



What you will need to pay

How we work out what you have to pay
towards the cost of your care and support

2019/20 edition

Getting this information in other formats

English

You can get all of our leaflets in a format and language to suit your needs. If you would prefer this information in another language or alternative format (for example Easy Read, Braille, on audio tape or CD, or in large print), please contact us using the details below.

Email: HSCC@eastsussex.gov.uk

Phone: 0345 60 80 191 (Calls are charged at your phone company's local rate.)

Text: 07797 878 111

Minicom via type talk – 18001 0345 60

If you use sign language we can offer you an interpreter for conversations with us.

Albanian

Mund të merrni të gjitha broshurat tona në një format dhe gjuhë të përshtatshme për nevojat tuaja. Nëse preferoni të keni këtë informacion në një gjuhë ose format tjetër (për shembull, për lexim të lehtë, me Braille, me shirit kasetofonik ose CD, ose me germa të mëdha), ju lutemi na kontaktoni me hollësitë e mëposhtme.

Arabic

يمكنك الحصول على جميع منشوراتنا الإعلانية بالشكل واللغة التي تناسب احتياجاتك. إذا كنت تفضل الحصول على هذه المعلومات بلغة أخرى أو بتنسيق بديل (مثل طريقة القراءة السهلة أو برايل أو على شريط صوتي أو قرص مضغوط أو بخط كبير)، فيرجى الاتصال بنا عبر التفاصيل أدناه.

Bengali

আপনি আমাদের সকল প্রচারণা আপনার জন্য উপযুক্ত আকারে এবং ভাষায় পেতে পারেন। আপনি এই তথ্য অন্য ভাষায় বা বিকল্প আকারে পেতে চাইলে (যেমন ইজি রিড, ব্রেইল, অডিও টেপ বা সিডি-তে, অথবা বড় ছাপা অক্ষরে), অনুগ্রহ করে নীচে দেওয়া বিবরণ ব্যবহার করে আমাদের সাথে যোগাযোগ করুন।

Cantonese

我們可以根據您的需求，以適合的格式和語言提供所有宣傳單。如需此資訊的其他語言版本或其他格式（如易讀版、盲文、錄音帶或 CD 或大字印刷體），請使用上述詳細資訊與我們聯絡。

Kurdish

دهتوانیت هه موو نامیلکه کانمان وه ریگریت به فۆرمات و زمانیک که له گه ل پدواویستییه کانت ده گونجیت. ئە گه دهتهووت ئەم زانیاریانه به زمان یان فۆرماتیکی تر بۆ تۆ ئاماده بکهین (بۆ نمونه، ئیزی پید/ئاسان خویندنه وه، خهتی برهیل، کاسیت یان سیدی دهنگ، یان به چاپی گهوره)، نکایه له ریگه ی ئەم ژماره و ناو نیشانانه ی خواره وه په یوه ندیمان پتوه بکه.

Mandarin

我们可以根据您的需求，以适合的格式和语言提供所有宣传单。如需此信息的其他语言版本或其他格式（如易读版、盲文、录音带或 CD 或大字印刷体），请使用上述详细信息与我们联系。

Polish

Wszystkie nasze ulotki można otrzymać w formie i języku dostosowanym do indywidualnych potrzeb. W razie chęci otrzymania niniejszych informacji w innym języku lub formie (np. wersja do łatwego czytania, alfabet Braille'a, kaseta audio, płyta CD lub wydruk dużą czcionką), należy się z nami skontaktować korzystając z danych podanych poniżej.

Portuguese

Pode obter todas as brochuras num formato e num idioma que se adequa às suas necessidades. Se preferir estas informações em outro idioma ou formato alternativo (por exemplo, Leitura Fácil, Braille, em cassete de áudio ou CD, ou em impressão grande), por favor, contacte-nos utilizando os detalhes abaixo.

Russian

Наши буклеты предоставляются в том формате и на том языке, которые подходят вам. Если вы хотите получить информацию на другом языке или в другом формате (например, в упрощенной форме, шрифтом Брайля, в виде аудиозаписи, компакт-диска или в напечатанном виде), свяжитесь с нами по данным, указанным ниже.

Turkish

Tüm broşürlerimizi, ihtiyaçlarınıza uygun formatta ve dilde edinebilirsiniz. Bu bilgiyi başka bir dilde veya (kolay okuma, Braille alfabesi, ses bandı, CD veya büyük harfli baskı gibi) alternatif bir formatta edinmek isterseniz, lütfen aşağıdaki bilgileri kullanarak bizimle iletişime geçiniz.

What you will need to pay

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 (For more information on what happens in a social care needs assessment, see our factsheet 'Who qualifies for our support').

However, if your social care needs assessment identifies that you are eligible for some support from us, it's likely you will need to pay towards that support. Most people pay some or all of the costs of their care.

The amount you will pay will depend on your circumstances. We work out how much you need to pay by carrying out a financial assessment. We call the amount that you pay your client contribution.

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, any contribution you are assessed to pay will apply from the date your care starts.

If your care and support starts before your financial assessment is complete we will try and arrange your financial assessment in good time so that any charges 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. The budget includes the 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 www.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 and assets 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 capital and assets we will work out how much you need to pay towards your personal budget by looking at your capital and assets, income and outgoings.

What is 'capital'?

Throughout this leaflet we will use the term 'capital' to describe financial assets (savings or investments) or the financial value of assets, such as cash and funds held in savings or current accounts, as well as buildings or property, land, Premium Bonds, stocks and shares and any investments or trust funds that you have, as well as capital held in investment bonds and funeral plans.

If you own a property

We will not take the value of your property into account while you are living in it and receiving care and support in your own home.

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

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 and assets 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 and assets fall below £23,250 you can ask us to review the amount you pay.

We will provide more information about this during your 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 telephone assessment or by one of our visiting officers.

Before the visit we will tell you what 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 and assets,
- any investments and property, including land you own,
- any income you have from pensions and benefits; and,
- any extra expenses you have because of a disability or condition, we called this 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 per week you need to make towards your care and support,
- how we worked this out, and
- the different ways you can pay your contribution 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.

Other care you would need to pay for

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 permanent 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.

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.

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.

For more information, including when property is taken into account read our factsheet ‘Financial assessment for residential care’.

Additional information for short term or respite residential care

If you are going to receive short term or respite 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. For more information, read our factsheet 'Financial assessment for residential care'.

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. We will provide more information on this at the time of your financial assessment.

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 www.eastsussex.gov.uk/socialcare or by calling Health and Social Care Connect on 0345 60 80 191.

If you want to make a complaint, 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 and Feedback 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 www.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, we are always looking for new members to join the People Bank. The People Bank is a database of volunteers who have an interest in our services. Membership is voluntary and there are many ways you can be involved. Once you have joined and told us how you'd like to be involved, the People Bank team will be able to match you with opportunities when they are available. For more information:

Visit our website: www.eastsussex.gov.uk/socialcare

Email: Consultation.ASC@eastsussex.gov.uk

Phone: 01273 481565

