

TITLE	Consultation on charges for adult social care services
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on 18 November 2014
WARD	None Specific

Consultation on charges for adult social care services

Currently, some non-residential social care services are subsidised and others are provided at full cost. This means that the level of contributions from our customers who are required to pay for their services is inconsistent.

The new way of charging ensures that all social care customers are treated fairly and consistently. It will mean that everyone will be asked to contribute to the cost of their services based on their ability to pay rather than the type of services they receive.

We propose to remove subsidies from:

- Day care services
- Home care
- Meals at home (known as meals on wheels)
- Respite and sitting services (for carers) over three hours
- People requiring 2 carers will pay for both carers, rather than one

We are also proposing that respite care will be charged under Fairer Charging (possibly resulting in a reduced charge to individuals).

We will continue to provide the following services for free:

- Care needs assessments and financial assessments
- Brokerage of care for people who meet eligibility
- Care reviews
- After care services under S117 Mental Health Act
- Services for people with CJD
- Provision of information advice and guidance
- Community equipment and minor adaptations
- Re-ablement and rehabilitation for up to 6 weeks
- Employment support
- Prevention services

We estimate that only a small number of our customers will be affected by these proposed changes.

We will not be changing the way we assess our customers' ability to pay towards the cost of their care and support services. The amount of money social care customers are required to contribute depends on their income, savings and investments. Allowable expenditure such as disability related expenses or housing expenses will be considered before any charge is made. We only ask social care customers to contribute to the cost of their services what they can afford. This also means that a number of customers are not required to make a contribution as their income is below the income threshold set out annually by the central government.

Contributions from social care customers will be reinvested into care and support services and we will also continue to fund a wide range of community based services that can be accessed free of charge.

Changes to charging for adult social care services



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What is being proposed?

- Social care customers will be asked to contribute to the cost of their individual care and support services if they are able to do so (subject to a financial assessment)
- Most services will be provided at full cost to ensure consistency and fairness in assessing the required contribution to the cost of care and support services
- Financial assessments will continue to be carried out under the Fairer Charging policy

Why are we proposing these changes?

The Care Act 2014 regulations require each Local Authority to have a fair and consistent charging policy.

In the past, many local authorities, including Wokingham Borough Council, provided or purchased social care services for a large number of social care customers. Some of these services were subsidised or provided free of charge. Over the last few years, the Council has been introducing personal budgets and this means that each social care customer receives personalised services that suit their individual needs.

The changes in the way we provide services have to go hand in hand with the changes to the way we charge for them. We also need to ensure that all social care customers are

treated in a fair and equal way. In addition, at a time of reduced public resources, Wokingham



Borough Council has to ensure that those who are able to pay for services, are asked to do so in order for the Council to be able to continue to provide social care services for everyone who needs them.

A financial assessment will determine if a social care customer is able to pay towards the cost of their services. This financial assessment is carried out under the *Fairer Charging* policy. Social care customers who are able to pay towards the cost of services they need, will be asked for a contribution based on their income, savings, investments and expenses.

Not everyone will be required to make a contribution; the level of payment will vary from person to person and will depend on their individual financial circumstances. However, the level of contribution will no longer be affected by the type of services an individual person receives. This will make the process of calculating a contribution to the cost of services more straightforward, fairer and equitable.



You can find further information about *Fairer Contributions Guidance* on the Department of Health website:
www.dh.gov.uk

Who will be affected by this?

All social care customers and carers as well as people who currently pay for and arrange their own care and support services are asked for their views. However, a number of

our customers are not required to contribute to the cost of their services, so they will not be affected by the proposed changes.

What non-residential care services will I have to contribute to?

We are proposing to remove subsidies from the following non-residential care services:

- Day care services in day centres and other day care activities undertaken as part of a support plan
- Home care, including live-in care
- Respite care and sitting services (for carers) over three hours
- Meals (known as meals on wheels).

The following changes are proposed:

- Day care costs will no longer be capped at £18.00
- People who require two carers will pay for both carers, rather than for one carer
- Respite care will be charged under Fairer Charging (and not under Charging for Residential Accommodation Guide as previously). This will likely result in a reduced charge to individuals.

Will the Council continue to provide free services?

The following services will remain free of charge:

- Care needs assessments and financial assessments for adult social care

- Brokerage of care and support services (for people who meet eligibility criteria)
- Care reviews
- After care services under S117 Mental Health Act 1982
- Services for people with Creutzfeldt-Jakob Disease (CJD)
- Provision of information, advice and guidance including benefits advice and signposting to independent financial advice
- Community equipment and minor adaptations
- Reablement and rehabilitation (intermediate care) for up to six weeks
- Advocacy services provided by trained staff within the Council's contracted advocacy service
- Employment support
- Prevention services

Wokingham Borough Council also supports a wide range of community based activities provided by voluntary and private sector organisations aimed at keeping people well and healthy. Some of the examples include a handyman service, a visiting service for home-bound people, social activities for people with learning disabilities and sports and leisure activities for people with disabilities and older people

How will the proposed changes affect me?

Under the proposed changes, everyone who receives ongoing social care services will undertake a financial assessment. We are not proposing to change financial assessments and we will continue to carry them out under the *Fairer Charging* guidance.

Example 1

Mrs B has been assessed as needing two half days of day care in a specialist dementia day centre. Full cost of attending the day care would be £56 per week. Mrs B has been assessed as having to contribute £65 per week towards the cost of the services provided to her. However, as the cost of her services is lower than her assessed contribution, Mrs B will continue to pay £56 for her day care services.

The financial assessment will determine if and how much individual social care customer will be required to contribute to the cost of the services they need.

