



26. Paying for care at home

What you need to know about paying for care at home



Paying for care at home

Buckinghamshire Council will support you to remain in your own home. Sometimes, there may be a need for you to pay towards this care.

What will I need to tell you?

In order for us to identify whether you need to pay or contribute towards the care you receive, we will need to understand what your financial circumstances are. To do this, we will need to ask about any benefits you receive, if you have a pension, whether you own your home and so forth.

We will also need to know:

- How much money you have in any bank, building society and post office account(s)
- If you have any savings, stocks, shares or bonds
- Whether you have any ISAs
- If you own any property in this country or abroad (but not the home you live in)

Once we have this information we can then decide whether you are required to contribute towards your care.

- If in total you have less than £14,250, this will not affect your financial assessment
- If you have more than £14,250, but less than £23,250, we will charge £1 per week for every £250 of savings you have above £14,250
- If in total your capital is above £23,250, you will need to pay the full cost of your care

Will I always have to pay?

Your adult social care worker will let you know if you do not have to pay for your care. This may be because you are eligible for Continuing Healthcare or recovering from a major event and receiving Reablement support, for example.

We will always make sure that any payment identified leaves you with enough money to meet your essential household expenses, including any extra expenses relating to a disability.

Can I get help to manage my money?

If you want to manage your finances yourself, we are happy to help you complete a financial assessment and let you know what you may need to pay to make your own arrangements.

Some people may not want to manage their own finances. If you would like support with this please speak with us and we will try to find someone, or an organisation, that can help.

What happens after I let you know about my money?

After we receive your information, we will send you a letter to show you how we have calculated anything you are required to pay. If you think that the details are incorrect or have any questions, you can call us on 01296 383204. We are happy to talk this through with you.

Then what happens?

We will send you an invoice every four weeks which explains how payment can be made. You will have 14 days to pay your invoice before a reminder is sent to you. The easiest and safest way to pay your invoice is by Direct Debit, but you can also pay by cheque, standing order, credit or debit card.

What if my invoice is wrong or I go on holiday?

If you do not receive care because you are in hospital or go on holiday, you will not be charged for that week. If you get an invoice for a service you have not had or if your invoice is wrong, please call us on 01296 383204 as soon as possible.

When will you review how much I pay?

Each year, we will review your care and support and also the amount you are paying. If there are any changes we will let you know.

If there are any changes to your circumstances that affect your finances you can let us know by calling us on 01296 383204.

How to contact us



Call: 01296 383204



Email: adultearlyhelpteam@buckinghamshire.gov.uk

Use this space to write down things you need to remember to tell us

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How to contact us

Adult Care Services

To get more information about adult social care services you can:

 **Go online:** www.buckinghamshire.gov.uk and click on 'Care for Adults'

 **Call:** Social worker: _____ Team: _____

Are you worried about somebody?

If you or someone you know is at risk of abuse or neglect:

 **Call:** 0800 137915 (24 hours a day)

If you would like to give us feedback

 **Go online:** Please complete the online form at www.buckinghamshire.gov.uk

If you prefer you can:

 **Call:** 01296 387844

 **Email:** complimentsandcomplaints@buckinghamshire.gov.uk