

Charges for Adult Community Care and Housing Services

মানুষকে সাহায্য করা - আপনি যাতে স্বাধীনভাবে থাকতে
পারেন তার জন্য বাসস্থানের সাহায্য।

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इरवा माटे डाउसगि सपोर्त

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کیلئے گھر میں مدد -

CCH 42
April 2009

Also available in
other languages,
and formats.

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Perkthim

翻譯

लिखित अनुवाद

उपनाम

भाषान्तर

**Tarjummaada
Qoraalka**

وهرگيران/ته رجومه

अनुवाद

Phiên dịch

ترجمه

To find out more about Community Care and Housing Services or to ask for our leaflets and information sheets, please contact our Customer Services on 01454 868007.

Visit our website www.southglos.gov.uk – you can access this free from your local library

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Charges for Adult Community Care and Housing Services arranged by the Community Care and Housing Department

Our aim in Community Care and Housing is to enable people who need help looking after themselves to continue living in their own home. Where this is not possible, we can arrange accommodation in a care home. We are responsible for arranging personal care services for people assessed as being in greatest need.

We offer an assessment to people who ask for and are eligible for our services. The assessment may involve, where appropriate, other services (such as Health, Department for Work and Pensions, and housing departments). For information on how the assessment process works, please ask for the leaflet **CCH41 – Do YOU need help in the Community?**

A carer's needs can be assessed separately. A carer is a member of your family, neighbour or friend who looks after you at home. For further information, please ask for the leaflet, **CCH 50 - Do you look after someone?**

For some services there are charges. We may do a financial assessment to find out what you can afford to pay towards the cost of these services. Charges are usually related to your ability to pay. You will not be refused an essential service, which we have agreed that you need, because you cannot afford it. Exemptions from certain charges apply in some cases.

Residential & Nursing Care (including Short Breaks)

If, following the care assessment process, it is decided that residential or nursing care is appropriate for you, we will arrange the placement. For more information about moving into a care home for short or long term care, please ask for leaflets - [CCH 37a Care Homes - what to look for in a care home](#) and [CCH 37b Care Homes - information on charges](#).

Day Centres

If you are assessed as needing a day service, you can go to a Community Care and Housing Department Day Centre free of charge. You will have to pay for any meals or drinks that you have at the Day Centre. Other services such as laundry and hairdressing have separate charges. There are no exemptions from these charges.

Lifeline - telephone alarm system

Lifeline is a telephone alarm system for older people and disabled people with substantial impairments. It is a way of getting help in an emergency or getting reassurance when feeling particularly anxious or troubled. The equipment is provided on loan and there is an annual monitoring charge that can be paid in two instalments of £35. Ring Adult Customer Services on 01454 868007 to find out if the cost is still current. Some people can be exempt from charges if they have a low income.

Community Meals

The charge is £3.10 per standard meal and £2.30 for a tea meal. There are no exemptions from this charge.

This charge is correct at time of print.

Alterations to Your House

Financial assistance may be available towards the cost of alterations which assist disabled people in maintaining independence in their homes. Please see leaflet **CCH 61 - Adaptations to your home** for more information.

Telephones

If you do not have a telephone installation of a telephone may be provided once a full Community Care Assessment **has** been carried out. The Assessment **must** show that there is an eligible need for this service using the Councils eligibility criteria. For more information please see our leaflet **FACS – Fair Access to Care Services**.

- Telephone provision can be agreed for a person who is FACS eligible and
- Who lives alone
- That is often left alone
- That lives with someone who is unable to deal with emergencies or ask for help in an emergency.

- Where there is evidence that they are in danger or at risk without a telephone

The Council will pay for the line rental but the cost of any calls will always be the responsibility of the user.

This service can be provided by a Direct Payment or through South Gloucestershire Council. If you want to know more about Direct Payments please ask for leaflet **CCH 66 - Direct Payments**, more choice and control for you.

Supporting People

Supporting People is a Government funding programme delivered locally and is responsible for planning and funding housing related supported services. This includes support:

- From a Support Worker, Scheme Manager or Warden in supported or sheltered housing.
- That helps people to stay in their own home and live as independently as possible. This is known as 'Floating Support'

Housing support does not include Nursing or Residential Care Homes, or Home Care Services. They are called 'Care Services' and are not part of the Supporting People programme.

