



My social care support

A guide to adult social care



Adult Social Care

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Chapter 1

About adult social care



The adult's services team works in partnership across health and care sectors to help you stay independent, safe and well for as long as possible. We do this through delivering services aimed at preventing, reducing and delaying the need for more formal care and support. Our approach is personal, we recognise that each person has their own needs and circumstances and will work directly with you and the important people in your life to tailor services to support you in meeting your needs.

We believe that this person-centered approach helps people live within their own homes for as long as possible, surrounded by friends, family and local communities, delaying the need for more formal care.

We can help or advise you whether you are eligible for social care or not. The goal of our service is to support adults living in the borough to lead better lives, and to promote physical, mental, and emotional wellbeing.

If you are eligible for support from us, we will work with you to arrange care and support. If you would like a trusted family member or friend to assist you, this is fine. In some cases, we can arrange for an Independent Advocate to help.

If you are not eligible for support from us or simply need information and advice, we can help you connect with providers of a wide

range of care and support services across Ealing. We can also give you advice on how to put together your own care plan and find local providers and community activities. We can also help you make small adjustments to help you live at home such as a simple piece of assistive equipment or, handy person's services or accessing the right benefits for your situation.

We are setting high standards for the quality and choice of support and care services available. To do this, we work with suppliers and partners with the aim of delivering services in the right place, at the right time, and by suitably trained staff. Our partners include: the NHS, local and national social care providers, and the Care Quality Commission.

Above all, we will respect your dignity, and champion services that are delivered safely. This guide takes you through the key steps to getting the right care and support.



Chapter 2

Information and advice



The first step towards finding out about our services and which ones you might benefit from, is to get in touch with our advice and referral centre. They can help you with answers to general questions relevant to social care, giving advice on care and support, and tell you where to find information about local, community-based organisations and services in Ealing. You can reach us by telephone, online or email to make a referral.

If you need more comprehensive or specialist information or advice, we can direct you to the right person to assist you with your request.

The advice and referral centre can be contacted by:

Telephone: **020 8825 8000**

Email: **sscallcentre@ealing.gov.uk**

Adult social care – **self referral form**

Adult social care – **referral form - for representative**

You can also find lots of useful information and guidance about care and support on the council's website at: **www.ealing.gov.uk/careandsupport**. It includes useful links to other trusted websites, such as: the NHS, local and national education and learning sites, and other government sponsored resources.

Ealing council is also working with other boroughs as part of the West London Alliance to put together a dedicated online information and support directory called CarePlace.

On **www.careplace.org.uk** you can find providers for a wide range of services, locally based activities and community programmes.

Ealing Community and Voluntary Service at **www.ehcv.org.uk** can also give you information and advice about Ealing based programmes.

Do Something Good at **www.dosomethinggood.org.uk** can give you information on local community projects and volunteering opportunities.

How can I access the information I need?

You can get help from us or one of our partners:

- face-to-face
- over the telephone
- by email
- online at **www.ealing.gov.uk**
- through leaflets and booklets

What kind of information is available?

The Council and our partners can give you information for:

- care and support services and eligibility
- housing and housing-related advice for people with support needs
- West London Mental Health Trust have a single point of access or telephone **0800 328 4444**

- treatment and support for specific health conditions and where to find local NHS health services at www.nhs.uk including video and guidance to help you self-manage long term health conditions
- services that help you remain independent – such as a local handyperson and help around the home
- befriending and other programmes that prevent loneliness
- how to arrange for equipment and adaptations in your home
- welfare benefits
- signposting to services offering money management advice
- employment advice and signposting for disabled adults
- support for children with disabilities and their families as they move into adulthood
- information on accessible universal services
- other sources of independent information, advice and advocacy

What if I am a Carer?

Carers at www.ealingcarers.org.uk can access information and advice for their own needs, including:

- help with having a break
- health and wellbeing
- caring and wider family relationships
- financial matters
- caring and employment, education and learning

People with Specific Needs

Information is available for people with:

- sensory impairments
- social isolation
- disabilities that limit their physical mobility
- learning disabilities

- mental health problems
- people with Autism or Asperger's Syndrome
- people living with long-term health conditions

What about Independent Financial Advice?

The Council does not provide financial advice, but we can give you details of organisations who can help you, for example:

- MoneyHelper has been set up by the government to provide free and impartial money advice. They can help you improve your finances; give you tools and calculators to keep track of your money and plan ahead. They can support you in person, over the phone or online.
- telephone: **0800 011 3797**
- www.moneyhelper.org.uk
- the Society of Later Life Advisors (SOLLA) is a not-for-profit organisation to meet the needs of people who need financial services in later life.
- www.societyoflaterlifeadvisers.co.uk
- Ealing Advice Service at www.ealingadvice.org is a local service working to provide the people of Ealing with access to a range of advice including financial advice, welfare benefits, immigration, housing and debt.

What about Debt Advice?

