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|  | **Easy Read Fact Sheet** |
|  | **Paying for Support** |
|  | If you need help to understand this information please show it to someone who supports you or looks after your money. |
|  | They will be able to help explain what this information means and how it might affect you. |
|  | Your support could also help you to contact the council for an assessment of your needs and an assessment of your finances. |
|  | **Living independently** |
|  | We want to help people to live as independently as possible for as long as possible.  There is a range of support options to help you to do this. |
|  | To help you think about your care needs and to see the kind of support is on offer please click on the website links below:  [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)  [www.nottshelpyourself.org.uk](http://www.nottshelpyourself.org.uk). |
|  | **Who is this information for?** |
|  | This information is for people who need care and support to live at home in the community and might have to pay towards their care. |
|  | If a person has to pay towards their care they will pay a:  **‘weekly financial assessment amount’** |
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|  | Some people will need to pay all the cost of their support.  People that pay for all their support are called:  **‘Self-Funders’** |

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|  | **How do I find out if I can get support at home?** |
|  | We will do an assessment of your needs. |
|  | The assessment is free.  When we know what your support needs are, we can decide if they can be met by Nottinghamshire County Council. |
|  | Everyone can ask for an assessment from the council. |
|  | **How do I get an assessment of my needs?**  You or the person who supports you should contact the Customer Service Centre and ask for a Needs Assessment. |
|  | **Customer Service Centre**  Open Monday to Friday: 8am to 6pm |
|  | **Phone:** 0300 500 80 80  **Email:** [enquiries@nottscc.gov.uk](mailto:enquiries@nottscc.gov.uk) |
|  | **Website:** www.nottinghamshire.gov.uk  **Minicom:** 01623 434993 |

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|  | **How much will I have to pay towards my care?** |
|  | Some people do not have to pay towards their care. |
|  | Someone from the Council will explain to you if you have to pay or not |
|  | Almost everyone who has support will have to pay something towards the cost of their care. |
|  | If a social care worker arranges for you to have support, they will tell the Adult Care Financial Services team. |
|  | The Adult Care Financial Services team will send you a financial assessment form to fill out. |
|  | You or somebody who supports you will need to fill out the form and return it to the Adult Care Financial Services team. |
|  | The information you give us is used to work out how much you can afford to pay. |
|  | **How is the amount I must pay worked out?** |
| Text  Description automatically generated | We work this out using the rules set by the Department of Health and Social Care. |
|  | Lots of things can affect how much you pay towards your care.  Things including savings, pensions and benefits. |
|  | The social care worker will explain what these are and if they affect you. |
|  | If savings and things you own (but not your home) are worth more than £23,250 you will have to pay the full cost of your care.  If your savings and things you own is below £14,250, you will only be charged based on your income. |
|  | * + The person that is supporting you should speak to Customer Services and ask for a financial assessment. |
|  | * + It is important you contact the Customer Service Centre.   + Your care and support cannot start before the date you contact them. |
|  | * + Self-funders can use something called a brokerage service. |
|  | * + The brokerage service will help you make choices about your care and support.   + They will tell you what support you can get and the different providers that offer this support.   There is charge of £12.77 every 4 weeks to cover the Council’s costs for arranging the service.   * + If you are a self-funder you pay for all your care costs |
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|  | * + **Important!** |
|  | * + You must not give away savings, property, or other things so you have to pay less towards your care.   If you do there will be an investigation. |
|  | It is important that the council have all the information they need and that you tell them what your income or things you own are and if this changes. |

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|  | * + **Continuing Healthcare**   + If you are assessed as having healthcare needs, you may be able to get some, or all your costs paid by the NHS through “Continuing Healthcare” |
|  | * + Talk to the person who supports you if you want to find out more about Continuing Health Care |
|  | * + **For more information about NHS funding:**   + Phone NHS Nottingham and Nottinghamshire ICB on   + 0115 883 4720 |

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|  | * + **Disability Related Expenses** |
|  | * + When we work out how much you pay towards your care, we include an allowance of £20 per week. |
|  | * + This allowance is to help you to pay any extra expenses you have because of your disability or illness.   For example: |
|  | * Extra fuel costs to heat your home due to your disability * Special foods you may need due to your disability or illness which are not provided by prescription * Extra costs of laundry if you are incontinent * Property maintenance you can’t do because of your disability or illness * Special equipment or clothing you need because of your disability or illness |
|  | * + These extra costs are called **Disability Related Expenses.**   There is more information about this including an easy read fact sheet on the County Council Website |
|  | These are only examples of what your allowance could include but if you have other costs talk to your social care worker and they could also be included. |
|  | If you need more than a £20 per week and you can show us why you need more money, we can discuss this and see if we can increase your allowance.  You should speak to your social care worker about this. |

