

Cambridgeshire County Council

FAIRER CONTRIBUTIONS POLICY

GLOSSARY

Attendance Allowance (AA)	A tax-free benefit for people aged 65 or over who need someone to help look after them because they are physically or mentally disabled.
Couples	Married/Civil Partner and same sex couples will all be treated equally.
CRAG Guidelines	Charges for Residential Accommodation Guide. Separate national guidance for residential accommodation that is not part of this Policy.
Crisis Intervention	Where there is a situation requiring urgent intervention to reduce the risk to an individual who is not previously known to the County Council e.g. sudden deterioration of condition resulting in sudden loss of physical mobility.
CJD	Creutzfeldt Jacob Disease.
Disabled Facilities Grant (DFG)	An application for top up assistance with Housing Adaptations.
Disability Living Allowance	A tax-free benefit for children and adults (under 65) who have physical or mental disabilities. There is a care component and a mobility component.
Extra Care Services	Supported Accommodation for people.
Financial Assessment	A process where a person's financial details are obtained in order to calculate their contribution to social care support.
Independent Living Fund	A national resource to enable disabled people to live independent lives in their community rather than in residential care.
Maximum Weekly Contribution	The maximum weekly amount that a person can contribute to their social care support following a financial assessment.
Personal Budget	The actual amount of money needed to pay for services/support to meet assessed needs, as identified in Support Plans - made up from Cambridgeshire County Council funds and a person's contributions (if applicable).

Personal Independence Payment	A tax-free disability benefit that is going to replace Disability Living Allowance for people aged 16-64. It has a daily living component and a mobility component.
Re-ablement	This is a service designed to help people become as independent as possible following an illness, an operation or a long term condition, through learning or re-learning the skills necessary for daily living.
Support Plan	A support plan is the name for the plan that shows how someone wants to spend their personal budget, in order for them to get the care and support they need. It is a plan for a year.
Arranged Provision	Services arranged by the County Council or one of its partner organisations.
Direct payment	Cash payments made directly to the person or their nominated agent in order for them to purchase support services directly.
24 hour care response service	<p>A contribution made by a person living in Extra Sheltered Accommodation who is not in receipt of a Social Care service but has the opportunity to access support should an emergency arise.</p> <p>OR</p> <p>A contribution made by a person living in Extra Care Accommodation who may or may not be in receipt of Social Care. It enables all tenants the opportunity to access support should an emergency arise and forms part of any agreement in accessing Extra Care.</p>

INTRODUCTION

The County Council's Fairer Contributions Policy explains about the amount a person will need to pay for support at home (their contribution).

The aim of the policy is to make sure that the amount a person pays for support at home is fair, based on their ability to pay, and in proportion to the level of support they receive.

Our Fairer Contributions Policy is based on the following Government guidance and legislation:

- Fairer Charging Policies for Home Care and other non-residential Social Services, Guidance for Councils with Social Services Responsibilities (June 2013).
- Fairer contributions guidance 2010: calculating an individual's contribution to their personal budget.

You can see both sets of guidance on the Government website, www.gov.uk.

The changes to the Fairer Contributions Policy introduces a fairer way of asking people to contribute towards the cost of their care and helps to simplify the process of giving people a personal budget to fund their social care needs.

This document should be read alongside our adult social care leaflets and factsheets about the cost of care, which can be found on our website www.yourlifeyourchoice.org.uk or by ringing the adult social care customer services line on 0345 045 5202.

SCOPE OF POLICY

Support that falls within the Fairer Contributions Policy is as follows:

- Home care: this includes help with personal care including, practical tasks, and activities associated with day to day living).
- Planned respite.
- Attendance at day care: whether in a day centre or other day activities.
- Personal budgets will be subject to a contribution regardless of how they are used or whether the personal budget is taken as a direct payment, or the Council commissions the care.
- Supported living/extra sheltered accommodation.
- 24 hour care response service: this is currently under review so the Fairer Contributions Policy will continue to apply until a review is completed.
- Interim beds: if you were making a contribution to your care before you were admitted to hospital, the collection of your contribution will restart from the date you are admitted to an interim bed. Interim beds funded by the County Council are used when people are medically fit to be discharged from hospital, but cannot immediately return home or may need to be cared for in a different setting.

