



Adult Social Care Consultation
Charging and Financial Assessment
Framework

Information and
questionnaire

What is this consultation about?

Social care and support services are not generally free of charge. People have always had to pay a contribution towards the cost of their care if they can afford to do so.

The Care Act 2014 allows the Council to decide how they will charge for care and support services that are arranged and funded by them. Income received from care charges helps to protect, develop and extend care and support services and ensure that high quality services are available in the right form to meet the needs of adults within the local area.

Our new [Adult Social Care Charging and Financial Assessment Framework](#) complies with the Care Act 2014 and relevant statutory guidance. It pulls together our existing charging and contribution policies into a single document for ease of reference. It does not introduce any new changes.

The purpose of this consultation is to seek your views on this new Framework document, including its ease of use. Your feedback is very important and we encourage you to share any comments that you might have.

The closing date for this consultation is **Tuesday 1st January 2018**.

How can I take part in the consultation?

You can complete this consultation either online or by contacting us to request a paper copy be sent to you. If you need this consultation in a different format (e.g. large print or Easy Read) or require support in a language other than English, then you can also contact us.

Contact details are as follows:

Email - adultcare@lewisham.gov.uk

Telephone - 020 8314 7656

If you need help in completing this consultation, family and friends are likely to be the best and easiest source of support. Independent advocacy is also available through Healthwatch Lewisham and Bromley. Healthwatch's Involvement Officer, Peter Todd, can be contacted on petert@healthwatchbromley.co.uk or by calling 020 8315 1916. This service is available Monday to Friday between 9am and 5pm.

Background

Our new Framework has not changed our approach to charging or contributions for Adult Social Care, which continues as detailed below:

How we currently charge you for the services you receive

Adult Social Care is not a free service like the NHS. Whilst some types of care and support are free, many services are subject to a charge. All local councils follow the Department of Health's guidance on how we charge you for the services you receive.

We must have a reasonable and fair charging policy for the services we provide. We are also required by law to carry out a financial assessment to work out what you can reasonably afford to pay towards the services that you receive. This takes account of your personal circumstances so that you retain at least a basic living allowance and are not put in a position of financial hardship.

Our approach aims to be clear and consistent, so that you know in advance what you will be charged for and that these charges will be applied fairly. The *Adult Social Care Charging and Financial Assessment Framework* sets out this information for you in a single document.

How we currently work out your charges

A social care assessment is completed to decide what your needs are, and a means test (also called a financial assessment) is carried out to determine how much, if anything, you should pay towards the services identified to meet your needs. This financial assessment looks at your income, savings and expenses, and the cost of the services you receive.

If your income is lower than the basic rate of income support levels plus 25% (the 'Income Support Buffer') you are exempt from charging for non-residential services, unless you have savings over a certain limit.

When working out whether or not to charge for a non-residential service, we also take into account any expenses you have because of a disability or frailty. This is known as Disability Related Expenditure (DRE).

If you have more than £23,250 in savings or if you choose not to declare your finances to us then you will be charged the full cost of your services.

Which services are provided FREE of charge?

Assessments of need and care planning are always provided free of charge, and we are not permitted to charge for any service or part of a service which the NHS is under a duty to provide, such as Continuing Healthcare.

By law, we must also provide the following care and support services free of charge:

- Intermediate care – including enablement – which provides up to six weeks of intensive therapies and support from health and social care professionals to help people promote or regain their independence.
- Community equipment and minor adaptations (up to a cost of £1,000) – small items of equipment or gadgets or small modifications designed to help people stay active and carry out everyday tasks without the help of others.
- Care and support provided to people with Creutzfeldt-Jacob Disease.
- After-care services/support provided under section 117 of the Mental Health Act 1983.

Additionally, we have chosen to provide the following services free of charge:

- Carer services provided directly to meet carers identified needs
- Council-provided transport

The questionnaire

What follows is a series of questions about the new *Adult Social Care Charging and Financial Assessment Framework*. You will need to take a look at this document before answering these questions.

You do not have to answer all of these questions, only those that you feel are relevant or of interest to you.

All responses will remain anonymous and you will not be identified in any way.

Are you:

- An Adult Social Care service user
- A friend or family member of an Adult Social Care service user
- An advocate for an Adult Social Care service user
- A representative of a voluntary or community group
(please specify).....
- Other
(please specify).....

How easy or difficult did you find it to read the *Adult Social Care Charging and Financial Assessment Framework*?

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

Were you able to find the information that you were looking for in the *Adult Social Care Charging and Financial Assessment Framework*?

Yes

No

If no, please describe what information that you were unable to find?

How clear is the Council's policy towards charging and financial assessment for Adult Social Care?

Very clear

Clear

Neither clear nor unclear

Unclear

Very unclear

If you feel that any aspect of the Council’s policy towards charging and financial assessment for Adult Social Care is unclear, then please explain below:

Do you have any other comments that you would like to add about the Adult Social Care Charging and Financial Assessment Framework?

About you

The following monitoring questions help us to be fair and inclusive in the work that we do. All questions on the form are **voluntary** and you do not have to answer them.

The information that you do provide helps us to understand who is sharing their views and influencing our decision-making. It also helps us to ensure that nobody is discriminated against unlawfully.

Any information that you do choose to provide on this form will be treated confidentially in accordance with the Data Protection Act 1998.

Age

Please select your age group

(please select one answer)

- 0-64.....
- 65-84.....
- 85+.....

Gender

Are you:

(please select one answer)

- Male.....
- Female.....

Ethnicity

What is your ethnic group?

(please select one answer)

- White.....
- Black / African / Caribbean / Black British.....
- Asian / Asian British.....
- Mixed / Multiple ethnic groups.....
- Any other ethnic group.....

Disability

Do you consider yourself to be a disabled person?

(please select one answer)

Yes.....

No.....

Thank you

Thank you for taking the time to share your views with us, it is greatly appreciated. The results of this consultation are going to Mayor and Cabinet in February 2018. A summary report will be made available on our website. You may also request a copy by emailing adultcare@lewisham.gov.uk.