

To contact

**WILTSHIRE DIRECT PAYMENT SUPPORT
SERVICE**



Unit 11-12
Belvedere Trading Estate
Taunton TA1 1BH



info@compassdisabilityservices.org.uk



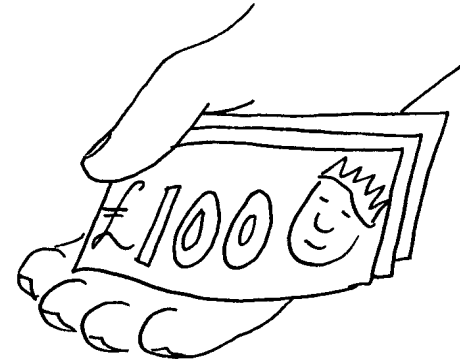
0844 984 2828

This leaflet has been produced in consultation
with Wiltshire People First



**DIRECT PAYMENTS
IN WILTSHIRE**

Q What is a Direct Payment?



A A Direct Payment is money for you from Social Services.

Q What is the money for?



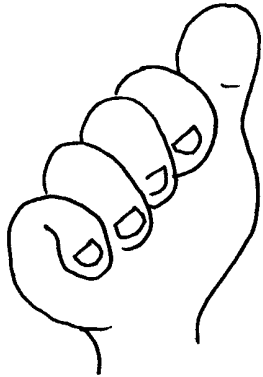
A You can pay a carer or personal assistant to help you. You can pay for some other things that your Care Manager agrees you need.

Q If I want a Direct Payment who shall I ask?



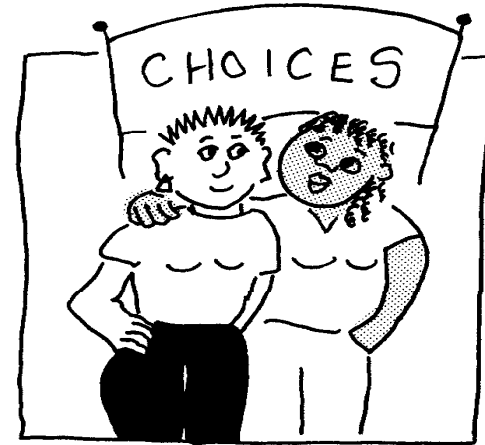
A You can ask your Care Manager. He or she will help you. Someone from the Support Service will visit you to tell you more.

Q Can I have a Direct Payment and my benefits?



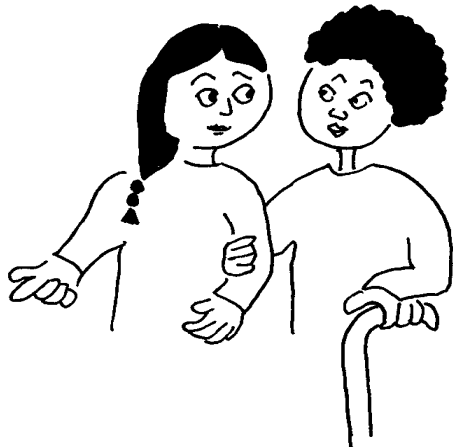
A Yes. You can have both.

Q Why is it different?



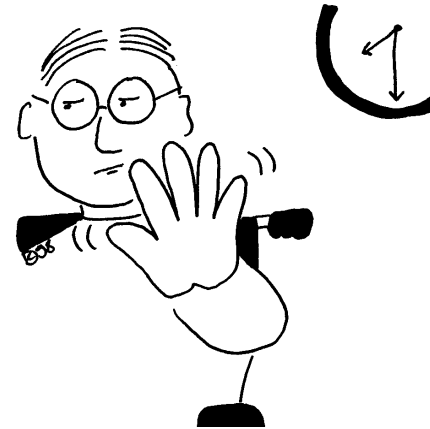
A A Direct Payment means you choose your personal assistant or carer.
A Direct Service means Social Services choose your personal assistant or carer.

Q What if I already have a personal assistant or carer?



A You can change your personal assistant or carer or you can ask your carer to stay and use the Direct Payment to pay them.

Q Can I stop a Direct Payment?



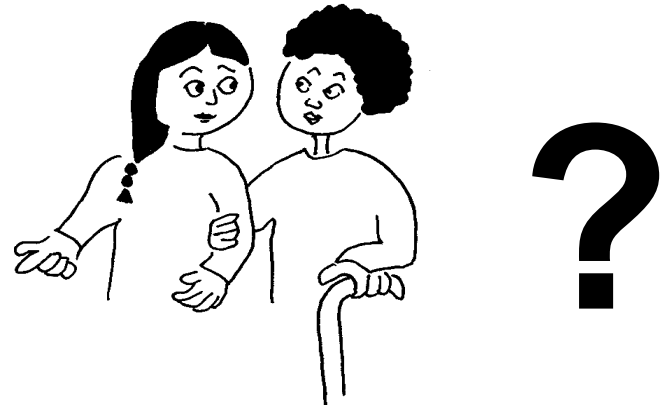
A Yes. You can stop your Direct Payment and your Care Manager will get you a carer again.

Q If I am worried about my Direct Payment who can I talk to?



A Your family
Friends
Someone from the Support Service
Your Care Manager

Q Who can be my carer or personal assistant?



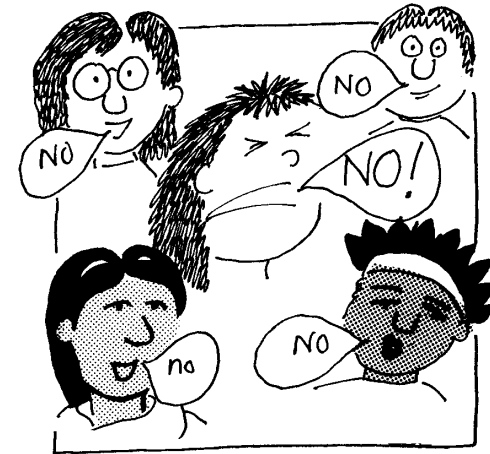
A A friend
A neighbour
Someone else you choose can be your carer or personal assistant.

Q Can someone in my family be my personal assistant?



A You need special agreement from the Council if you want anyone in your family to be your personal assistant.

Q What if I do not want a Direct Payment?



A No one can make you have a Direct Payment. It is your choice.

Q Who can help me with the forms?



A Your family
A friend
A person from the Support Service can help you.

Q Who can help me find a carer or personal assistant?



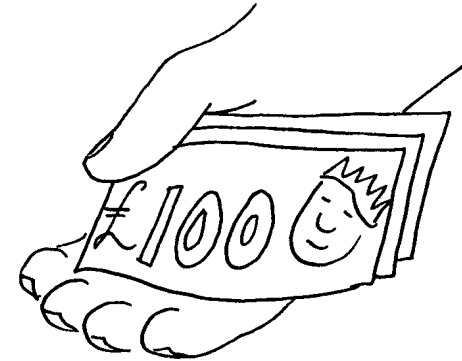
A Your family
Friends
Someone from the Support Service can help you find a carer or personal assistant.

Q What can my carer or personal assistant do?



A Your Care Manager will tell you what your carer or personal assistant can do and what else you can spend the money on.

Q How do I get my money?



A The money goes in to a special bank account. A person from the Support Service will help you set this up.