

Care Direct
0845 1551 007

factsheet



Equipment and minor adaptations paid by a direct payment

Factsheet 8b – 03 November 2009 (5 Pages)

What are direct payments?

These are payments made to individuals by Adult & Community Services (ACS) to enable you to buy services that you have been assessed as needing. Providing money, instead of arranging services for you can give you greater choice and control over your life.

What happens during my visit and what do I need to know?

If you have contacted (ACS) and we have told you that we will do an assessment, a person will visit you on behalf of Devon County Council to assess what equipment or minor adaptation you need. During the visit they will explain any health and safety issues to you or your representative so you are aware how to use your equipment or minor

adaptation correctly.

If you would like a direct payment, the person will calculate the value you could receive as a payment, and offer you the choice of a direct payment or have the equipment installed immediately.

Even if you have chosen to have a direct payment, the person will, where possible, demonstrate how the standard equipment or minor adaptation should be used.

When you visit an approved retailer to choose your equipment it is advisable that you ask them to demonstrate the use of the equipment when they fit it in your home.

How do I get help with my direct payment?

For help with direct payments please contact either:

- . The Disability Information Service on 0845 155 1005 or Care Direct on 0845 155 1007. They will be able to give you names and telephone numbers for people who can help in your local area.**
- . The Independent Living Centre in Exeter on 01392 687276.**
- . The Devon County Council Direct Payment Team on 01392 383126.**

What do I need to do to get a direct payment?

To receive a direct payment from us to pay for equipment or a small adaptation to your home, you will need to follow these three simple steps.

- 1. Shortly after your visit, you will be sent a letter offering you a direct payment for a specified amount along with a bank details form and a pre-paid envelope, so we can pay the money directly into your bank account.**

(Remember in some cases it may take a fortnight before you receive the money, paid direct to your bank account.)

- 2. At the same time as the bank details form, we will send you a simple agreement. You will be required to complete and return both forms to us in the envelope provided. We will send you a copy of your signed agreement at the end of the process**
- 3. Once you have received your payment you can decide where to buy your equipment or who will do the work on your home.**

Does the equipment or adaptation belong to me?

Once purchased, the equipment belongs to you. We do not except

every day items such as walking, dressing and personal care items to be recycled. However, there are some more expensive items such as hoists or bath lifts where Devon County Council would wish to recover the equipment to recycle and re-issue it. The agreement that you sign has a telephone number in it for you to contact to advise us if the equipment is no longer needed.

Will my direct payment cover the full cost of the equipment or minor adaptation?

Your direct payment is calculated according to the market rate for labour and includes an amount for delivery or fitting. The amount calculated will be explained to you and recorded on a schedule, a copy of which will be left with you or your representative at the time of the visit.

For minor adaptations, the payment we make to you excludes VAT as you are likely to qualify for a certificate of zero rating. If you do not have such a certificate the person visiting you will establish whether you meet the eligibility criteria to pay 0% VAT. If you meet these criteria you will be issued with a zero rating certificate. You need to give this certificate to the person who undertakes the minor

adaptation work.

What paperwork do I need to keep?

At the end of the visit you will have the following documentation:

- **A copy of the prescription form that tells you what equipment or minor adaptation has been prescribed to you.**
- **A copy of this factsheet (where required. Sent out in advance of the visit).**
- **A zero rate certificate (where required).**

If you have any further questions please contact Care Direct 0845 1551 007.

You may also find our range of other factsheets useful which can be found online at www.devon.gov.uk/factsheets.

A large print version of this factsheet is available at www.devon.gov.uk/largeprint-factsheets but if you would like it in a different format such as Braille or audio, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk.

Factsheet 8b - 03 November 2009 (5 Pages)