- Jointly funded services: contributions will be sought for the element of social care support provided by the County Council.

EXCLUSIONS

Support that is not included in the Fairer Contributions Policy is as follows:

- Transport: this policy is currently under review so transport will continue under the existing arrangements i.e. a cost per journey.
- Crisis intervention: the approach to be used with new people entering the social care system and those who have been deselected from Re-ablement services, where there is a situation that requires urgent intervention to reduce risk e.g. sudden deterioration of condition resulting in sudden loss of physical mobility, mental ill-health, informal carer hospitalised/taken ill, safeguarding issues. This approach must not be used with people who are in receipt of a personal budget.
- Applications to the County Council under the Disabled Facilities Grant (DFG).
- Permanent residential or nursing home care. These contributions are assessed under the Charging for Residential Accommodation Guide (CRAG).
- Care packages partly funded by Health/NHS and the County Council. The contribution will only be assessed against the County Council's element of funding.
- A person with Creutzfeldt Jacob Disease (CJD).
- A person receiving support from the Independent Living Fund (ILF). In which case contributions will instead be required from the ILF.
- Services to people who have a terminal illness and are in receipt of Attendance Allowance (AA), Disability Living Allowance (DLA) or Personal Independence Payment (PIP) claimed under the 'special rules' on the Department for Works and Pensions DS1500 claim form.
- Carer services: services delivered to the carer do not currently require a contribution.
- After care services provided under Section 117 of the Mental Health Act 1983 relating solely to mental health needs are excluded from making a contribution to a Personal Budget. However, where a person subject to Section 117 is also in receipt of social care support in addition to mental health needs and services are being provided to meet those needs, the County Council's Fairer Contributions Policy applies for the social care support.
- Crisis intervention: support will be put in place to reduce the risk following the crisis intervention care process and is outside of a person's ongoing support plan. No contribution is required at the crisis stage, however, the care team will undertake a review at the earliest opportunity and the Fairer Contributions Policy will apply.
- Occupational Therapy (OT) equipment: no contribution is required for OT equipment.
- Meals: contributions to meals/drinks whilst attending a day centre or a day activity will be paid for by the individual.

- **Re-ablement:** this is the provision of short term support to help people regain independence following a crisis to help minimise future care costs. During this short term period no contribution is required, however, any ongoing support needs identified during this process will be subject to the Fairer Contributions Policy.

CALCULATING YOUR CONTRIBUTION -OVERVIEW

Our process for working out how much a person should contribute to the cost of their social care support services can be broken down into four main steps, as shown in Figure 1 below.

