

Non Residential Services Charging Policy Adult Social Services and Housing



If you have savings/assets under £23,250 (excluding the value of your home), you are entitled, under the Fairer Charging Policy, to a full financial assessment. (Certain assets and savings can be disregarded- for further details please contact the Finance Department on 01275 888341)

This will determine the **maximum weekly contribution** you can make.

A visiting officer will contact you to arrange for 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.

Home Care/Extra Care/Supported Living/Day Services with effect from 4th April 2011

The service is 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

If you have savings/assets under £23,250 you will be entitled to a full financial assessment to determine the maximum weekly contribution you can afford to pay. The current charge is **£16.50 per hour** up to your assessed charge. For the financial year 2011/12 the maximum weekly charge for non-residential services has been capped at £295.00.

If you have savings/assets in excess of £23,250 (excluding the value of your home), or decline to disclose your finances, you will be required to pay the full cost.

North Somerset Reablement Service with effect from 1st April 2011

If you are a new Service User you will not be charged for any reablement care provided by us **up to a maximum of 6 weeks**.



If you need 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**.

If you need to access care again within 18 months you will be charged at £16.50 per hour.

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

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

Additional Information

Recording time spent

Wherever possible your preferred visit time will be requested. If your needs have been deemed as “time critical” by your Care Manager, tasks and activities will be carried out at a time agreed between North Somerset Council and the provider. You will be consulted on this.

Any non-time critical tasks and activities will be agreed at a later stage between the Provider and you.

Example of time critical tasks/activities.

- Assistance with physical transfers.
- Time critical medication.
- Personal hygiene assistance with continence or skin care.
- Appointments or regular commitments such as day care or work.

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

Charges are based on the number of attended sessions. You will be charged at the rate of £16.70 per session up to your assessed maximum weekly contribution. For the financial year 2011/12 the maximum weekly charge you will be asked to pay for Day Care has been capped at £110.00.

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.

Carers Services with effect from 1st April 2011

If a sitting service is required, this will be deemed as a 'cared for' service and therefore chargeable under the Fairer Charging Policy. The 'cared for' person will be financially assessed to determine their contribution towards this service.



Community Meals (Meals on Wheels)

Charges from April 2011

Hot Meal £3.70 per meal

Tea time £2.80 per meal

Supporting People Services

The service is free if any of the following apply:

- You are in receipt of Independent Living Fund (ILF)
- You suffer from Creutzfeldt Jacob Disease (CJD)
- You receive Housing Benefit

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

Emergency Communications Carelink Service

Charges from 1 April 2011

Weekly Charge £3.65 per unit per week

Reduced Weekly Charge £1.85 per unit per week

(if in receipt of Guarantee Pension Credit/Income Support)

Additional Pendant £0.77 per pendant per week

One Off Charges

Replacement Pendants £37.47 per pendant

Watch 'Optional Extra' £65.00 per watch

For further information about our services contact:

Care Connect

Tel: 01275 888 801

Minicom: 01275 888 805

Email: care.connect@n-somerset.gov.uk

Telephone lines are open 8am to 6pm Monday to Friday

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 **01275 882181**

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