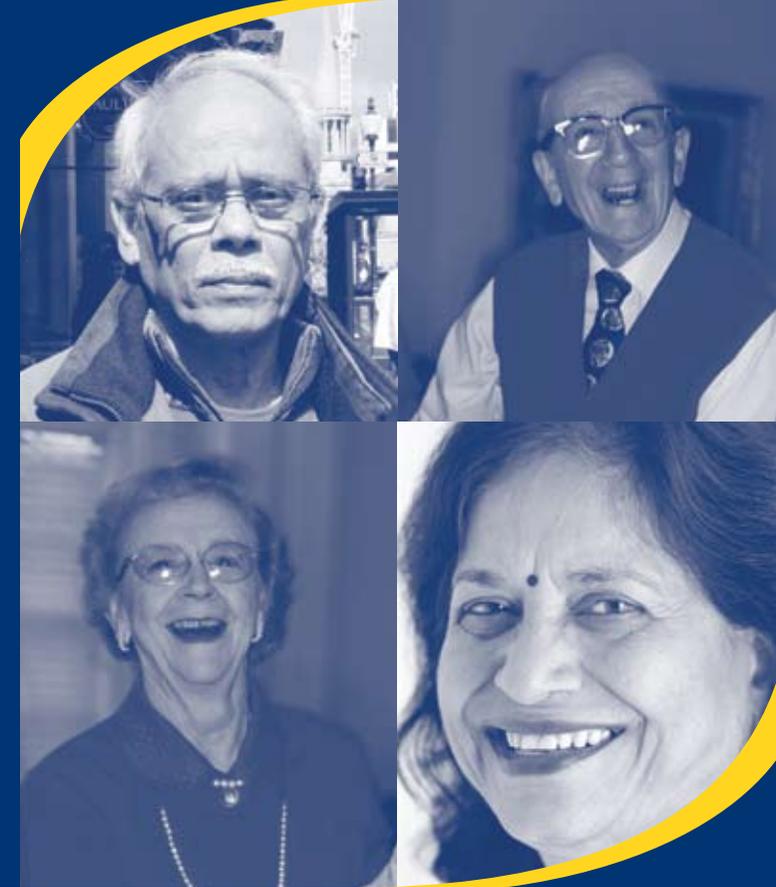
Service Development Manager for Older People

Westminster City Council
14th Floor East
City Hall
Victoria Street
London SW1E 6QP

Direct Payments information leaflet

Direct Payments for older people

Information for those over 65

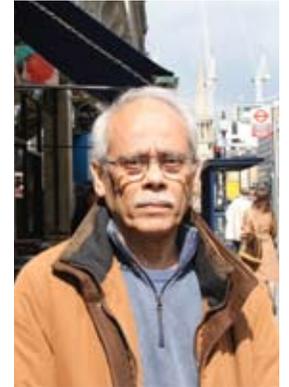




Direct Payments enable you to pay for your own care and support. They are made in place of social service provision so that you can choose the care you need.

Direct Payments user – Ramesh

Ramesh has been using Direct Payments for almost a year. He says: "I'm really happy with the system. I was able to find a helper of my own choice and we have built up a good relationship. It makes a real difference being the employer, and Age Concern help me with the paperwork. It's made a real difference to my life and it's very easy."



What are Direct Payments?

Instead of getting home care services provided by Westminster City Council, you can have payments made into a dedicated bank account for the care you need. You then arrange your own care and take responsibility for managing it. This may be assistance with domestic tasks in your own home or support to get out and about, for example.

Who can apply for Direct Payments?

If you already receive care, or have been assessed as eligible to receive care through the council, you can apply for Direct Payments. You must be able to manage your own care services, either alone or with help.

What are the advantages of Direct Payments?

Direct Payments give you flexibility, choice and control over your care package. They enable you to choose a carer who meets your personal requirements such as speaking the same language as you.

Is there a cost involved in Direct Payments?

You will need to provide details of your finances to assess whether you need to contribute to your care. This is the same as people who receive home care services and is based on our Fairer Charging for Home Care policy. Please contact the Home Care Charging team on 020 7641 3378/3379/7869.

What are my responsibilities as a Direct Payments user?

As a Direct Payments user, you will take on the responsibility of being an employer including:

- opening a dedicated bank account for your Direct Payments money to be paid into
- finding and employing a carer of your choice
- agreeing to complete the necessary financial returns to the council.

Age Concern Westminster will give you advice and assistance to help you with the above.