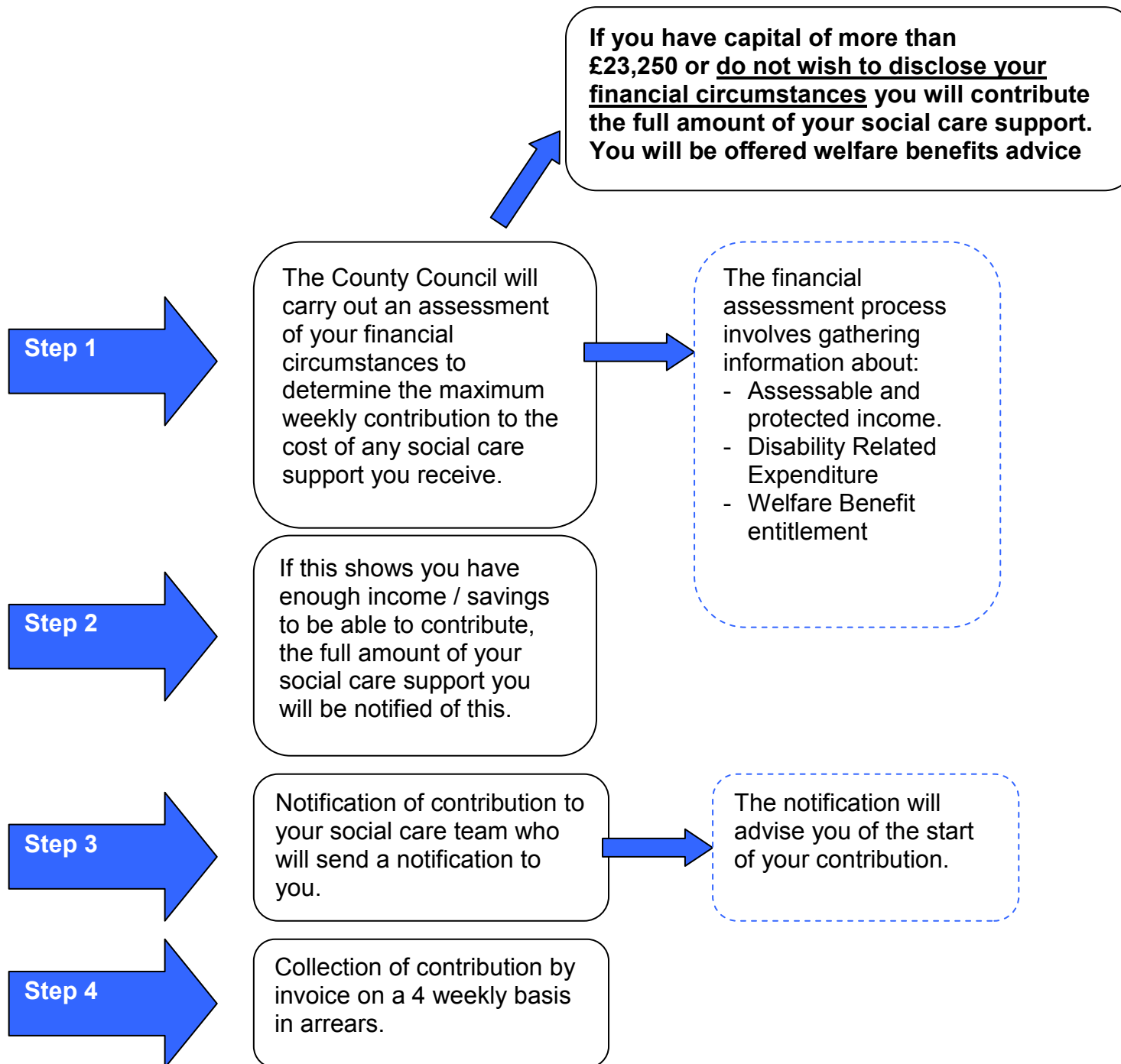


Figure 1

STEP 1: THE FINANCIAL ASSESSMENT PROCESS

The financial assessment looks at a person's income and savings and works out how much they will need to pay towards their support.

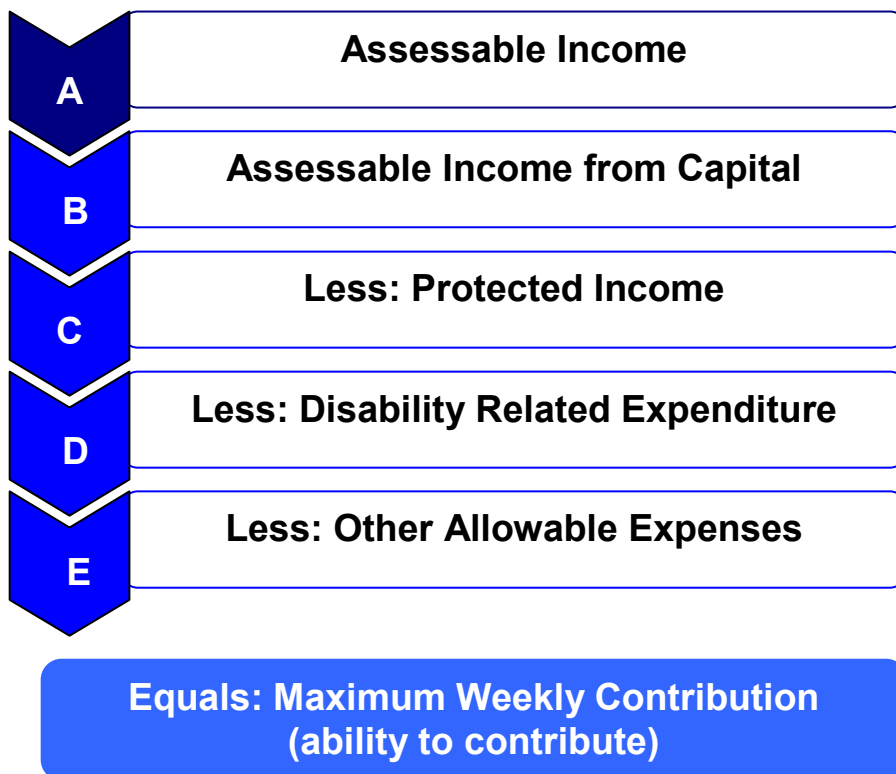
The financial assessment takes account of:

- savings;
- any income they have (including, for example, a state pension or other pensions or benefits);
- any investments and property they own; and
- Any extra expenses they have because of a disability (disability-related expenses).

Once we have looked at their finances, we will explain:

- How much they need to pay towards the cost of their social care support;
- How we worked this out; and
- The different ways they can pay for support.

The diagram below illustrates what information will need to be collected. In the remainder of this document we will explain each category of information separately. **If a person chooses not to disclose their income and capital they will be liable to contribute the full amount to their social care support.**



A. Assessable Income

The financial assessment process will look at the total income a person has available to make a contribution. National guidance dictates that we include certain sources of income and exclude other sources of income.

The following income will be taken into account in the financial assessment process:

- Tariff income on savings
- Disability Living Allowance (DLA) Care Component
- Attendance allowance
- Daily Living Component of Personal Independence Payment (PIP)
- Severe Disability Premium
- Income Support
- Pension Credit
- State Retirement Pensions
- Employment Support Allowance
- Occupational Allowance
- Carers Allowance
- Industrial injuries disablement benefit

The following income will **not** be taken into account in the financial assessment process:

- DLA Mobility Component
- PIP Mobility Component
- Wages / Earnings
- The difference between the high and low rate of Attendance Allowance
- The difference between the high and middle rate of Disability Living Allowance Care Component
- War Disability Pensions and War Widows Pensions
- Payments from the Independent Living Fund
- Housing Benefit
- Council Tax Support
- Maintenance for a child

B. Assessable Income from Capital

The policy will use the upper and lower capital limits set out in the Charging for Residential Accommodation Guide (CRAG) issued by the Department of Health. This guide is used to provide clarification on the completion of financial assessments and the treatment of income and capital.

Where capital is held in joint names, it is assumed that each person owns an equal share of the capital and that the person being assessed therefore owns half unless evidence is provided to the contrary.

Capital below the CRAG lower threshold (currently £14, 250) will be disregarded.

Capital / Savings	
£0 - 14,250	This will be disregarded.
£14,250 - £23,250	This is taken into account in full to calculate tariff income. Tariff income is calculated at a rate of £1 for every £250 or

	part thereof on capital between £14,250 and £23,250.
Over £23,250	Required to pay the maximum contribution towards the cost of your care.

Capital will include all forms of cash savings; this is outlined in the CRAG guidelines published by the Department of Health:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/208532/CRAG_guidance_web_publishing_2013_-_06-20rc_1_.pdf

Examples of Capital to be taken into account:

- Shares
- Savings held in banks, building societies etc.
- Trust funds
- Premium Bonds
- National Savings Certificates
- Land*
- Buildings**

* Land owned by a person will be valued by the County Council's valuation department and the capital value, where appropriate, will be included in the financial assessment.

** The value of a person's home will be disregarded where the person continues to occupy it.

Where a person has moved out of their primary residence into other accommodation a disregard on the primary residence will be applied for a maximum period of 12 weeks from the date of the assessment of means.

Unlike the discretionary Deferred Payment Scheme under the Health and Social Care Act 2001 for residents placed in permanent care there is no corresponding legislation which permits the County Council to secure a property using a legal charge in lieu of payment of an assessed contribution.

However, the Health and Social Services and Social Security Adjudications Act 1983 (HASSASSA) section 22 does allow the County Council to secure a legal charge against a property where a person fails to pay an assessed contribution.

Any capital from the sale of a property minus any selling costs will be included within the financial assessment from the date after sale completion.

