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Charging for Home Care, Day Care and Supporting People Services

April 2009

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If you would like a copy of this document translated please ask an English speaking person to request this by calling 01753 875299. Alternatively please call Slough Translation and Interpreting Service on 01753 701159.

यदि आप इस दस्तावेज़ के अनुवाद की कार्य प्रतिलिपि बनाने चाहते हैं तो कृपया अपने दोस्तों या किसी व्यक्ति को उन्हें फ़ोन 01753 875299 पर टेलीफोन करके अनुरोध करें। या 01753 701159 पर सहाय ट्रांसलेशन एवं इंटर्प्रिटेशन सर्विस का निर्धारण करें।

Aby otrzymać kopię tego dokumentu przetłumaczoną na język polski należy poprosić osobę mówiącą po angielsku o zadzworzenie z takim zadaniem pod numer 01753 875299. Można również skontaktować się z serwisem tłumaczy 'Translation and Interpreting' w Slough, telefon 01753 701159.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਭਾਰਤੀ ਭਾਸ਼ੀ ਵਿੱਚ ਕਾਪੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਬੰਧੀ ਕੋਲਰ ਚਾਲੇ ਵਿੱਚੋਂ ਇਸ ਸੇਵਾਗਾਹੀ ਨੂੰ ਆਪਣੇ ਫੋਨ 01753 875299 'ਤੇ ਡਿਲੀਵਰ ਕਰਕੇ ਖੋਲ੍ਹੀ ਕਰੋ। ਜਾਂ 01753 701159 'ਤੇ ਸਹਾਇ ਟਰਾਂਸਲੇਸ਼ਨ ਅਤੇ ਇੰਟਰਪ੍ਰੀਟੇਸ਼ਨ ਸੇਵਾਗਾਹੀ ਨੂੰ ਡਿਲੀਵਰ ਕਰੋ।

Haddii aad doonaysid koobi dukumentigan ah oo turjuman fadlan weydiiso qof Ingiriisiga ku hadla si aad u codsadi adigoo soo wacaya 01753 875299. Haddii kalese fadlan kasoo wac Slough Translation and Interpreting Service 01753 701159.

اگر آپ کو اس ڈاکیومنٹ (دستاویز) کی ترجمہ و کاپی چاہو تو اس کا کام پھر پڑی ہو لئے تو اسے کسی شخص سے کہیں کہو۔ 01753 875299 پر فون کر کے طلب کریں۔ یا 01753 701159 پر فون کریں۔

Charging for home care, day care and supporting people services

The council's community care team arranges assistance such as home care, day care, and Supporting People services to help people live at home and keep their independence. This leaflet explains how our charges for these services are worked out.

What are the charges?

As from April 2009 the standard charge for home care is £15.50 per hour and day care is £32.60 per day. However most people will not be charged the full amount. If you are assessed as liable to pay the charge will apply from the start of the service. There is a flat rate charge for all people who attend day care of £3.40 for a hot meal or £1 to cover refreshments when a meal is not provided. Meal and refreshment charges are collected at the day centre, so please remember to take this with you when you attend. The charge for supporting people services varies according to the amount of support received, a fairer charging assessment makes sure you are not asked to pay more than you can afford.

What is the weekly charge for?

The amount you pay goes towards the cost of all the home care, day care, or support you receive in a week. So if you have home care, day care and support, there is still only one weekly charge. You will be financially assessed as to your ability to pay and you will not be charged for the services you do not receive.

Who does not need to pay?

- Children under 18 years of age.
- Some people getting after care following a stay in a mental health hospital.
- Creuzfeldt Jacob Disease sufferers.
- Anyone whose income after eligible expenses is less than the basic level of income support plus 25% - see point 10 for further explanation

- If your weekly maximum charge is greater than the cost of the service, you will only pay for the cost of the service.
- If your weekly maximum charge is less than the cost of the service, you will only pay your weekly maximum.
- If your net income is equal to, or less than the basic level of income support plus 25% you will not be charged.

15. Will I be charged for weeks when I am on holiday or if I am in hospital?

No, you will not be charged for whole weeks when you do not receive a service. The charging week runs from Saturday to Friday and you will be subject to a charge if you receive any service during that week. If you receive a service for a part of the week we will still charge you, but only for those services received. You will be charged the cost of the service up to your weekly maximum charge.

16. What If I have any queries or if I am having difficulty paying the charge or if my circumstances have changed?

Please contact us on 01753 875299 and ask to speak to a financial assessment benefit officer. If you are having difficulties in paying your account the financial assessment welfare benefits assessor will call to ensure you are receiving all the benefits you are entitled to. They will also try to work out with you how you can pay off your arrears in an affordable way.

These expenses will be divided by the number of adults in the household to determine your share of these housing costs.

