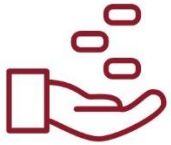


## Using a care agency



You may wish to use your direct payment to pay a care agency to support you. This means the care agency will supply the staff you need. The care agency will employ the staff directly.



The care agency will invoice you for the cost of your support. You can pay their invoices from the money in your direct payment account.



You can choose the care agency you want you use, you can tell them what support you need, and at what times you would like their staff to support you.



If you use your direct payment to employ a Personal Assistant, you may also need to contact a care agency to ask them to support you when your Personal Assistant is off sick or on holiday. The care agency will be able to tell you if they can cover your staffing needs in these situations.



You should contact the care agency you are interested in and ask them if they are in a position to supply you with appropriate staff to meet your needs.



You will be asked to sign a contract with the care agency which agrees the terms and conditions of your arrangement. You should check you have contact details for the care agency and what you should do if there are any problems.



It is important that you check how much the care agency charges per hour. Each care agency will charge a different rate. You should check you have sufficient money in your direct payment account to pay them



The Care Quality Commission (CQC) is the organisation that monitors and inspects care agencies to make sure they are meeting the required standards. After calling the care agency you may want to see a copy of their CQC inspection report.



You can ring the CQC on 03000 616161 and ask them to send you a copy of the agency's inspection report. You can also download inspection reports from the CQC website at:

<http://www.cqc.org.uk/content/services-we-regulate-0>

If you want to find out more about how to use your direct payment to pay a care agency, or would like details of care agencies that provide support to people living in Lambeth, please contact dasl's Direct Payments Support Service.

Phone: 020 7501 8960

Email: [direct.payments@disabilitylambeth.org.uk](mailto:direct.payments@disabilitylambeth.org.uk)

Website: [www.disabilitylambeth.org.uk](http://www.disabilitylambeth.org.uk)

dasl's Direct Payments Support Service is available between 9am and 5pm, Monday to Friday.