

Adults Quick Guide

Suspending or Terminating Direct Payments

This guide covers the process for suspending (temporarily pausing) and termination (ending) direct payment services.

Suspending Direct Payments


To suspend direct payment services, in **section 1** of the **(Adult) My Care Package – Unplanned and Amendments** form (in the **Adult My Care Package** step) or **section 1** of the **(Adult) My Care Package – Planned Services** optional form (in the **Adult My Review** step):

- Answer **Yes** to the question **Is a Direct Payment being ended or suspended as part of this workflow?**

As per the confirmation checkbox that appears you will also need to complete the **DP Suspension and Termination Checklist** optional form within these step.

- Answer **Yes** to the question **Are any services being suspended, or service suspensions ending as part of this workflow?**

Within the **table for any services that are suspended as part of this workflow** click the **Add** button and record the necessary details of the suspension within the table.

Once section one of the **My Care Package** form and the **checklist** form is complete you must send the **Adult Authorise DP termination / suspension / Adult Please review information and authorise** request (found in the **Requests** icon ) to your manager.

The direct payment cannot be suspended unless the checklist has been completed, and the request has been sent to and completed by your manager.

You do not need to send the checklist to the Direct Payments Team. However, within the **Next actions** section (last section of the main form) you must record the next action **Adult Direct Payments – Action Required** and assign it to the **Direct Payments – Inbox** using the Pass to worker dropdown menu.

You must also add the next action **Adult Direct Payment Suspension Monitoring**. This should be assigned to self and is usually scheduled for 4 weeks, but this date can be amended if necessary. All suspensions of direct payment services must be monitored. See the **Direct Payment Suspension Monitoring** user guide for full details.

Terminating (Ending) Direct Payments

To end direct payment services you will need to;

Complete the **Direct Payment Suspension and Termination Checklist** within one of the following steps:

- **Adult Proposed Case Closure** - if the case needs to be fully closed i.e. the person has died.
- **Adult Case Closure in Progress** - if the case needs to be fully closed and the checklist was missed in the proposed case closure step / the proposed case closure step was not complete. Business Support will request the Key Worker / manager of the Key Team comes into the step to complete this checklist.


Note - No other workflow steps need to be completed in relation to the DP being ended if the case is fully closing.

Or complete the **DP Suspension and Termination Checklist** optional form within the **Adult My Review** step.

Within the review, you must also update **Section 1** of the **(Adult) My Care Package – Planned Services** optional form;

- Remove the tick from the **Direct Payments Service** checkbox

- Answer **Yes** to the question **Are any services ending as part of this workflow?**
- Complete the **Ending Services** subsection – Use the **Add** button to record the details in the table.

Once the checklist is complete and where necessary the **(Adult) My Care Package – Planned Services** has been completed you must send the **Adult Authorise DP termination / suspension / Adult Please review information and authorise** request (found in the **Requests** icon ) to your manager.

The direct payment cannot be ended unless the checklist has been completed, and the request has been sent to and completed by your manager.

You do not need to send the checklist to the Direct Payments Team. However, you must record the next action **Adult Direct Payments – Action Required** and assign it to the **Direct Payments – Inbox** using the Pass to worker dropdown menu.

The only exception to this is when completing the form in the **Adult Proposed Case Closure** step. In this scenario; Business Support will assign the 'End Services' action to the **Direct Payments – Inbox** from the **Adult Case Closure in Progress** step.