

Paying for non-residential social care services

East Lothian
Health & Social Care Partnership



Adult Social Care Services

East Lothian Health and Social Care Partnership (ELHSCP) provides and arranges care services for people who have been assessed as needing social care support. Many of these services are free but in some cases we ask people who use services to make a contribution towards the cost of those services. ELHSCP:

- never charges more for a service than it costs us to deliver that service, and
- in most cases the charges we raise are much less than the cost of delivering them

But it is important for us to make these charges as the income helps us to ensure that we can continue to provide high quality support services.

There are two types of charges:

1) Flat-rate

Some services are charged at a **flat rate** – meaning everyone pays the same amount for these services and no one is financially assessed beforehand. These services include:

- Meals – **where meals are brought to your home. We charge a set amount for each meal you receive.**
- Community Alarm Service – we charge a set weekly amount for having a Community Alarm service in place.

You will normally be invoiced for these charges separately after you have received them so that you only pay for exactly the services you use. There is guidance about the income you should have each week. You should not be left with less than £138 per week to live off. If you think that paying a flat-rate charge would take you below this level, you can appeal—see page 4. Any extra costs linked to your disability will also be heard at the appeal.

2) Means-tested

The charges for some services are **means-tested** – meaning the amount you have to pay will depend on both:

- how much of the service you use, and also
- how much income and savings you have.

Most people with a high income or savings over £16,000 will have to pay the **full charge** for the services they receive. Means-tested services include:

- care or support at home services
- respite
- building-based support.

Financial assessment

To work out your contribution for means-tested services, we carry out a financial assessment. You will be sent a Financial Assessment form that you need to complete, telling us about:

- your income (and your partner/spouse's income, if the service is shared),
- pensions and benefits
- savings and capital (for example, shares, property).
- Disability Related Expenditure

You also need to provide paperwork to support the information that you have given. For example, we will need to see copies of current bank statements, savings accounts etc.

Please note: the sooner we get this information, the quicker we can work out how much you will have to pay.

We will send you a letter to explain how much you have to pay each week and we will base our invoices on this amount. We normally invoice people every four weeks after the service has been delivered.

Means-tested charges are reviewed each year to check they remain accurate. You should let us know about any significant changes in your income or savings during the year.

What happens if you don't let us know about your finances

If you don't wish to disclose your financial details, you will probably have to pay the full charge for your means-tested service. No financial information is needed for flat-rate charged services.

If you have questions or concerns about the social care services you receive

Please contact your social worker or the Adult Services Team. For more information:

- phone 01875 824 309
- email communitycare@eastlothian.gov.uk

If you have questions or concerns about contribution you are asked to make towards the services you receive

Please contact the Financial Assessment Team:

- phone 01620 827 901
- email awfinancialassess@eastlothian.gov.uk

They will be able to explain the way charges have been calculated and check these are correct.

Complaints Handling Procedure (CHP)

The Appeals Panel can be considered to represent the Stage 1 of the CHP. If you or your representative is dissatisfied with the handling of your appeal, then a complaint can be raised with the Customer Feedback Team. This will be viewed as a Stage 2 complaint. Please note the CHP allows you to complain about how the appeal was handled and is not the opportunity to seek a different outcome to the appeal.

You can complain by contacting the Customer Feedback Team

Write to them at:

- John Muir House
Brewery Park
Haddington
EH41 3HA
- Phone: 0131 653 5290
- Email: feedback@eastlothian.gov.uk

Help and advice

If you need more information and advice, here are some organisations that can help.

- Carers of East Lothian – phone 0131 665 0135 or email centre@coel.org.uk
- Partners in Advocacy – phone 0131 478 7723 / 7724 or email edinburgh@partnersinadvocacy.org.uk
- EARS – phone 01318866 or email info@ears-advocacy.org.uk
- CAPS – phone: 0131 273 5118 or email: advocate@capsadvocacy.org
- Citizens Advice Bureau (Haddington) – phone 01620 824 471 or contact them via their website at <https://www.haddingtoncab.co.uk>
- Citizens Advice Bureau (Musselburgh) – phone 0131 653 2748 or contact via them their website at <http://musselburghcab.org.uk/>

Versions of this leaflet are available on audiotape, in Braille, and in your own language on request



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