


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 you will need to complete the **Direct Payment Suspension and Termination Checklist** within the **Adult Change in Care Package Delivery Request** step. See the **Change in Care Package Delivery Request** user guide for further details on recording this step.

Once the checklist is complete you must send the **Adult Authorise DP termination / suspension** 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, you must record the next action **Adult Change to Care Package (Non-Homecare Services)** and assign it to the **Direct Payments – inbox** using the Pass to worker dropdown menu

You will also be prompted to 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 Purchase Service Request**, if you are adding new services or making significant permanent changes to existing services at the same time - you will also need to record the details of the DP ending in section 7
- **Adult End Services Request**, if you do not need to complete an Adult Purchase Service Request at the same time
- **Adult Proposed Case Closure**, if the case needs to be fully closed i.e. the person has died. You do not need to complete any other steps if you are proposing a case closure.
- **Adult Case Closure in Progress**, *Business Support, LPFT, Safeguarding and Carers teams only* – if the case needs to be fully closed i.e. the person has died. You do not need to complete any other steps if you are proposing a case closure.

You must also update the **(Adult) Support Plan Costings** form, within the **Adult My Review** step, by removing the tick from the relevant 'Service Type' checkbox (unless the case is fully closing).

Once the checklist is complete you must send the **Adult Authorise DP termination / suspension** 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 relevant next action 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.