Do I have to pay for Supporting People?

Services that are intended to last for less than two years will be free. Services that are intended to last more than 2 years will be chargeable services.

If you are charged for your housing support services, and you are on low income you can claim Supporting People Subsidy to help you pay the charges. However, if you are getting Housing Benefit, you can get all of your Housing Support Charges paid for.

What if I don't get Housing Benefit?

If you don't get Housing Benefit you could ask the Council for a 'Fairer Charging' Assessment. Someone will visit you to assess your income and work out whether you should pay anything towards your support costs. The assessment will also look at whether you are entitled to any other benefits. For more information about Supporting People Subsidy, please ask for leaflet **CCH 71 – How to claim Supporting People Subsidy.**



Home Care

Charges for Home Care are based on people's ability to pay. Following an assessment of your needs, someone will come and talk to you about how much you can afford to pay for your home care service. In addition, we will talk with you about any benefits you may be entitled to. Charges may not cover the full cost of the service provided. Some people will not be charged for their home care service if they have a very low income.

How much will I be charged?

It depends on the level of savings you have. If you have savings over £23,000 then you will have to pay £16.48 per hour.

If your savings are less than £23,000 the amount is based on your weekly income and the level of savings you have. You will pay either £14.48 per hour or a maximum charge worked out by our visiting officer, whichever is lower.

We take into consideration your housing costs, Council Tax and any extra costs related to your disability, for example, any services or equipment that you pay for yourself. So if you receive 2 hours of Home Care per week the most you will pay is £28.96. For any savings between £14,000 and £23,000 we work out an assumed income (we assume that for every £250 savings that you have, you will get £1 per week in bank interest). We add this to your actual weekly income when we work out your charge.

If you own your own home then the value of your property is not included in the financial assessment for Home Care charges.

What if I do not want to tell you about my financial circumstances?

You do not have to provide financial information, although you will automatically be assessed to pay the maximum hourly charge of £16.48 per hour.

If you would like to talk about your entitlement to benefits, for example, your pension or disability related benefits, please ring the Pension Service on 0845 60 60 265.

How do you tell me what my charge will be?

In most cases the visiting officer will tell you the charge and this will be followed up with a letter. The letter will also show:

- Who has worked out the charge
- How to contact them
- What to do if you disagree with the charge i.e. how you can appeal
- You will also receive a statement showing you how this amount was calculated.

What if I do not agree with the charges?

If you think the charge is incorrect, you can ask for the charging decision to be looked at again. If you are still unhappy with the decision, you can appeal through the Department's complaints procedure.

For more information please see the leaflet **CCH 82a**
Your experience counts: Tell us what you think.

How are the charges collected?

You will receive an invoice every 4 weeks. Our preferred method of payment is Direct Debit and the visiting officer can arrange this for you. You can pay by post, over the phone with a credit or debit card at the One Stop Shops at Kingswood, Yate and Thornbury. You can also pay at a post office or bank although they may make a small charge.

If you get a Direct Payment, the charge will be taken from the funding we give you. You will then have to pay the charge for the home care that you get into your Direct Payment account. Please refer to the leaflet **CCH 66 - Direct Payments, more choice and control for you** for further details on direct payments.

What happens if there's a delay in assessing my charge?

You will not have to pay for your home care services until the financial assessment has been done. Charges will usually apply from the date of the financial assessment.

Will I have to pay if I miss visits?

You will not be charged for missed visits if you are in hospital or on a short break arranged by Community Care and Housing Department.

You will not be charged for visits that you cancel as long as you give at least 24 hours notice to your care provider.

If your care provider cancels a visit and cannot agree an acceptable alternative time, you will not be charged.

What happens if the amount of service I receive varies?

We do not vary the charge if the service you receive takes longer one week and less another. The charge may be altered following a reassessment or review of your care needs or if your financial circumstances change.

If you would like any further information about charges for Home Care services please contact the Financial Assessment and Benefits team (FAB) on 01454 864954.

