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**0116 252 7004**

Other leaflets about adult social care:

- 1 Adult social care – who is eligible and how we decide
- 2 Our services – what we do and how we support people
- 3 Staying independent and safe – equipment and adaptations for your home
- 4 Arranging and paying for your social care support
- 5 Types of alternative accommodation
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- 8 Your social care record
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Ask your social worker for copies of these if you don't already have them.

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# Adult social care Arranging and paying for your social care support





**This booklet provides details how to arrange social care support and options for paying for it.**

Arranging and paying for your social care support

You should read it if:

- You need social care support to remain safe and independent and want to know how to do this.
- You need to know how services can be funded and paid for.



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## Personal budgets

A personal budget is the amount of money we allocate to you to spend on your social care needs, that are identified in your needs assessment. You can find details about assessments in our booklet - 1: Adult social care - who is eligible and how we decide.

### Who has a personal budget?

Most people who have a care assessment and are eligible to receive ongoing care and support from us will be given a personal budget. People who won't be eligible for a personal budget include:

- those in residential care
- people who need emergency support
- people who receive reablement services.

If you want to, you can take your personal budget as a cash payment. We call this a direct payment.

### How much will my personal budget be?

Everyone's budget is different. It is based on an assessment of your needs.

We use something called a resource allocation system (RAS) to work out how much your care may cost. This amount is only a guide to your personal budget amount and we will discuss your needs with you.

You may have to pay a contribution towards the costs. This money, along with any money we give you, makes up your personal budget.

When the amount has been decided, we will then discuss options with you. We can:

- help you to decide how to spend your budget
- tell you what services are available
- help you as much or as little as you like to organise your services and manage your budget.

### How will the money be paid to me?

If you choose to have a direct payment then the money will be paid into your bank account, or another person's account on your behalf.

If you want us to manage your budget for you then you will not receive the money directly – we will arrange services for you.

### What's the difference between a personal budget and an individual budget?

A personal budget is money allocated just for social care needs. An individual budget includes funding for other needs on top of social care, such as health, housing and disabled facilities grants.



## Direct payments

A direct payment is money given to people to help them to arrange their own care and services. You can choose to take your personal budget as a direct payment to buy your own care and support, instead of us organising services for you. If you prefer, you can have a mixture of some services arranged by the council and some that you arrange yourself using a direct payment.

### Who can receive them?

Direct payments are available to people who have been assessed to need help to lead an independent life: for example, help with washing and dressing. People living in residential care homes or nursing care homes are not eligible to receive this type of financial assistance.

### What can direct payments be used for?

A direct payment can be used for anything you have agreed in your support plan. This can include things such as:

- help with washing, showering, eating, dressing, toileting and getting in and out of bed
- help with things you do in the day, including leisure activities

- practical help: for example with shopping, essential cleaning, or preparing a meal
- short breaks for yourself.

They cannot be used for:

- services provided by the council directly
- accommodation/housing costs
- services for your health care needs.

### What am I responsible for?

We try to make direct payments as simple as possible. We work with a support agency that will help you – if you want – manage your budget.

You will be responsible for the following:


- Managing the money. You must have a separate ‘direct payments’ bank account and keep records of how the money is spent.
- Arranging any services, including sorting out any problems if they occur.
- Employing any staff. If you employ staff you have the legal responsibilities that go with that.

### How can I apply for a direct payment?

If you currently receive services from us and would like to switch to direct payments then you should contact your social worker.







If you are applying for services for the first time, your social worker should discuss the option of direct payments with you.

If you are eligible for direct payments, we will discuss a start date with you so you can make arrangements for your own care and support. When you are happy with the arrangements you will be asked to sign a contract with us. The contract is simply an agreement that you will use the money to pay for your own care and support. Then the payment will be set up.

### **Are direct payments difficult to manage?**

We try to make the system as simple as possible. If you want help managing your direct payment, you can get support from an agency that works on our behalf. We pay them to provide this support.

You will need to have a separate bank account. Every three months you will also have to complete some forms to show what you have spent the direct payment on and provide us with receipts of expenditure.

## **Financial assessments**

If you receive services from us, or have a direct payment to arrange and manage your own care you will need to have a financial assessment to see how much, if any, you should pay towards your care and support.