Deprivation of capital

If a person has deprived themselves of capital or an asset in order to reduce their charge (for example by excessive spending or gifting, they may be treated as if they still possess the capital or asset.

The question of deprivation of capital should only be considered when the person ceases to possess capital which would otherwise have been taken into account.

Forms of capital to be considered

The County Council will only consider questions of deprivation of capital when the person ceases to possess capital which would otherwise have been taken into account.

Ownership

The County Council will decide from available evidence whether the person owned the capital and if applicable the timing of a disposal prior to the provision of care services.

Has deprivation occurred?

It is up to the individual to prove that they no longer have a resource. Failure to do so will result in the County Council treating the person as if they still possess the actual capital.

Examples of acceptable evidence of disposal of capital would include:

- A trust deed
- Deed of gift
- Receipts for expenditure
- Proof those debts have been repaid.

C. Protected Income

All individuals will retain income equivalent to their basic Income support or Pension Credit Guarantee level plus 25% as 'Protected Income', which is included in the assessment calculation.

It is expected that the basic income support allowance may cover costs such as:

- Food
- Clothing
- Heating and Lighting
- Telephone
- TV Licence & TV Subscriptions
- Repairs / Renewals
- Gardening
- Credit Cards /Loans

This means that depending on an individual's circumstances they will automatically have a certain level of protected income. Individuals will not be required to contribute towards their care if their income is below the weekly disregard of protected income.

Income

Income is received in varying forms i.e. state benefits, occupational pensions, tariff income from capital, property etc and will be taken fully into account within a financial assessment.

In some instances it will be necessary, in accordance with Department of Health guidelines, for an income source to attract a small disregard as the examples below demonstrate:

- Maintenance payments for an adult £15.00 per week.
- Widow parents/mothers allowance £15.00 per week.

There are a number of income sources that attract a disregard on their total amount. Below are some examples:

- All earnings from paid employment
- DLA Mobility Component
- PIP Mobility Component
- War Widows Special Payment
- War Disablement Pension
- War Widows Pension
- Working Tax Credit
- Savings element of Pension Credit
- Charitable Payments
- Housing Benefit
- Council Tax Support
- Maintenance for a child

Please note this list is not exhaustive.

A person in receipt of the higher rate Attendance Allowance or higher rate Disability Living Allowance Care Component will not have the full amount of the benefit taken into account within their assessment of means. We will take into account the amount of the lower rate of Attendance Allowance or the middle rate of care component.

Welfare Benefits

It is important that we provide advice and information on the benefits available in order to maximise their entitlements.

We offer benefits advice as part of the financial assessment process to make sure a person maximises their entitlements.

D. Disability Related Expenditure (DRE)

The Department of Health defines Disability Related Expenditure as any reasonable cost that the individual incurs due to a disability, frailty or medical condition.

Individuals who receive a disability care benefit (Disability Living Allowance Care Component, Attendance Allowance or daily living component of PIP) will be entitled to claim DRE. Appendix A details guidance on amounts for individual items in line with the National Association of Financial Assessment Officers (NAFAO) rates and local rates where applicable.

Initially where a disability care benefit is in payment, a standard weekly DRE will be used within the financial assessment. Should a person feel that their disability related expenditure exceeds the standard amount then an application for an Enhanced Disability Related Expenditure can be made.

In order to qualify for Enhanced Disability Related Expenditure the following two criteria must be met:

- The person must provide evidence and receipts to support any amounts claimed. This should also be supported by an adult social care assessor as being necessary and not already included within a person's support plan.

- The cost must be reasonable and can be verified (evidence/receipts).

Items this may cover include:

- Private domestic Help
- Private Care
- Laundry
- Special Dietary Needs
- Wheelchair/ Electric scooter Costs
- Helpline
- Laundry
- Special clothing

Please note this list is neither exhaustive nor exclusive and is intended as a guide only. Appendix A provides a guide for some aspects of DRE items.

E. Other Allowable Expenses

Housing costs and Council Tax will be assessed net of any Housing or Council Tax benefit received.

Where a person lives in a household but has no legal liability towards housing costs, i.e. no liability towards mortgage, rent etc, but pays a nominal amount as an informal arrangement , e.g. “board and keep”, this amount will not be considered as formal housing costs and therefore not included as an allowable expense.

