



Non Residential Social Care Charges

Adult Social Care Services

East Lothian Health and Social Care Partnership provides and arranges care services for a wide range of people in the county. Many of these services are free but in some cases we ask people who use certain services to make a payment towards the cost of those services. We will:

- never charge 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.

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

Personal care is free. It doesn't matter how much money you have.

○ Personal care can include support to help you wash or dress, or help getting you in and out of bed.

Adult Social Care Services

1. Flat Rate

Some services are charged at a flat rate – meaning everyone pays the same amount for the service. These flat rate charges are kept low to ensure they are affordable and they include things like:

- **Meals** – where meals are brought to your home. We charge a set amount for each meal you receive. This is paid to the company who provides the meals.

- **Community Alarm Service** – we charge a set weekly amount for having the Community Alarm service in place. This is paid every six months in arrears in October and April.
- **Transport** – We charge a set amount if you use transport funded by East Lothian Health and Social Care Partnership.

2. Means-tested (Financially Assessed Charge)

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

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

Means-tested services include:

- non personal care or support at home
- attendance at building based day centres (excluding older people day centres)

People with a high income or savings over £16,000 may have to pay the full cost of their care.

Financial assessment

To work out your contribution, 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).

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 the maximum you will be charged and we will base your bill on this amount. We will send a bill every four weeks, which will cover the care you have already received.

Means-tested charges are reviewed each year to check they remain accurate and you should let us know about any significant changes in your income or savings and expenses 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 have to pay the full charge for the service.

If you have questions or concerns about charges

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.

Appeals

If you are still concerned about the charges for your services, you can appeal. We suggest you get independent advice with any appeal (see **Help and Advice section below**). You can make an appeal by contacting the Adult Services Appeal Panel.

Write to:

East Lothian Health and Social Care Partnership
Appeals Panel
John Muir House Brewery Park, Haddington, EH41 3HA

Email: awchargingappeals@eastlothian.gov.uk



Appeals Panel

The Appeal Panel meets monthly and considers appeals for all services including flat-rate and means-tested charges. The Panel may decide to:

- not change the charges you have to pay, or
- reduce the amount you have to pay, or
- say you do not have to pay anything.

We will look at the situation again as part of the annual charging reassessment process. Once the panel has reached a decision, we will write to you with that decision within fourteen days.

If you are still dissatisfied

Anyone who remains dissatisfied with the way the appeal decision has been reached will be entitled to pursue their complaint through the Council's Feedback Service.

Feedback Service

The Appeals Panel can be considered to represent the **Stage 1** of the Complaints handling service. If the person or their representative is dissatisfied with the handling of their appeal, then a complaint can be raised with the Council's Customer Feedback Team. This will be as a **Stage 2** complaint. Please note the feedback service 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: John Muir House Brewery Park, Haddington, EH41 3HA

Email: feedback@eastlothian.gov.uk

Phone: 0131 653 5290



Example of a Financial Assessment

Breakdown of the Weekly Charge

Income

Personal Independence Payment Daily Living Component	£ 108.55
Personal Independence Payment Mobility Component	£ 75.75
Employment Support Allowance	£ 240.55
Total Income	£ 424.85

Less Income Disregarded

Personal Independence Payment Mobility Component	£ 75.75
Less Capital Threshold	£ 167.00
Income after Disregards	£ 182.10

Available Income for Financial Assessment £ 182.10

Taper Rate 65% of first £50.00	£ 32.50
Taper Rate 80% of remaining £132.10	£ 105.68

Contribution: **£138.18 per week (maximum charged)**

The figure of £138.18 is how much you can pay; you will only pay for the care you use which may be less than the contribution.

Please see the Charging Policy for more information.

https://www.eastlothian.gov.uk/downloads/download/13039/non-residential_social_care_charges

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: 0131 478 8866 or

email: info@earsadvocacy.org.uk

CAPS

phone: 0131 273 5118 or

email: advocate@capsadvocacy.org

Citizens Advice Bureau (Haddington)

phone: 01620 824 471 or

Website: www.cas.org.uk/bureaux/haddington-citizens-advice-bureau

Citizens Advice Bureau (Musselburgh)

phone: 0131 6532748 or

Website: www.cas.org.uk/bureaux/musselburgh-and-district-citizens-advice-bureau

East Lothian Council Welfare Rights Team

phone: 01620 827 827 and ask to be put through to Welfare Rights.

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

phone: 01620 827 199

email: translation@eastlothian.gov.uk

**Working together
to deliver the
Best health
Best care
Best value for our
communities**



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www.eastlothian.gov.uk/elhscp