



Direct payments

What are direct payments?

Direct payments are monthly payments that you may be given if you have been assessed as needing help from social services. The payments help you buy the care services and support you need to support your caring role.

How do I get direct payments?

If you have been assessed as needing support, social services should give you the option to have direct payments instead of the services you already receive.

If you would like direct payments but do not get support from social services, you will need to ask them for an assessment.

What can I use direct payments for?

You can use direct payments to:

- Employ someone to help provide assistance.
- Buy care services from an organisation.
- Purchase the services you are assessed as needing to support you in your caring role.

How much can I get?

The amount you receive will depend on the assessment social services makes of your needs.

Who to contact

You will need to identify and contact your local social services department to request an assessment for further advice and guidance.

If you need contact details of your local authority, call our free, confidential helpline on 0808 802 02 02 or visit our website, www.nhs.uk/carersdirect.

Carers Direct is a free national service. We offer information, advice and support for people who care for someone else.

Our comprehensive website has over 1,000 articles, 12 videos and a host of web tools to help you make decisions about your caring role. If you prefer to talk to someone about what options are available to you, our helpline advisors are on hand seven days a week, and in confidence, to do just that.

Call free on 0808 802 02 02*
or go to www.nhs.uk/carersdirect

Carers Direct

*All calls from UK landlines and mobile phones are free. Lines are open 8am to 9pm, Monday to Friday, and 11am to 4pm on weekends and bank holidays. Textphone users should call 18001 0808 802 02 02. To use our call back service, in English and other languages, please go to www.carersdirectenquiry.nhs.uk/callback/carers.aspx