The council does not provide debt advice, but we can give you details for organisations who can help you, for example:

- citizens advice, telephone: **0800 144 8848** www.citizensadvice.org.uk
- stepchange, telephone: **0800 138 1111** www.stepchange.org
- national debtline, telephone: **0800 808 4000** www.nationaldebtline.org

Chapter 3

Preventing, reducing or delaying the need for care and support



Supporting your overall wellbeing is obviously important during times of crisis - for example, when you are recovering from illness. But providing information and advice that enables you to access community services can help you remain independent, which we think is just as important. Having a positive sense of wellbeing and being in good physical health could help to delay or remove the need for formal care. This type of help is called "preventative support." We want to help you stay in good health, and to feel secure and connected within your local community in promoting better lives for residents.



Our team is here to discuss the range and benefits of preventative support and activities that are currently available to you within the local authority and community.

What kind of support and activities are available?

There are a wide range of programmes available from the council and our partners. Depending on your own needs and interests, you can access:

- **general information and advice** aimed at keeping you healthy, safe and well.
- referral to activities in your local community such as befriending schemes or social clubs to prevent you from becoming lonely or isolated. More information can be found on:
- careplace at www.careplace.org.uk
- do something good at www.dosomethinggood.org.uk
- age uk at www.ageuk.org.uk
- floating support to help you gain confidence in managing your money, bills and budget, report repairs, sort out rent/tenancy issues, filling in forms and writing letters.
- access to **equipment and adaptations for your home**. You may be eligible for special equipment, including: a bath board to enable you to bathe independently, a stair rail to help you climb stairs safely or other equipment like an alarm to make you feel safer in your own home.
- Reablement care, provided over a short-term period can help you regain your independence, for example, after a short stay in hospital, or keep you from having to

- go into hospital. This includes regaining your confidence to do everyday chores, such as cooking, washing or dressing. Reablement care is a short-term support usually lasting between two and six weeks, depending on how you're getting on.

Who will provide this support?

Our focus will be to work with you to identify and make sure that there are a variety of providers or options to choose from depending on your specific needs. This support can be provided by a wide range of professionals who work across the health and social care system and people who may be in your current network e.g., GP, family or a nominated representative.

Will I have to pay?

The council may charge for some types of short term or preventative support services although many are provided for free. You can find information about this in the adults' care and support **charging policy**.

If you are referred to an organisation outside of the council, you may be charged for their services.

What happens at the end of this support?

Preventative support can be basic signposting to information and advice, or a referral to services with a clear set of goals or outcomes, including expected timescales and onward support where needed. We will talk to you about these options and what happens when this type of support ends.

If you have longer term needs, you will be offered an initial screening assessment to see what types of support you are eligible for, and what services may be best for you.

If you are not eligible for ongoing support, you can ask us for information and advice about current services and activities available through the council and our partners throughout the borough.



Chapter 4

My social care needs assessment



If you, or someone you know has long term care and or support needs, we can help you to identify what types of support would be best to meet your needs. This process is called a needs assessment and can be offered to:

- adults with care and support needs
- carers with support needs as a result of looking after another adult, or a young

person with care needs approaching adulthood

- young people with care needs approaching adulthood and their carers (please refer to 'A Pathway to Adulthood for Young People Guide' - for further details contact our advice and referral centre).
- young carers who are moving towards adulthood.

How the assessment process works



1

Contact the advice and referral centre on 020 8825 8000 to speak directly to a member of our team or email sscallcentre@ealing.gov.uk to complete an online referral.



2

You will be asked about your current situation, what your issues are and what aspects of your life you might need more support with. If you simply need advice or information, we will give this to you – or signpost you to where you need to go.



3

Where it appears that you may have needs for care and support you may request a formal assessment.



4 During a full assessment we will ask you about how you manage your activities of daily living to maintain your independence and to determine any risks that could affect your safety and what you would like to achieve. We call these 'outcomes'.

We will ask you about your everyday routine, social activities, health, any caring responsibilities, family life, involvement in the community, safety, your home environment and your finances.

You can ask a family member or someone you trust to support you through the assessment process. In some cases, the council may arrange an independent advocate to assist you.

With your permission, we will also speak to important people in your life, such as your GP, a carer, family members and friends. This is to get their views and to discuss their role in supporting you.



5 After your full assessment is finished, your social worker will:

- Discuss your care and support needs and tell you what support is available from the council to meet your eligible needs.
- Talk to you about the different ways in which your eligible needs can be met.
- Give you information and advice on about how you can meet your non eligible needs.
- Discuss your next steps.
- Share a copy of your assessment with you.
- Explain the charging and financial assessment process which will be applicable if you have eligible care needs.
- Arrange for our community benefits team to support you in the completion of your financial circumstances form if necessary.
- Talk to you about how you could receive your support e.g. through a direct (cash) payment.

Chapter 5

Eligibility criteria



What is the national minimum eligibility threshold?

The national minimum threshold for eligibility is a set of standards or criteria used to work out if a person qualifies for care and support. The minimum threshold is part of a national framework which is used by all councils in England, and during the assessment will be personalised to your needs.

What are the criteria for people to receive help with care and support needs?

