

Implementation of Direct Payment Cards

Issue 1 – April 2021

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Any Questions?

If you wish to discuss any concerns over the implementation of direct payment cards please call us on 0300 330 2910 or email focus.mb-prepaidcardqueries@nhs.net

Welcome to the first newsletter in relation to the implementation of direct payment card accounts.

You will receive regular updates from us because you have a direct payment. The direct payment card account system is a new way of paying you your direct payment.

As we mentioned in our February letter, this change to direct payment cards is in the very early stages and there will be a phased implementation and transition to the new system.

From April 2021 any new direct payment that is offered will be by direct payment card, where possible. Individual circumstances and preferences will be taken into consideration.

Over the next few weeks, the team will be working hard to establish the direct payment card system, to make sure it has the flexibility and continuity you need to continue to meet the outcomes within your care and support plan. It is important that the system is easy to use and gives you the freedom to meet your outcomes in creative ways that have been

agreed with your social work practitioner or nurse.

The initial thinking is that any individual who is supported via a third party support provider (PASS, Penderels, Rowan, Pay Packet, PWC) will look to be transitioned as part of cohort 1. This means that we will work with your support provider to ensure all accounts are moved in accordance with payroll deadlines and payment cycles so there are minimal disruptions to you and your employees/service providers. Most of the work will be done by us and your support provider and they will be in touch with you if you are required to do anything.

If you manage the direct payment account by yourself, you will be part of cohort 2 which will commence work later on in 2021.

One of the reasons we have decided to offer the direct payment card system is we are aware that financial audits can take a long time to complete and you have to keep a lot of paperwork to meet with the requirements of your direct payment agreement. This can be time consuming when you, or your nominated person, have other priorities such as providing care, working full time or having general concerns and worries about your health and social care service. It is hoped that with a direct payment card, the administration burden to you will be reduced significantly allowing you to focus on what is important to you. It will also reduce the number of Officers coming to your home

to collect paperwork, although we are happy to keep seeing you if this is your preference.

The system will also speed up payments to Personal Assistants (PA) and Service

Providers. An example of this is if you currently pay for a service by cheque, the receiver has a delay while you send the cheque to them, they then have to cash the cheque and wait a number of days for the payment to clear into their bank account. With a direct payment card, you can log onto your account and make the payment there and then which will then be showing in the PA's/Service Providers bank account within hours.

As you will have seen within the national press, social care budgets and payments are under pressure and anything that can be done to speed up payments to hard working individuals/services is welcomed.

The direct payment card system also offers a lot of protection to those who are most vulnerable to budgeting and financial pressures. You have control of the management of the account while having the security of knowing that social care staff can monitor and protect your budget from misuse and loss.

Below is an idea of what your direct payment card will look like – as you can see it is just the same as a bank card!

The online portal will also look like an online banking screen and will have the same functionality available.

If you do not have access to the internet (which is all you need for a direct payment card) please do not worry, other options will be available to you.

We know that any change can be difficult to work through and the team will be on hand to support you throughout it. You will receive regular updates from us in the form of a newsletter and then a personalised letter detailing any changes specific to you. We will also speak to you either in person or by phone to ensure all of your worries and concerns are addressed. Your direct payment and services will continue as usual so please do not worry.

If you are interested in helping us with this work please drop us and email or give us a call.

Next steps

We will work with support providers to look at the first accounts that will transition onto the direct payment card system.

Regular feedback will be taken in order to ensure any issues are resolved and the system is working well before offering the transition to other users.

Services, audits and care reviews will continue in the normal way for now so expect the same contact from focus staff in relation to these matters.



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We will post a copy of all of our newsletters here:

<https://livewell.nelincs.gov.uk/direct-payments/>

Organisations involved in this project are:

