

## Factsheet 2a – 6 April 2009 (2 pages)

### Charges for Home Care, Day Centres and Community Meals

#### Home Care, Day Care and Enabling Services

The charges for these services are based on an assessment of your ability to pay.

Devon County Council, in partnership with the Department of Work & Pensions (DWP) and the Citizens Advice Bureaux (CAB), has formed a Finance and Benefits team (FAB) that will complete the financial assessment. They will arrange a suitable time to visit you at home. Before the appointment, your Care Manager will let you know which documents they will need to see, such as, your Benefit books, Building Society and Bank statements.

#### It is often helpful if you have a relative or friend to help you at the time of the visit.

When our FAB team visit they will offer a welfare benefit check to make sure that you are receiving all the benefits you are entitled to. If you are eligible to claim an extra benefit, they can help you complete the necessary forms and send in the application. If your claim is successful we may need to recalculate your weekly charge.

**Many people who receive income support (pension credit) are either required to pay a small weekly charge or in many cases won't have to contribute towards their service costs at all.**

To see if you are eligible for help from Devon County Council using the **Fair Access to Care Standards (FACS)**, please read our Factsheet 1, *Assessment and Fair Access to Care*.

#### How much will I have to pay?

The government has set a ceiling figure of **£23,000**.

If you have capital and/or savings of **more than £23,000** (excluding the home you live in), you will pay the full charge. We will assess your care needs and provide you with information about services. However if you or a third party are able to arrange your services then we may ask you to do so on a private basis. If you do not have anyone to do this for you, then we will make the arrangements. The full cost of the charges, with effect from 6 April 2009, are:

- **Home Care** £14.48 per hour
- **Day Care** £21.00 per day or part day
- **Enabling Care** £14.48 per hour
- **Night Care** £51.80 per night.

If you have **less than £23,000** (capital and savings) your charge will be determined by a financial assessment.

#### For example:

- If your assessed charge, after your financial assessment is £33.00 per week and you have 3 hours of home care then the standard charge would be 3 x £14.48, a total of £43.44. You will still only be required to pay £33.00.
- If you can pay £19.00 towards your package of care and you attend a day centre twice a week, the standard charge would be 2 x £21.00, a total of £42.00. However, you will only have to pay £19.00.

## **What if I disagree with my financial assessment?**

If you disagree, ask your visiting officer for a form to record your objection. The form should be returned to Devon County Council who will advise you in writing of your weekly charge once they have considered the reasons for your disagreement.

If your financial circumstances change you should complete the request for a review form left by the visiting officer and send it to the address on the form or contact Care Direct 0845 1551 007 who will pass your request to the appropriate person.

## **Paying your assessed charge for services**

If your assessment confirms that you are required to make a payment for services, you will be sent an account through the post every four weeks. This will show the different ways that you can pay.

## **When will I start to pay?**

You will be charged from the date you are notified of the amount you will have to pay. In most cases this will normally be the day you are visited for your financial assessment to be carried out, assuming your service has started. However where there have been difficulties in arranging your financial assessment visit, due to your unavailability, we will charge from the date of the first visit offered.

## **Paying for meals and/or transport at a Day Centre**

**Everyone** will have to pay the **standard daily charge** for transport at £1.30 per **single** trip and £3.45 for a meal. You can pay this standard daily charge at the Day Centre daily or weekly.

## **What if I can't attend the Day Centre?**

If you know in advance that you will not need your home care or day care service then **please tell** the person who provides your service, for example, the day centre or the carer who visits you. If you do not tell your service provider or local Social Services, you may still be charged for the service.

## **Community Meals**

- Hot meal – delivered, £3.80 per meal
- Frozen meal – delivered, £3.00 per meal

## **Paying for your meals**

- If your meal is delivered to your home you will receive an account.
- If you attend a Luncheon Club the charge for your meal will be £3.80 and you pay for the meal when you receive it.

## **For more information about:**

- the financial assessment process, contact **Care Direct on 0845 1551 007**
- or check out the Devon County Council website [www.devon.gov.uk/fin-assess-ben.htm](http://www.devon.gov.uk/fin-assess-ben.htm)

A large print version of this factsheet is available on [www.devon.gov.uk/largeprint-factsheets](http://www.devon.gov.uk/largeprint-factsheets) but if you would like it in a different format such as Braille or audio, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email [customer@devon.gov.uk](mailto:customer@devon.gov.uk).