The assessed contribution will never be greater than the actual cost of the service or services.

Example 2

Mr A had a financial assessment that has determined that he would not have to pay more than £30 per week towards the cost of his care services. Mr A attends a day centre one day per week and pays £18 per day. This is a capped rate as the real cost of day care is £45 per day. Under the proposed changes, Mr A will have to pay £30 towards the cost of day care.

Not everyone will be affected by the proposed changes. Most people will continue

to pay the same amount of money towards the cost of their care and support services.

Example 3

Mrs C is 75 years old and lives alone. Mrs C receives five hours of home care per week to help her with getting up and dressed and undressed and some household tasks. Mrs C also has meals delivered to her home (Meals on Wheels). Mrs C would like to try frozen meals and her home carer will spend extra 15 minutes to help with heating and serving the meals. As Mrs C does not have any savings, investments or income other than her pension, she will not be asked to contribute anything to the cost of her home care services and help with meals preparation

What if I cannot afford to pay the contribution towards my services?

Social care customers will only be asked to pay towards the cost of their care and support services if they can afford to make a contribution. The guidance issued by the Department of Health takes Individual circumstances into account during the financial assessment.

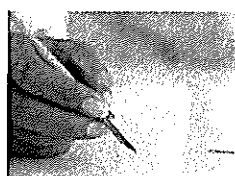
Example 4

Mr D and Mr E are both retired and both attend a day centre twice a week. However, Mr D does not have to pay anything towards the cost of the day care as he has no savings, investments or income other than his pension. Mr E, on the other hand, has been asked to contribute £40 per week towards the cost of his day care as he has savings of £17,000 which is above the threshold set by the central government.

When will the proposed charges apply?

If the proposed charges go ahead, they will come into effect from April 1, 2015. A financial assessment would be carried out and completed before any new charge or increased charge is made.

Your chance to have your say



This consultation document and questionnaire have been sent to everyone who receives ongoing adult

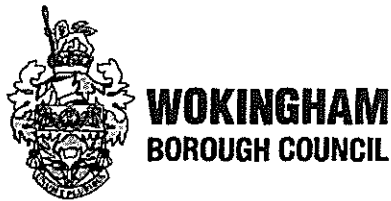
social care services as well as informal carers.

We would like you to give us your views by completing the online questionnaire:
<http://consultations.wokingham.gov.uk/charging/charging.htm> by 1st December 2014.

The results of the consultation will be presented to the Council's decision-making Executive meeting on 29th January 2015. Any changes that the Executive agrees to make to charges would take effect from April 1, 2015.

If the proposed charges are agreed then we would contact everyone affected by the proposed changes to let them know the decision and arrange an appointment for a financial assessment. The outcome of the Executive meeting on 29th January 2015 will also be available on our website:
www.wokingham.gov.uk

If you need the consultation documents in a different format such as large print, Braille or in another language or if you require assistance with giving your views, please contact Customer Services on (0118) 974 6000.



Your views on charging for social care services

We are proposing to introduce a more transparent and equitable charging system for social care services.

Currently, some services are subsidised and some are charged at full cost. We are proposing to charge those who can afford to pay for their care and support services. We will continue to provide subsidised services to those who are unable to pay. Nobody will be charged more than they can afford and most people will continue to receive free care.

We'd like to know what impact these proposed changes may have on you before we make a decision. We would really like to hear from you so please share your views by filling in this questionnaire.

All of the information you provide will be treated confidentially.

Questionnaire

Reset

Next →

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Your views on charging for social care services

Information About You

Q1a I currently use Wokingham Borough Council's social care services

- ☐ Yes
☐ No

Q1b Please tell us which services you receive:

- ☐ Day care
☐ Transport
☐ Respite care
☐ Sitting service
☐ Meals on wheels
☐ Employment support
☐ Home care

Other, please specify

Q1c Who are you in relation to this consultation?

- ☐ I am responding on behalf of a social care customer
☐ I am responding on behalf of a group of social care customers - please specify below how many and what services they receive
☐ I am a carer
☐ I am responding on behalf of an organisation - please specify below
☐ I am responding in another capacity - please specify below

Q2 Does Wokingham Borough Council currently ask you to contribute to the cost of your care and support services?

- ☐ Yes
☐ No
☐ Don't Know

Progress bar showing 100% completion

← Back

Reset

Next →



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Your views on charging for social care services

Q3 The Council spends £14million on supporting people to live at home and receives £2.1million by charging for this care. Do you agree that the Council should continue to charge for these services

- ☐ Strongly agree
☐ Agree
☐ Disagree
☐ Strongly disagree

Q4 Currently, the Council subsidises the services listed below including people who can afford to pay full cost. Do you agree that this subsidy should continue:

	Strongly agree	Agree	Disagree	Strongly disagree
If a person requires 2 people to provide support, we currently charge for 1 carer only (removing the subsidy means charging for both carers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meals delivered to your home known as Meals on Wheels	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Day care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respite care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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← Back

Reset

Next →



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Your views on charging for social care services

Impact of proposed changes

Q5 What would be the impact of the proposed changes on you and your immediate family?

	No change	Positive change	Adverse change
Your care and support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your finances	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6 If the proposed changes to charges are implemented, what support can we provide to social care customers and carers to make it easier to adjust to the new way of charging?

- ☐ Information about free or low cost support services
- ☐ Financial advice
- ☐ Benefits advice
- ☐ Other - please specify

Progress bar with 10 steps, step 1 is active.

← Back

Reset

Next →



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Your views on charging for social care services

Q7 Are there any other comments you would like to make about the proposed changes to charging?

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Thank you for taking the time to complete this consultation



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Submit ✓