The full list is given in part 8 of the financial assessment form. You will also need to keep receipts and provide them so that we can calculate and verify the expenditure that you have incurred.

12. What are Disability Related Expenses and can I claim them?

Disability Related Expenses are the extra costs incurred by people over and above the normal cost of living because of their disability. These can only be claimed if you are in receipt of one of the following:

- Attendance allowance
- Disability Living allowance
- Severe Disability Premium of Income Support
- Constant Attendance Allowance
- Exceptionally Severe Disablement Allowance

Examples of items, which can be considered as Disability Related Expenses are:

- Additional laundry costs
- Additional heating costs
- Special dietary needs

13. Are allowances made for personal expenses?

Yes. Each year government determines that people need to live on. We add 25% to these figures. This is the personal allowance we allow in your charge assessment. No one will be asked to pay whose income is equal to or less than this figure and no one will be asked to pay a charge, which would bring their disposable income below this level.

14. How will my charge be worked out?

The charges will be based on an individual financial assessment up to an individual weekly maximum charge relating to your financial circumstances.

Welfare Benefits Advice

As part of your financial assessment we will also offer you a benefits check to ensure that you are receiving all the benefits you are entitled to. Any additional benefits obtained, may effect your charge which is applicable from the date of any award, however most claims we assist with still result in people being substantially better off.

We will help you complete the financial assessment form. If you wish to have a friend or a relative present when the financial assessment welfare benefit assessor visits you may arrange this. You will be offered a visit within a week of receiving the service in order to complete the charge assessment form. You will need to have ready your pension books, all documentation relating to your income and to your savings and other capital assets. Please also have available documentation relating to your housing costs.

1. Do I have to pay for the service?

We will carry out an assessment of your ability to pay, based on your financial circumstances. If we assess that you are able to

contribute to the services you receive then you will have to pay. Some people will only pay a contribution towards the cost of the service and those who can afford to will pay the full cost of their care. Most people will receive the service without charge because they are assessed as not being able to afford a contribution. You may be asked to pay the support charge direct to your support provider or the council. In most cases if your support provider is your landlord, you will need to pay your charge to them.

If you are asked to pay the council you will be sent a bill every four weeks. You will be expected to settle your account within 14 days of receiving your invoice.

2. What if I do not wish to disclose my finances or be financially assessed?

You only need to complete section 1(Household details) and sign the undertaking in Part B on the Statement of Financial Circumstances form.

By doing so you are agreeing to pay the full cost of all the services you receive.

3. How will I be charged for the service?

You, or a person nominated by you to receive an account on your behalf, will be sent an invoice through the post at four weekly intervals, billing you for the services received by you in the previous four week period.

4. How is the account calculated?

The charge is based on the hours of home care service provided to you, the number of days you have had of day care each week and for any support you have been assessed as needing. For home care the care assistant will complete a weekly timesheet at the end of each visit. Day centres will keep a record of the days you have attended. The support provider records the level of support you have received.

5. What if I wish to query the amount being charged?

If you think the amount being charged to you in any four week period is incorrect please contact social services, finance department on 01753 552288 extension 2718. They will investigate your query and advise you of the outcome.

6. Will the standard hourly and daily charges change?

Yes. The charges are reviewed annually, usually in April. You will be advised when the council agrees to any changes.

7. What do I do if I think the charge is wrong or my circumstances have changed?

Should you think your charge is wrong, tell us why you think it is wrong and ask for it to be recalculated. If you are still dissatisfied we will send you information on the appeals procedure.

If your circumstances change in any way, for example if you receive more or less benefits or your capital changes, you should inform us as soon as possible. This may result in your charge increasing or decreasing, depending on how your circumstances have altered.

8. What income is included?

We will take into account all of your income and benefits, excluding income from paid employment (salary or wages). We do not include the income of anyone else in your household, except in some circumstances for example, if the service is shared by a couple.

9. What savings are included in the assessment?

Capital includes

- Any savings account, building society account (including current account), Post Office Savings accounts etc.
- Investments, Stocks, Shares, Unit Trusts, TESSA's, PEP's, ISA's, Premium Bonds etc.

- Investment in property, building and land (any rental income will be included as income) but not the value of the property in which you live in.
- 50% of any joint savings held by you or your spouse/partner. (If your capital is held by your partner for whatever reason 50% of it is deemed to be yours).

10. How are capital resources treated?

If your capital is over £23,000 then you are responsible for the full cost of the care. If your capital is between £14,000 and £23,000 we will calculate a tariff of £ 1 per £250 between these limits. Capital under £14,000 from 1st April 2008 will be completely ignored.

11. What housing costs can be claimed?

Any expenditure you incur on rent net of housing benefit, mortgage, council tax net of council tax benefit and service charges can be claimed as expense against your income.