There may be occasions where people have other or ad-hoc tenancy arrangements or costs associated with their accommodation. In these instances each case will be considered individually to see if these costs can be included within a financial assessment

EXAMPLE OF HOW A CONTRIBUTION IS CALCULATED

A client aged 63 has a total assessable income of £250.00 per week.

Capital held by the client of £16,500

Standard DRE amount of £26.00

Allowable housing costs equal £19.23 per week.

Example calculation:

A. Assessable income:	£250.00
B. Income from capital	£9.00*
Total assessable income	£259.00
C. Less income support plus 25%	£181.75
D. Less DRE	£26.00
E. Less housing costs	£19.23
Maximum weekly contribution	£32.02

* £1.00 of tariff income for every £250 over £14,250

Once the maximum weekly contribution has been calculated this amount will be divided by 7 (days of the week) and multiplied by 365 days to give an annual maximum contribution figure for the person to their annual social care support.

COUPLES

If the person is one half of a couple and the person's financial assessment results in a positive contribution, the couple will then be offered a couple's assessment. In this instance the amount of contribution will be the lower of the two assessments. It will be at the couple's discretion whether they wish to divulge further information. If they choose not to have a couple's assessment, the single assessment would stand. Civil Partnerships and same sex couples will be treated equally with all other couples.

STEP 2: CAPITAL OVER £23,250 OR HIGH LEVELS OF INCOME

At the outset of a financial assessment a person's level of capital may not be clear. If as part of the financial assessment process it is determined that a person has capital above the upper limit of £23,250 in their own right (where capital is jointly owned it will be split on a *50/50 basis for example monies held in a joint account), they will be assessed as being able to contribute the full amount to their social care support.

*If a person disputes the proportion of capital to be included within their financial assessment it will be their responsibility to provide verification of how capital is owned in different proportionate amounts.

Where a person has a high level of income they may also be assessed as being able to contribute the full amount towards their social care support, however this will depend on the level of support received.

NON-COMPLIANCE

A person who does not provide full details of their income and capital and verification when requested within 28 days of receipt of the request in order for the contribution to be calculated, will be required to contribute the full amount to their social care support from the start of their social care package.

STEP 3: NOTIFICATION OF CONTRIBUTIONS

Once the weekly maximum contribution has been calculated a notification will be issued by the Financial Assessment Team. This will show the details of the calculation and advise the start date of the contribution.

Start date of Contribution

People will contribute from the date on the letter notifying them of their contribution, however if an individual unreasonably delays the completion of the financial assessment the contribution will commence from the start date of their social care support.

A person who does not provide, the Financial Assessment Team with full details of their income and capital and verification, when requested, within 28 days of receipt of the request will be required to contribute the full amount from the start of their social care support.

Where an individual has been advised that the contribution to their social care support is at the full amount due to non disclosure or non receipt of financial information and they subsequently supply the financial details for an assessment to be undertaken, the change to the contribution will only be effective from the date of receipt of the financial information.

A person who refuses or chooses not to disclose their income and capital, or has capital above £23,250 will be liable to contribute the full amount from the start date of their social care support.

Where a person chooses to take their personal budget as a direct payment, any assessed contribution must be paid into the persons dedicated direct payment bank account as soon as the first payment from the county council has been made.

Change in Circumstances

If a person has a change in their financial situation they must inform the Financial Assessment Team and a reassessment will be completed. We reserve the right to recover any loss of income caused as a result of a change in circumstance not being disclosed.

People must also inform the Financial Assessment Team of “life changes” which affect their financial situation such as the death of a partner, a partner moving out or entering permanent care. Any reduction in a person’s contribution due to a change in financial situation or “life change” will take effect from the date of the event unless there is an unreasonable delay in notifying the Financial Assessment Team in which case the change shall take effect from the notification date.

Where welfare benefits are claimed and received a financial re-assessment will be undertaken with effect from the date of benefit award.

Reassessments of a person’s contribution will take place at regular intervals to take account of revised levels of income i.e. increase in welfare benefit rates.

