

Care and support to help you stay in your own home: information on charges

Introduction – April 2017 – Version 2

This information is about paying for care and support to help you stay in your own home. If you are moving to a permanent residential care home, please ask for factsheet [Care and support in residential homes: information on charges](#).

The council may help with the costs of the care and support you receive, but to do this we will need to take your financial circumstances into account. You do not have to tell us about your finances if you do not want to, but if this is the case we will assume that you are able to afford to pay the full cost of the care and support you receive.

Most community care services are chargeable. You will be charged for day care sessions even if you do not attend.

You can request an **estimate** for the cost of your care and support; please contact the Financial and Benefits Team on 01454 864269 or by e-mail to FABTEAM@southglos.gov.uk

Please have available all the information about you and your partner's savings, investments and income. The estimate is subject to confirmation of the information you provide.

If your care and support is aimed at helping you to stay in your own home, the value of the home you live in as your main residence is not taken into account. If you own a second home and/or holiday home, the value of this will be taken into account.

If your total capital e.g. a second home, savings and investments – but not investments with life policies attached – adds up to £23,250 or more (or if you have a partner, joint capital of £46,500 or more) you will be asked to contribute the full cost of your care and support.

Even if you have to pay the full cost of your care and support, you can still have help and support to set up services, or to recruit personal assistants or agency staff.

If your capital is below the threshold of £23,250 (or £46,500 if you have a partner) we will calculate the maximum amount that you are able to contribute. This assessment takes into account your capital, income and disability related expenses as well as your housing and daily living costs.

If you are offered care and support services from South Gloucestershire Council, you cannot give away or dispose of your savings or assets to qualify for a subsidised service charge.

Rates and allowances from April 2017 to April 2018

Capital, savings and investments (including half of any joint accounts)

Capital limit for subsidised charges

Single person £23,250

Couple £46,500

Some investments with life policies can be disregarded.

Capital disregard – this applies if your capital is below £23,250

Single person £14,250

Couple £28,500

This means that savings up to £14,250 for a single person, and £28,500 for a couple are not taken into account in the financial assessment.

Allowances

When we look at your income, we bear in mind your daily living costs. These costs are not taken into account in the financial assessment.

Allowance for daily living costs	single person	£189.00 per week
Allowance for daily living costs	couple	£288.60 per week
Allowance for disability costs		£10 per week

You can ask for extra disability costs to be taken into account, but you may be asked to provide evidence for this expense.

Rates

These are the maximum charges for services.

Support from a care worker	£19.12 per hour
Sitting Service	£19.12 per hour
Community Based Support	£19.12 per hour

Reablement Service	Free for between one and six weeks, while working towards reablement goals. The service is chargeable from any point after you have reached reablement goals, if support continues to be provided by the reablement service, even where this point may be less than 6 weeks.
Short breaks in a care home	The cost will vary depending on the placement. For the purposes of charging, a week is Monday to Sunday. If you are assessed to pay a capped amount, the charge will be applied to each week or part week of your stay. For example, if your charge is capped at £60 per week, and a short break is arranged for 7 nights (Wednesday to Tuesday) you will be charged £60 for each part week, a total of £120.
Day Services	£63.50 per day (includes transport)
Dementia Day Services	£92.40 per day (includes transport)
Learning Difficulty Day Services	£170.00 per day (includes transport)

People attending day services are charged 52 weeks per year, and the charge reflects planned closures during the year. People are charged for the places booked for them, whether or not they attend.

Extra Care Housing for new tenants / service users from 5 September 2016 onwards

Care band	Hours	Charge
Entry	1.00 - 3.50	£31.50 per week
Low 1	3.75 - 7.00	£99.10 per week
Low 2	7.25 - 11.00	£162.30 per week
Medium 1	11.25 - 14.00	£225.40 per week
Medium 2	14.25 - 17.50	£284.00 per week
High 1	17.75 - 25.00	£383.10 per week
High 2	25.25 - 30.00	£500.00 per week

Disabled Facilities Grants

The financial assessment for a Disabled Facilities Grant is a separate process to the one described

in this factsheet. Further information is available from the Private Sector Housing Officer who is dealing with your Disabled Facilities Grant application.

Invoicing

You will receive an invoice every four weeks for your charges. These invoices are sent up to three months in arrears.

Information about how to pay or query the charge is provided on the reverse of the invoice.

Contact numbers

To report your change of circumstances or to enquire about benefit entitlement, please contact:

- The Pension Service (pension age) - 0800 991234
- Benefit Enquiry Helpline (working age) – 0345 6088545
- Attendance Allowance Unit – 0845 6056055
- Disability Living Allowance Unit – 0345 7123456
- Carers Allowance Unit - 03456084321
- Personal Independence Payments (PIP) – 0345 8503322
- Industrial Injury Benefits – 0345 6031358

What if I am not happy with the service I'm getting?

In the first instance you should speak with the team or service involved. Most problems can be sorted out quickly this way. You can ask a friend or relative to do this on your behalf if you wish.

For further information about making a complaint download [Factsheet CCH82 - Your Feedback counts](#). Or, you may wish to contact the Complaints and Freedom of Information Team:

Freepost RTXL-YHGY-GSYS
South Gloucestershire Council
Children, Adults and Health - Complaints and FOI Team
Council Offices
Badminton Road
Yate
BRISTOL
BS37 5AF

Phone: 01454 865924

Fax: 01454 865940

E-mail: CAHfeedback@southglos.gov.uk