



What do our services cost?

What you might have to pay to get support through Adult Social Care





If you need help to understand this booklet and have no support please call Health and Social Care Connect:

0345 60 80 191

They will be able to answer any questions you may have.



How much will you have to pay?

Information and advice is always free.

Most people will need to pay for support.

How much you pay depends on:

- what care and support you need
- how much money you have.



Financial Assessment

A financial Assessment is when we look at how much money you have. We look at things like your savings and your benefits.

This tells us what you can afford to pay towards your support.

You do not have to tell us about your money. If you choose not to, you will have to pay the full amount.

If you have more than £23,250 you will have to pay for all of your services.

If you have less than £23,250 **you are eligible for financial support.** This means Adult Social Care will help you to pay for your services.

You will get a personal budget.





Personal budget

A personal budget is money to pay for your support. It is made up of money from us and money from you.

We will work out:

- what we have to pay
- and what you have to pay

This money is then used to pay for your services. You don't have to pay for an assessment.

You may have to pay for some services.



Moving into residential care

Residential Care is a home where people are cared for.

If you own a house, we may look at how much it is worth. We only do this if you are moving into residential care.

This will help us see what you need to pay towards residential care.

This will not happen if:

- your partner
- another family member who is over 60
- or a child

is still living at home.



If you don't agree

If you think a mistake has been made contact us within 20 days.



Complaints and suggestions

If you would like to talk to us about your service or make a complaint call:

Telephone: 01273 481242

Text: 07797 877777

asccommentscomplaints@eastsussex.gov.uk



For more information

Health and Social Care Connect
St. Mary's House
52 St. Leonard's Road Eastbourne
BN21 3UU

Email: HSCC@eastsussex.gov.uk

Phone: 0345 60 80 191

Text: 07797 878 111

Minicom via type talk – 18001 0345 60