Contacting the Community Care and Housing Department

If you want to find out more about how Community Care services could help you, or someone you know, please phone Adult Customer Services on:

Tel: 01454 868007

Fax: 01454 866250

Textphone: 01454 868010

Email: CSODesk@southglos.gov.uk

Our trained staff will be able to give you information about the services we provide. If your enquiry is Housing related please phone 01454 868005.

If you already receive a service, you should have been given a number to contact. If you do not have this available, please contact the information line on the number shown above.

During evenings and weekends in an emergency only please contact the Emergency Duty Team on 01454 615165.

Visit in person, One Stop Shops in Kingswood, Yate or Thornbury.

Better Care, Higher Standards

South Gloucestershire Council's Better Care, Higher Standards Charter describes the long-term community care that residents can expect to receive, and sets out a number of Standards relating to Service Delivery. The following principles have been taken from the Charter. Full details can be found on the Council's website at www.southglos.gov.uk

(a) Principles on which services and service delivery to South Gloucestershire Service Users are based

Community Care and Housing Department along with Health Services staff will:

- Treat all people with respect and fairness, and determine, plan and deliver services based on individual need (including religious or cultural need) without discrimination.
- Use Plain English or the preferred language, and the most suitable form of communication (for example, large print, audio cassette, Braille, British Sign Language) so that everybody can access services. For example, any proposed medical treatment, including any risks involved in that treatment and any alternatives, should be clearly explained.
- Verbal information will be backed up with written confirmation if necessary or if required.
- Be competent and fully trained in their jobs.

- Provide services on the basis of laid-down Fair Access to Care Standards.
- Work in partnership with Services Users, potential Service Users and Carers to involve them in decisions, give them the information they need to help them make informed choices about their care, and help them remain as independent as possible.
- Work in accordance with the Data Protection Act. Any information will be accurately recorded, and only necessary information will be held on file. Service Users and Carers have a right to see their own files.
- Pass on relevant information if services are required from more than one body (e.g. Community Care and Housing Department and Health Department) so that Service Users or Carers do not have to repeat the same information (permission will be sought before passing on such information, unless a person presents a danger either to themselves or to others).
- One example of information sharing is the Single Assessment Process. This is part of a range of initiatives intended to make services more accessible for Older People, in which Community Care and Housing staff and Health staff work together to ensure that information is shared with fellow professionals to reduce duplication and speed up the provision of services.
- Encourage Service Users and Carers to give their views, with the assistance of representative or advocacy organisations if necessary; for example, to

choose which residential or nursing home to go to (provided it is suitable for the type of care required and has a vacancy available, or be able to offer one within a reasonable time scale).

- Make sure that Service Users and Carers know whom to contact in the first instance if there is a problem with services, and how to lodge a formal complaint if necessary, with the knowledge that it will not affect the way they are treated.
- Monitor all services provided or purchased/ commissioned by
- Community Care and Housing and publish performance against targets on a regular basis.

(b) Expectations of Service Users and Carers

Service Users and Carers are asked to:

- Treat all staff with respect and dignity.
- Be punctual for any appointments (or notify the relevant member of staff if there is a problem/ difficulty as early as possible).
- Make staff aware of any communication needs they may have (e.g. hearing loss, preferred language, or difficulty understanding information).
- Make any agreed payments promptly.
- Inform the relevant department/member of staff if services or equipment are no longer needed.

Notes



Feedback Form

We'd value any comments you have to make about this publication CCH 42. This will help us to improve it in the future.

Please would you mind taking a few minutes to complete the following:

Did you find it easy to read? YES NO

Was it useful? YES NO

Was there anything that was particularly helpful?

Are there any improvements we could make?

Can we contact you for further views? YES NO

If YES please provide us with your name, address and phone number.

Please return this page to:

**Communications Team
South Gloucestershire Council
Community Care and Housing Department
Freepost SWB 1485
Bristol BS16 7ZZ**

**Or you can email your comments to
email: cccommunications@southglos.gov.uk**

Thank you for your comments

Any personal information that you have supplied will be held by South Gloucestershire Council in accordance with the Data Protection Act. This information will be used as part of this exercise only and will not be passed on to any other organisation

This information is also available in other languages, in large print, braille or on audio tape. please phone

☎ 01454 865769

or email

✉ ccccommunications@southglos.gov.uk

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