

Home care charges guide

Will I have to pay?



If you have had a home care assessment and you qualify for our service, we need to work out whether or not you qualify for a free service. If not, we need to know how much to charge you.

Many people will not have to pay at all.

For those who do, the amount will still be less than the full cost to the council.

If you do not return the form, you may miss out on reductions to which you are entitled.

Our charges depend on three things:

- your income from benefits and pensions
- your expenses
- the number of hours of home care you receive.

Please call our helpline on **0800 840 4502** if you have any problems filling in the form. Email us at **homecarecharging@lbhf.gov.uk**

Frequently asked questions

Which services do people pay for?

The charges are for care in your home, even if you live in sheltered accommodation.

Services available include:

- personal care, such as help with washing, dressing or bathing
- practical care, such as housework and laundry
- shopping

- collecting your pension
- collecting your prescription.

We do not charge for other care services, such as day care or transport.

What is the charge?

From 11 April 2011, the charge for home care services is a flat rate of £12.00 per hour. You will be charged in units of 15 minutes (£3.00). There is no maximum charge.

How are my charges worked out?

Charges for home care services are based on the Government's Guidance for Fairer Charging. What you pay depends on the number of hours of care you receive, your weekly income and your expenditure.

We add up your income. We then add up your expenses. This includes a set personal allowance, plus your housing costs and, if you receive a disability benefit, a disability-related expenditure allowance. We subtract one from the other to work out whether to charge you, and how much.

What is my personal allowance?

The government sets out the amount a person needs to live on each week. You will receive a personal allowance equal to basic income support plus a further 25% to meet additional expenditure.

The weekly personal allowances from 12 April 2011 are:

Single person over 60 years old	£171.69
Couple over 60 years old	£262.13
Single disabled adult aged 18-24	£120.44
Single disabled adult aged 25-59	£138.00
Disabled adult couple	£209.13
Single carer	£123.13

Will my weekly charge change?

Your charge will be reviewed each year to reflect the change in benefits every April and any change in your financial circumstances.

If your financial circumstances change you must let us know straight away.

What should I do if my assessment seems wrong?

If you think your assessment is wrong, you can ask for a review by contacting us on **0800 840 4502**. We will check if our decision is fair and correct.

If you are still unhappy with our decision, you can use our appeal procedure.

How can I pay my bill?

We will send you a bill every four weeks. You then have 10 days to pay the bill in full.

Direct debit is the preferred method of payment.

Or you can pay by:

- cheque
- cash at our cashiers' office
- Home care payment card at the post office (details to follow)
- Debit or credit card using our automated payment line

Direct payments

Direct payments are cash payments made to qualifying service users who wish to arrange and buy their care themselves.

If you receive a direct payment for your home care, you will be assessed to see if you need to make a contribution. If you do, we can either deduct this from your direct payment or invoice you separately.

Welfare benefit check

If you would like to have a welfare benefit check to ensure you are receiving your full benefit entitlement, please telephone **0800 840 4502** and we will arrange to visit you.

Can I cancel the service if I go away?

If you are not going to need your home care service for any reason, you should let your service provider know. If you give two days notice, you will not be charged.

We will, of course, make an exception if you have to go into hospital at short notice. Please ask hospital staff, friends or family, to let us know as soon as possible that you are in hospital.

Complaints

We try to make sure we always provide a high quality service, but we recognise that there may be times when things go wrong.

If you are not satisfied with the home care charging service you receive, or a decision that we have made, you should first speak to a member of our staff. They will take your problem seriously and do their best to put things right.

If you are still not happy you can take your complaint further by contacting:-

Customer Care and Complaints Unit
Community Services Department
145 King Street
London W6 9XY

Telephone: 020 8753 4076

Email: Complaints@lbhf.gov.uk

Help and assistance

Please call our helpline on 0800 840 4502 if you have any problems filling in the form. Email us at

homecarecharging@lbhf.gov.uk

Or you can write to

The Home Care Charging Team
Community Services Department
3rd Floor, 77 Glenthorne Road
London W6 0LJ

Website: www.lbhf.gov.uk

Some useful contacts

If you have questions about any of the information in this booklet, you can contact the home care charging team on **0800 840 4502**

A number of organisations provide independent fact sheets and advice

- Age Concern - **020 7386 9085**
- Fulham Citizens Advice Bureau (CAB)
- **0845 458 2515**
- Hafad (Hammersmith and Fulham Action on Disability)
- **020 7471 8510**

Examples of how charges are worked out

Example 1 - In this case the person will not pay home care charges

Income (A)	Weekly income
Pension credit	£137.35
Attendance allowance	£49.30
Total income	£186.65
Expenditure (B)	Expenditure
Less personal allowance	£171.69
Less water rates	£5.15
Less housing costs	£0.00
Less 50% disability-related expenditure	£24.65
Total expenditure	£201.49
Net available income (A minus B)	£0.00
Assessment result = This person will not be charged	

Example 2 - In this case the person may pay a charge of up to £40 per week

Income (A)	Weekly income
Pension credit	£107.89
Occupational pension	£103.15
Attendance allowance	£49.30
Total income	£260.34
Expenditure (B)	Expenditure
Less personal allowance	£171.69
Less water rates	£7.30
Less council tax	£14.70
Less 50% disability-related expenditure	£24.65
Total expenditure	£218.34
Net available income (A minus B)	£42.00
Assessment result = This person will be charged for up to 3½ hours of home care per week	

If you would like any part of this document interpreted into your own language, or produced in large print or braille, please telephone 0800 840 4502.