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|  | * + **Will I have to sell my home?** |
|  | * + **No.**   + Whilst ever you continue to live in your home it will not be included in how we work out what you must pay towards your care. |
|  | * + If you own another property and you do not live there, this will be included when we work out what you must pay. |
|  | * + If your care needs change and you have to move from your home you might not have to sell your property straight away. |
|  | * + You can join the **Universal Deferred Payment Scheme.** |
|  | There is an information sheet that tells you about the Universal Deferred Payment Scheme.  Please ask the person who supports you to have look on the Council website at:   * + **www.nottinghamshire.gov.uk** |

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|  | * + **How do I find support?** |
|  | * + If you are assessed as being able to have care at home, we can provide you with information to help you find it. |
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|  | * + **When and how do I pay for my support?** |
|  | * + If you have sorted out your own support, then you will have to arrange payment for that support yourself. |
|  | * + If you have chosen to have a Direct Payment and organise your own support. You will pay whoever provides your support from your Direct Payment account. |
|  | You will have to arrange with the support provider how and when to pay them. |
|  | There are support services who can help people who have a Direct Payment to arrange this. |
|  | We have a Fact Sheet called **Explanation of a Direct Payment** which will tell you about direct payments and how they work.  This can be found on the council website at:   * + **www.nottinghamshire.gov.uk** |
|  | * + If you ask the Council to arrange your support and to make payments to the support provider you will be sent an invoice (a bill) every 4 weeks. |
|  | * + We will check what the Council have paid your provider and what you have been charged every 6 months.   + If you have missed some of your support, you will get a Personal Budget Statement telling you how much you have overpaid.   + A Credit note for the overpayment will be arranged. |
|  | * + The back of the invoice tells you the different ways you can pay.   + If you pay by Direct Debit, this will be done automatically for you. |
|  | * + To check if you are up to date with your payments contact the Council’s: |
|  | * + **Debt Recovery Team**   + Monday to Thursday: 8.30am – 5.00pm   + Friday: 8.30am – 4.30pm or   + **Telephone** 0115 9772727   (Option 2, Option 1, Option 1)   * + Email:debtrecovery@nottscc.gov.uk |
|  | * + **What if I do not pay?** |
|  | * + If you do not pay your charges, the Council will contact you to find out what is wrong and if there are any problems. |
|  | * + It is a good idea to ask for help if you are making decisions about paying for care.   + For example: |
|  | * If there are options and you want help to choose which one is best for you. |
|  | * If there is a difference between the care and support you say you need and what the Council says it can offer you |
|  | * + There is a list of service providers who can help you on the **Notts** **Help Yourself** website, these include:   + Money Advice Service   + Citizen's Advice Bureau   + The Society of Later Life Advisers   + Which? Elderly Care |
|  | * + You can phone the council’s Customer Services on 0300 500 80 80 and someone there can help you look at the options. |
|  | * + Independent financial advisers (IFAs) can give you advice on money matters, but you might have to pay for their service. |
|  | * + The Council will give you information about some of the advisors that can give you advice about money . |
|  | * + Before you choose a money advisor you or the person who supports you should check these services are right for you. |

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|  | * + **Should I get advice about my benefits and pension?** |
|  | * + Yes, you should get advice about how your benefits and pension might affect what you have to pay towards your care. |
|  | * + There is benefits information on the Council’s website at:   + **www.nottinghamshire.gov.uk** |
|  | * + You can also contact your nearest Citizens Advice Bureau or Age UK who will give you advice. |
|  | * + Some local libraries have information of local organisations offering help and advice. |
|  | * + **Short term care** * Sometimes called respite care or short breaks |
|  | * + If you pay the full cost for care at home you will need to pay the full cost of your short break. |
|  | * + If you choose to organise this yourself you will have to organise paying the providers of your short-term care yourself. |
|  | * + If the Council organise it for you, you will receive invoices for the full cost. |
|  | * + **What If I have more questions?**   If you have any questions about anything in this document please contact: |
|  | * + **Financial Assessment and Assistance Team, Adult Care Financial Services**   **We are open**   * + Monday to Thursday: 8.30am to 5.00pm   + Friday: 8.30am to 4.30pm   + **Phone:** 0115 9775760 (Option 3)   + **Email:** acfs.financialassessments@nottscc.gov.uk |
|  | * + **Or contact:**   + **Nottinghamshire County Council Customer Service Centre**   + **We are open**   + Monday to Friday: 8.00am to 6.00pm   + **Phone:** 0300 500 80 80   + **Text Relay Service:** Dial 18001 0115 9774050 from your textphone or the Relay UK app.   + **Enquiries:** [www.nottinghamshire.gov.uk/contact](http://www.nottinghamshire.gov.uk/contact)   + **Website:** [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)   + Download the SignVideo app to communicate with Nottinghamshire County Council in British Sign Language via an interpreter. |
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