Non-Residential Services Charging Policy

People and Communities

North Somerset COUNCIL

With effect from April 2016

If you have savings / assets **over** £23,250 (excluding the value of your home, but including any other property) you will be defined as a self-funder and be offered the services of our Care Navigator, who will be able to assist you in arranging any care you may require.

If you decline to disclose your finances you will be defined as a full-cost payer and you will be charged for all care received.

If you have savings / assets **under** £23,250 (excluding the value of the property you reside in), you are entitled, to a full financial assessment under the Care & Support (Charging and Assessment of Resources) Policy.

This financial assessment will determine the **maximum weekly contribution** you can make towards your care.

Service Users will be asked to contribute what they can afford to pay. The minimum levels of income set by the Department of Health that a person is allowed to retain, are set out below. This is to ensure that an individual has sufficient funds to cover general living expenses, including utilities, food, clothes, transport, insurances, debts etc, but not including rent, mortgage and council tax.

Category	2016/17
Single, Pension Credit Age & over	£189.00
Single, 18-24	£112.75
Single, 18-24 receiving High Rate DLA	£132.45
Single, 25 – Pension Credit Age	£131.75
Single, 25 - Pension Credit Age, receiving High Rate DLA	£151.45

A Visiting Officer will contact you to arrange a convenient appointment to complete the financial assessment. Please note the information will be collated on a computer and you will be asked to confirm it is correct.

All visiting staff have been issued with identity cards and you should ask to see this before allowing them to enter your home.

If at any time your financial circumstances change you must contact the Financial Assessments and Benefits (FAB) Team on 01934 427215 as it may be necessary for a new assessment to be completed.

Services are free if any of the following apply:

- You are in receipt of Independent Living Fund (ILF)
- You suffer from Creutzfeldt Jacob Disease (CJD)
- You are subject to care under Section 117 of the Mental Health Act

Home Care / Extra Care / Supported Living / Day Services

The current charge for these services is **£17.00 per hour** up to your assessed maximum charge.

Charges will commence from the start date of the service, or after reablement has ceased, whichever is sooner (see next section)

North Somerset Reablement Service

If you are a new Service User or needing to access care again after a break of 18 months or more, you will not be charged for any reablement care provided by us **up to a maximum of 6 weeks**.

After the reablement service has ceased, or after 6 weeks, whichever is the sooner, you will be charged as detailed above.

If you have savings / assets in excess of £23,250 you will be offered the services of our Care Navigator, who will be able to assist you in arranging any future care you may require.

Call Care Connect on 01275 888801 if you require the services of the Care Navigator.

Additional Information

Recording time spent

We use a monitoring system to ensure your visit is recorded correctly. Your Care Worker will log both the start time and finish time of the visit on the telephone. All calls are free and no charge is made to you for the use of your telephone.

The actual hours recorded will be rounded up at the end of each week, to the nearest 15 minutes. You will be invoiced on a 4 weekly basis, using the information logged on the monitoring system. All data is checked centrally before your invoice is raised.

Service Users having more than one carer

If more than one carer attends to you at any one time, you will be charged for the actual care received, e.g. if you have 2 carers for 1 hour you will be charged for 2 hours care.

24 hour notice policy

You must give your provider 24 hours notice if you do not require a visit on a particular day, if you do not give notice you may be charged for the visit. Unforeseen circumstances such as hospital admission will be taken into account.

Cancellation Policy

You must give us 4 weeks notice if you wish to cancel your service. If you wish to cancel your care or change your provider at any time due to an unsatisfactory service, this should be discussed with your Care Manager.

Failure to give us 4 weeks notice may result in you being charged for this period whether you receive the care or not.

Day Care Charges (Buildings Based)

Charges are based on the number of attended sessions. You will be charged at the rate of £19.50 per session up to your assessed maximum weekly contribution.

A session is for a period up to 4 hours. A full day, or a session where a meal is provided, is counted as 2 sessions.

Service Users with savings over the Local Authority threshold of £23,250 will be signposted to a Care Navigator to arrange their own Day Care.

You will not be charged for planned absences such as hospital, doctor or dental appointments or reasonable unplanned absences such as sickness.

A non-attendance charge will be applied for repeated failure to attend and failure to give sufficient notice.

Personal Budgets

A personal budget is an upfront allocation of social care resources to a person who is eligible for support. Following an assessment of your needs for non-residential services; if you are eligible for support you will be allocated an amount of money necessary to meet your needs.

You will be financially assessed under the Care & Support (Charging and Assessment of Resources) Policy and any contribution will be allocated to the cost of your support plan. The contribution does not relate directly to the cost of a service or hours of service received.

Carers Services

If a sitting service is required, this will be deemed as a 'cared for' service and therefore chargeable under the Care & Support (Charging and Assessment of Resources) Policy. The 'cared for' person will be financially assessed to determine their contribution towards this service.

Supporting People Services

Charges are based on the type of Supporting People Service you receive. You will be charged up to your assessed maximum weekly contribution.

This publication is available in large print, Braille or audio formats on request. Help is also available for people who require council information in languages other than English. Please contact: Care Charging Team on 01275 884527

Updated May 2016