We may be able to help pay towards the cost of your care and support. To do this we need to know how much income you have, as well as details of any capital and savings. We also take into account certain expenditure.

You can refuse to have a financial assessment. If you don't have one you will be asked to pay the full cost of your care.

To find out what happens during the financial assessment and the information you will need to provide, see booklet – 6: Non-residential care charges, April 2012 to March 2013.





## How to pay for services

If you need to pay for some or all of your care and support, we will let you know in advance how much.

Every four weeks we will send you a charges account, which shows:

- charges for that four week period
- any payments carried forward from previous periods
- any balance owed or overpaid at the end of the current four week period.

There are four ways to pay:

### **Direct debit every four weeks**

If you pay by direct debit we will periodically check that your payments are correct and make any necessary adjustments.

If your care needs change we will adjust the amount you pay by direct debit. We will always notify you of these changes before they happen.

### **Cheque to Leicester City Council**

Pay by cheque. Cheques should be sent to:  
Leicester City Council, Adult social care, Charging team,  
B5 New Walk Centre, Leicester LE1 6ZG.

### **Credit or debit card**

Pay online at [leicester.gov.uk/onlinepayments](https://leicester.gov.uk/onlinepayments)

### **Swipe card**

We can provide you with a swipe card that can be used at any post office or retailer offering PayPoint facilities.



## Self-funding

Some people pay for their own care and support. This could be because they don't want a financial assessment or because they have been assessed as having too great an income.

People who pay for their own care and support are still entitled to a care assessment.

The following organisations can give further advice about self-funding:

### **East Midlands CARE**

The 'directory of care providers' published by East Midlands CARE provides a comprehensive section on paying for your own care. Alternatively you can email East Midlands CARE at [enquiries@emcare.org](mailto:enquiries@emcare.org)

### **Independent Age**

Independent Age provides advice for older people, their families and carers.

[independentage.org](https://independentage.org)

Advice line: 0845 262 1863

### **Care Quality Commission (CQC)**

The CQC is the independent regulator for all health and social care services.

[cqc.org.uk](https://cqc.org.uk)

Telephone: 03000 616161



## Arranging your own care and support – options and help available

### Choose My Support

Choose My Support is a website that allows anyone to search for and buy care products and services. These include personal care assistants, residential care and advocacy. The website is free to use but you have to pay for any services or products that you purchase.

To find out more information see:  
[choosemy-support.org.uk](http://choosemy-support.org.uk)

### Health and social care grants

A disabled facilities grant is money that we provide so that adaptations can be made to your home, to allow you to continue to live there safely. Disabled facilities grants are means-tested to make sure that the grant goes to the people who need it most. We also deal with cases according to their urgency.



The maximum grant that can be paid is £30,000.

We will look at the income and savings of the disabled person and their spouse or partner, and compare that to a standard assessment of the household's basic needs.

We also use a 'priority points' system to work out how urgently you need the equipment or adaptations. When we calculate your points, we look at the results of your assessment. Your assessment will recommend what adaptations or equipment you need for your home.

We also look at factors such as the type of property you live in, the location of facilities within your home, how easy it is for you to get to those facilities, access in and out of the property and family composition. In addition, we will look at how you will manage while you are waiting for the adaptations to take place or equipment to arrive.

The home improvement agency helps people through all stages of the process.

Customers who would prefer to organise their own schemes can do so. To get advice on this you can phone 0116 252 6112 or email [dfg@leicester.gov.uk](mailto:dfg@leicester.gov.uk)




## Confidentiality

We will treat the information you give us as confidential and will always act within the law if we need to discuss or share your personal information with anyone else.

## Complaints

You have the right to complain if you feel we have acted wrongly. The formal procedure for this is explained in the booklet - 9: Compliments and complaints.



## If you need more information or further help you can contact us

### Address

Adult social care  
1 Grey Friars  
Leicester  
LE1 5PH

Public opening hours:  
Monday to Friday, 9am-4pm

### Phone

0116 252 7004  
Monday to Thursday, 8.30am-5pm  
Friday, 8.30am-4.30pm

For emergencies only, outside office hours:  
0116 255 1606

### Minicom/Texbox

0116 252 7011

### Online

[leicester.gov.uk/adultsocialcare](http://leicester.gov.uk/adultsocialcare)

