



What you will need to pay towards the cost of your care and support

How we work out what you have to pay

Updated for 2018/19



Getting this information in other languages

This leaflet is about the cost of social care support. For a translation please phone Health and Social Care Connect on 0345 60 80 191.

Arabic

هذه النشرة حول ما يكلف دعم الرعاية الاجتماعية. للترجمة يرجى الاتصال بهيئة الرعاية الاجتماعية مباشرة (Health and Social Care Connect) على الرقم: 0345 60 80 191.

Bengali

এ নিফনেট হলো সোশ্যাল-কেয়ার এর সহায়তার খরচের ব্যাপারে। এর একটি অনুবাদের জন্য সোশ্যাল কেয়ারকে সরাসরি এ নাম্বারে ফোন করুন: 0345 60 80 191.

Cantonese

這本小冊子是關於社會關懷服務的支援的成本。如果您想獲得本小冊子其他語種的譯本，請致電社會護理直線：(0345 60 80 191)。

Farsi

ماتن ترجمه شده اف تی در ی است. بر ای ی خدمات اج تمام ی ه نه ی ب ر و شور در مورد ه ون ی ا دی ی امرف ل ص اح س امت ای ی ب ا ت ل فن ۰۳۴۵۶۳۰۸۰۸۰۱۹۱ خدمات اج تمام ی ل ط ف ا ل ط ف ا مس د تق

Kurdish Sorani

- نهم نامبلیکیه دهر باره ی خه جی پستگیری جاودیزی کومه لایمته ی به. تکایه بۆ وهر گنیران تلهفون بۆ چاودیزی راستهوخوی کومه لایمته ی بهم ژماره: ۰۳۴۵۶۰۸۰۱۹۱.

Polish

Ta ulotka dotyczy kosztów związanych ze wsparciem przez opiekę społeczną. O przetłumaczony tekst można się zwrócić bezpośrednio do opieki społecznej dzwoniąc na numer 0345 60 80 191.

Portuguese

Este folheto informa sobre os custos dos apoios de cuidados sociais. Para obter uma tradução deverá contactar o Health and Social Care Connect, pelo telefone: 0345 60 80 191.

Paying towards the cost of your care and support

Information and advice is always free

If you ask us about care and support services, we will always give you as much information as we can. Even if you don't qualify for our help, you can ask for an assessment of your needs. There is no charge for our advice, leaflets or information.

When you have to pay

You do not have to pay for an assessment of your needs. However, if your social care needs assessment identifies that you are eligible for some support from us, you will need to pay towards that support. The amount you will pay is dependent on your circumstances.

We will work out how much you need to pay by carrying out a financial assessment.

Our financial assessments are completed in accordance with the East Sussex County Council (ESCC) Charging for Care and Support Policy. The policy has been written in line with Care and Support Statutory Guidance (CASS) issued under Care Act 2014 and The Care and Support (Charging and Assessment of Resources) Regulations 2014.

If Adult Social Care (ASC) is arranging your care and support, either in a non-residential setting or in a residential or nursing home, we will usually apply charges from the date your care starts.

We use nationally-set guidance called the Care and Support Statutory Guidance to work out who gets help from us (called eligibility criteria). If you ask for help, we will use these rules to

assess what level of care and support needs you have through a social care needs assessment. Our leaflet 'A guide to Adult Social Care' tells you more about how we assess your care and support needs, and gives some examples of types of support.

Once we have agreed what your eligible needs are, we work out how much the care and support you need might cost.

If your social care needs assessment shows you need assistance from Adult Social Care in the form of a service to help with your care and support needs, they will refer you for a financial assessment.

We will try and arrange your financial assessment in good time so that any costs you incur are not backdated for significant periods of time, which will help you budget.

Financial assessments

After your social care needs assessment you will be told what your personal budget is. Your personal budget is the total amount it might cost to meet your eligible care and support needs. This is inclusive of any amount you are assessed as able to contribute yourself.

The financial assessment completed for you will depend upon the type of care you are going to receive. Our factsheets; 'Financial assessments for care and support other than in a care home' and 'Financial assessments for residential care' provide full information on what is taken into account.

These factsheets are available at eastsussex.gov.uk/socialcare or by contacting ASC Financial Services on 01323 464699.

What is taken into account?

If you have more than £23,250 in capital (savings and investments) you should tell us about this as soon as possible as you will have to pay the full cost of your care and support.

If you have less than £23,250 in savings and investments (capital)

we will work out how much you need to pay towards your personal budget by looking at your savings and investments (capital), income and outgoings.

If you own a property

We will not take the value of your property into account while you are living in it. If you own a second home, or other property or land, we will take that into account.

If you have more than £23,250 in capital (savings and investments) including any property or land that you own you will not be able to get financial help from us and will have to pay the full cost of your support. When your capital falls below £23,250 you can ask us to review the amount you pay.

If you are going in to permanent residential or nursing care, we may include property you own including any you occupy as available capital in the financial assessment.