STEP 4: COLLECTION OF CONTRIBUTION

Where a person receives a direct payment to pay for their support, the personal budget will be allocated net of any contribution. The person must pay their assessed financial contribution into their dedicated direct payment bank account.

Where services are arranged by the County Council on behalf of a person an invoice is issued on a four weekly basis.

Where the person’s assessed financial contribution is over 60% greater than the direct payment, an invoice will be raised.

Where a person has a mixed arrangement of both an arranged services and a direct payment there are two ways in which the person will pay their assessed contribution:-

1. If the direct payment is 60% greater than the arrange provision the person will pay their contribution into their DP bank account.
2. Where the arranged provision is greater that the direct payment an invoice will be raised for the persons contribution.

Payment should be made by direct debit, although we may be able to offer alternative methods in exceptional circumstances.

CANCELLATION

A person will have a support plan which will detail the support agreed to meet a person's needs. The contribution to the support, calculated by the financial assessment, will be applied on the basis of the care planned in the support plan.

Variations to planned support will happen from time to time for a variety of reasons. For example where a person is admitted to hospital for a short period of time or they are unwell and the support is not needed on that occasion.

Variations do not necessarily mean that the contribution is not payable or is reduced, as the contributions detailed in this policy do not reflect the cost of providing social care support.

A reduction or non payment of the contribution in specific circumstances is detailed in Appendix B of this policy.

WAIVERS AND REDUCTIONS

County Council offers a Waiver or Reduction Scheme.

A waiver or a reduction of a client contribution will be considered where:

- A person can not afford to pay some or all of the assessed contribution.
- The County Council believes that a person can afford the contribution but there are exceptional circumstances that mean all or some of the contribution should not be collected for an agreed period of time while work is completed to enable a person to afford their contribution.

Factors to be considered when considering a Waiver or Reduction will include:

- Circumstances that lead to exceptional financial hardship.
- Where a person is paying a debt to the County Council.
- Where a refusal to pay a contribution would very likely result in a carer breakdown and a permanent placement for the person.

APPENDIX A – GUIDANCE FOR DISABILITY RELATED EXPENDITURE (DRE) AMOUNTS 2014/2015



Expenditure Description		Guidance on Amounts	Evidence Required
Mortgage or Rent		Allow full amount less Housing Benefit paid, but not as part of DRE	See point a
Council Tax		Allow full amount less Housing Benefit paid, but not as part of DRE	
Heating if over – See point b	Single Person Flat/Terrace	£1,313 per annum	Bills from Provider
	Couple Flat/Terrace	£1,730 per annum	
	Single Person Semi Detached	£1,394 per annum	
	Couple Semi Detached	£1,836 per annum	
	Single Detached	£1,695 per annum	
	Couple Detached	£2,235 per annum	
Community Alarm System		Actual cost unless included in Housing Benefit or Supporting People Grant	
Privately arranged care		Actual cost if social worker confirms requirements as part of the care plan and council supported care is reduced accordingly	Signed Receipts for at least 4 weeks using a proper receipt book
Private Domestic Help		Maximum of £22.00 of 2 hours per week unless Care Manager supports higher level of expenditure.	
Laundry/Washing Powder		Maximum of £3.57 per week	Care plan will have identified an incontinence problem and that more than 4 loads per week are needed.
Dietary	Single Person	Discretionary – only allowed as an exception	Clear evidence of medical condition and that a special diet is needed with specific evidence of the extra cost will be required.

