

Non-Residential Services Charging Policy



With effect from 01 April 2019

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 the Care Navigator service, who will be able to assist you in arranging any care you may require. Call Care Connect on 01275 888801 if you require the services of the Care Navigator.

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 and Service Users will be asked to contribute what they can afford to pay.

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 mobile device 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 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 **£18.40 per hour** up to your assessed maximum weekly charge.

Charges will commence from the start date of the service, or after reablement has ceased, whichever is sooner.



North Somerset Reablement Service

Reablement is a structured programme of care provided for a limited period of time, to assist a person to maintain or regain the ability to live independently at home – Reablement is a particular type of intermediate care, which has a stronger focus on helping the person to regain skills and capabilities to reduce their needs, in particular through the use of therapy and minor adaptations

If you require a reablement service, we will provide this service free of charge for **up to 6 weeks/42 days** or until the cessation of reablement needs, whichever is sooner (this could be provided either in your own home or in a care home placement)

Day Care Charges (Buildings Based)

The current charge for Day Care services is **£23.00 per session**, up to your assessed maximum weekly charge.

Charges are based on the number of attended sessions. 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.

Charges will commence from the start date of the service.

Additional Information

Recording time spent

Most of our Providers use an electronic monitoring system to ensure your visit is recorded correctly. Your Care Worker will log both the start time and finish time of the visit either on your telephone or via a mobile device. All calls are free and no charge is made to you for the use of your telephone. Some Providers use timesheets to record service delivery.

Invoicing

You will be invoiced on a 4-weekly basis for the service(s) delivered by your Provider(s). The invoice will show you which service(s) you have received, e.g. Domiciliary Care and/or Day Care and the total charge each week. If your invoice is below £15.00 in total for any 4-week period, it will be rolled over to the following invoice.

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 – all services

You must give your provider 24 hours notice if you do not require a visit. If you do not give notice you may be charged for the visit. Unforeseen circumstances such as hospital admission will be considered.

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.

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.

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 888679

Updated 20190220