How we complete your financial assessment

We will contact you to discuss the type of financial assessment you will need; our assessments are completed either by a light touch telephone assessment or by one of our visiting officers when they visit you.

Before the visit we will tell you what supporting documents and paperwork you will need to have ready. We can also help you apply for any state benefits you might be entitled to.

What is taken into account in a financial assessment

The financial assessment takes account of:

- capital assets,
- any investments and property, including land you own,
- any income you have for example a State Pension or other pensions or benefits; and,
- any extra expenses you have because of a disability or condition, called disability-related expenses (DRE).

We always require evidence to support the information you tell us about.

Once we have looked at your finances, we will explain:

- the contribution you need to make towards your care and support,
- how we worked this out, and
- the different ways you can pay for care and support.

If you are unable to provide us with the required information, you may be required to pay for the full cost of your care until the assessment can be completed.

Charges not covered by a financial assessment

Charges in day centres

There are fixed charges for meals at day centres and for transport to and from your home. These charges are on top of the contribution you pay for attending the day centre.

Meals service

If you receive a delivered meals service you will need to pay for the cost of the meal – the provider you have chosen will invoice you for the cost of the meals you have.

Additional information if you go into long term residential and nursing care

If you move from your home into long term care, for the first 12 weeks we will not take into account your equity held in the property when we complete your financial assessment. After this period, equity in your property will be considered which may result in your capital exceeding £23,250 and therefore you would be assessed as able to pay for your own care costs.

We may not take the value of your home into account at all if for example your partner or spouse continues to occupy the property.

Full information is included in the factsheet 'Financial assessment for residential care'.

If we have to take account of the value of your home and our guidelines show you will have to pay the full cost of your care, we can talk you through the options available to you and where to get more information and advice.

If the financial assessment has not been completed before you first go into residential or nursing care, you will be asked to pay a standard amount until your financial assessment is completed. Once we confirm the amount you need to pay, the actual contribution will be backdated to the date you went into the care home. This could result in you having an additional invoice to pay if the contribution needed is higher than the amount you have already paid.

Additional information for short term or respite residential care

If you are going to receive short term care in a residential care home, we may not be able to complete your financial assessment before your care starts or ends.

You will therefore be asked to pay a standard amount until your financial assessment is complete. Once we confirm the amount you need to pay, the actual contribution will be backdated to the date you went into the care home. This could result in you having an additional invoice to pay if the contribution needed is higher than the amount you have already paid.

We will also look at costs you may continue to pay at home for this period of time.

If you don't want to tell us about your financial circumstances

You don't have to tell us about your finances. If you decide not to, or if for any reason we can't complete a financial assessment, you will have to pay the full cost of your care and support from the date your care started.

Appeals process

Once your financial assessment is complete, if you think we have made a mistake you can appeal the outcome of our decision.

How to pay us

There are many different ways you can pay for your care and support; the easiest way for you to pay is by Direct Debit. For more information, please see our factsheet 'How to pay your contribution towards your care and support'. This factsheet is available at eastsussex.gov.uk/socialcare or by calling Health and Social Care Connect on 0345 60 80 191.

If you want to make a comment or suggestion about social care

We want to provide quality services for everyone in East Sussex, so it's always helpful when you tell us what you think.

If you want to make a complaint, a good start is to contact the person or team who has been involved in the situation you want to complain about. They will try to sort things out quickly.

If you would rather speak to someone else contact our Complaints and Feedback Team to give us any feedback including suggestions or compliments.

Adult Social Care Complaints Team

East Sussex County Council
St. Anne's Crescent
County Hall
Lewes, BN7 1UE

Phone: 01273 481242

Text message: 07797 877777

Email: ascommentscomplaints@eastsussex.gov.uk

For more information about making comments or complaints please read our leaflet 'Your feedback is important to us.' You can get this leaflet from our website eastsussex.gov.uk/socialcare

If you want someone to make a complaint on your behalf, please also read our factsheet 'Independent advocacy - someone to speak up for you'.

Getting involved

If you would like to be involved in shaping our services you could join the People Bank, a database of volunteers who have an interest in our services. Membership is voluntary and there are many ways you can be involved. The People Bank will be able to match you with

opportunities when they are available.

You can visit eastsussex.gov.uk/volunteering for more information. Alternatively, you can phone 01273 481565 or email ASCconsultation@eastsussex.gov.uk

Getting more information about social care

You can get all our leaflets in a format to suit you. If you would prefer this information in an alternative format or language please ask us.

You can get further information, including any of our leaflets or factsheets from our website at eastsussex.gov.uk/socialcare or by contacting:

Health and Social Care Connect

Phone:	0345 60 80 191 (Calls are charged at your phone company's local rate.)
Textphone:	01323 466630
Email:	HSCC@eastsussex.gov.uk
Text message:	07797 878111

Healthwatch East Sussex is your local consumer champion for health and social care. For information about Healthwatch East Sussex and or to leave feedback about your experiences of services, visit www.healthwatcheastsussex.co.uk or phone 0333 101 4007.



Getting more copies of this leaflet

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