Gardening	£5.00 per week	It is expected that costs for garden maintenance would be met as part of normal expenditure. Extra amounts for gardening costs will only be considered as part of a DRE under exceptional circumstances and by agreement with a Care Manager.
Wheel Chair - Manual	£3.71 per week	Privately purchased equipment will only be considered where the assessment identifies a need for it. Evidence of purchase will be required. No allowance if equipment provided free of charge.
Wheel Chair - Powered	£9.03 per week	
Powered Bed	Actual Cost divided by <u>500</u> (10yr life) up to maximum of £4.16 per week	Privately purchased equipment will only be considered where the assessment identifies a need for it. Evidence of purchase will be required. No allowance if equipment provided free of charge.
Turning Bed	Actual Cost divided by <u>500</u> up to maximum of £7.20 per week	
Powered Reclining Chair	Actual Cost divided by <u>500</u> up to maximum of <u>£3.27</u> per week	
Stair-Lift	Actual Cost divided by <u>500</u> up to maximum of <u>£5.82</u> per week	
Hoist	Actual Cost divided by <u>500</u> up to maximum of <u>£2.85</u> per week	
Transport	Discretionary based on costs greater than those incurred by an able bodied person. Disability Living Allowance Mobility Component will be expected to be used to fund travel costs.	These will only be allowed in exceptional circumstances Extra amounts for travel costs will only be considered as part of a DRE under exceptional circumstances and by agreement with a Care Manager.
Bedding	Allow £1.50 per week to cover replacement bedding	Care Plan will identify a need for additional/extra bedding.
Incontinence aids	Maximum of £2.65 per week.	Full free health entitlement must be used first.
Water	If over £236.00 per annum consider additional cost	Bills from Provider
Clothing	Only consider expenditure of over £10.00 per week	Care Plan will identify a need for additional/extra clothing. This will be at manager's discretion based on the needs of the

		individual.
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This is not an exhaustive list of items that may be considered as Disability Related Expenditure. The information provided is intended to be used as a guide for the cost of day to day expenditure on individual items and where additional expenditure may be considered.

Points to note:

- a. For single person's financial assessment only their share of the cost will be included based on eligible occupants in the premises.
- b. Heating relates to the cost of the primary fuel used for heating purposes, e.g. gas, or electric, or oil or coal, not all fuels.

SELF-DIRECTED SUPPORT

Cancellation/Rearranging Care Clause

Who is this form for?

This process is for all people who use Adult Social Care services - older people (aged over 65) and people with disabilities.

What you need to know if you wish to cancel or rearrange your social care services

If you wish to cancel or rearrange a service you receive, for example, a day service, respite or care and support at home, you must give a minimum of 24 hours notice to either:-

- Your care agency if it is to cancel or rearrange your care and support at home.

Or

- Your social care team or key worker if it is to cancel or rearrange your day service or respite.

Why is it important to notify us of any cancellation?

If you no longer need a service it can be made available to someone else for the period you wish to cancel.

What you need to tell us

You need to tell the agency or social care team the date you want the service to stop and, if you know it, the date you want it to start again.

Will it affect any contribution I pay towards my personal budget?

If you have a personal budget as a result of a financial assessment, you will pay a weekly contribution towards your annual personal budget. This is an amount worked out by the Council as the total amount of money needed to pay for your care for the whole year. **If you cancel care, or go into hospital, you will continue to pay this contribution unless the cost of the care you received is less than your contribution.**

Example

If your personal budget is £100 a week and your contribution towards this is £30 a week, you will continue to pay your contribution in full until the cost of your care falls below £30 a week.

You will need to tell us you have been admitted to hospital or, if the Discharge Planning team at the hospital is involved, you can ask them to tell your local social care team you are in hospital.

It is important to be aware that we cannot guarantee the same provider will be able to pick up your care when you go home, but this will be discussed with you.

If you pay the full cost of your support

If you have savings of £23,250 or above, or you do not wish to disclose details of your personal finances, you will be expected to pay the full cost of your services.

If you go into hospital unexpectedly you will not be asked to pay for any services that need to be cancelled.

If you are a full cost payer and you wish to cancel any of your care for other reasons:

Notice Given	What you will pay
If you notify the provider or social care team at least 24 hours before the care is due to start	You will not be invoiced for the cancelled care
If you notify the provider or social care team less than 24 hours before the care is due to start	You will only be invoiced for the services planned for the next day
If you fail to notify the provider or social care team	You will be invoiced for the cost of the cancelled care for the next day and any subsequent days of care until the provider or social care team is made aware that you no longer require services

WHO SHOULD I CONTACT?

If you are over 65 and supported by Older Peoples' team:

Please contact your care agency. They will provide the appropriate social care team in your area with information every week on care cancelled by you.

If you are under 65 and supported by the Adult Physical Disability team:

Please contact your key worker or social care team.

If you are under 65 and supported by the Adult Learning Disability team:

Please contact your key worker or social care team.