There are three criteria people must meet to be eligible for assistance, these are:

1. Do the needs arise from a physical or mental impairment or illness?

2. Do the needs mean that the adult is unable to meet two or more of the listed outcomes (listed above)?

3. Does this significantly impact the adult's wellbeing?

Outcomes or specific care and support needs

- managing and maintaining nutrition
- keeping up with personal hygiene
- managing toilet needs
- being appropriately clothed
- being able to live at home safely
- maintaining a habitable home environment
- developing and maintaining family or other personal relationships
- finding and signing on to work, training, education or volunteering
- using local facilities or services in your neighbourhood, including public transport and recreational or leisure services
- if you have a child under your care, carrying out your responsibilities as a parent or guardian

Eligibility

Your request for care and support will be reviewed using the criteria listed on page 11. After this is completed, we will tell you whether you are eligible for support.

If you are eligible, and would like us to assist you, we will work with you to make sure that your care and support needs are met.

If you are not eligible for support, we can give you information and advice on where to find support. We can do this for your current needs, as well as make suggestions for the future.

In some cases, if you have eligible need for care in a care home but have assets above the nationally set capital amounts the council may not have a duty to meet your needs. We may still offer you information and advice about finding the appropriate support until your financial circumstances fall below the nationally set capital amounts.



For carers with support needs

If you are a carer, the following three criteria are used to work out whether you are eligible. Currently, the council does not charge for support services provided directly to eligible carers, however, this may be subject to change in the future.

1. Do the needs arise because they are providing necessary care?

2. Is the carer's physical or mental health affected or at risk of deteriorating or is the carer unable to achieve any of the listed outcomes?

3. Does this significantly impact on the carer's wellbeing?

Outcomes or specific care and support needs for carers:

- carrying out caring responsibilities for a child
- providing care to others
- maintaining a habitable environment in their own home
- managing and maintaining nutrition
- developing and maintaining family or other personal relationships
- engaging in work, training, education or volunteering
- making use of necessary facilities or services in the local community, including taking part in recreational activities

Eligibility

Your request for care and support will be reviewed using the criteria listed above. After this is completed, we will tell you whether you are eligible for support.

If you are eligible, and would like us to help you, in most cases we will work with you to make sure that your care and support needs are met. Including offering a carers direct payment if eligible.

If you are not eligible for support, we can give you information and advice on where to find support. We can do this for your current needs, as well as make suggestions for future.

What is a resource allocation?

If you are eligible for support, the information provided in your social care needs assessment will be used to work out your indicative resource allocation. The resource allocation is a guide or an estimate of the amount of

money that might be required to meet the cost of your support.

The actual sum of money used to meet your eligible needs will depend on the cost and availability of the type of services that have been agreed in your personalised care and support plan. This is the agreed personal budget.

How is a resource allocation worked out?

We use formulas from information gathered during the assessment process to work out a reasonable estimate for the costs of meeting your eligible care needs compared to what it has cost to meet the needs of people we have supported with a similar set of needs. The formula is tested locally to make sure it gives reasonable and accurate information.

Your personal budget

Your personal budget is the cost of the services required to meet your care and support needs. It includes the amount, if any, you must contribute towards the cost of the services you need as well as the amount the council will pay.

You can use your personal budget in a variety of ways, for example:

- as a direct payment, where you make your care and support arrangements yourself:
- the council can make arrangements on your behalf: or
- a mixture of both.

Chapter 6

Safeguarding and mental capacity



Safeguarding is about making sure adults who are at risk are protected from harm and exploitation.

Our adult safeguarding duties apply to any adult who:

- has care and support needs
- is experiencing, or is at risk of, abuse or neglect
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs

If you are (or have been) the victim of abuse, or you suspect that someone is being abused, then it is important that you report it immediately.

An “adult safeguarding concern” describes the process where someone is first alerted to a concern or incident that indicates an adult with care and support needs:

- is experiencing or is at risk of abuse or neglect.
- as a result of their care and support needs, are unable to protect themselves against abuse or neglect, or the risk of it, and takes action to respond, and to report the concern.

To report a concern regarding an adult, members of the public or professionals can contact adult social care on:

Telephone: **0208 825 8000**

Email: **sscallcentre@ealing.gov.uk**

A digital referral is available from **www.ealing.gov.uk** on the adult social care pages

Mental capacity assessments

The mental capacity act applies to all professions – doctors, nurses, social workers, occupational therapists, healthcare assistants, and support staff.

The mental capacity act (MCA) is designed to protect and empower people who may lack the mental capacity to make their own decisions about their care, finances and treatment. It applies to people aged 16 and over.

Just because a person has a health condition it does not necessarily mean they lack the capacity to make a specific decision.

Someone can lack capacity to make some decisions (for example, to decide on complex financial issues) but still have the capacity to make other decisions (for example, to decide what items to buy at the local shop).

We may carry out a mental capacity assessment in certain circumstances as part of our assessment. This helps us legally make decisions about someone’s care.

The mental capacity assessment allows people to express their preferences for care and treatment, and to appoint a trusted person to make a decision on their behalf should they lack capacity in the future.

Deprivation of liberty

In certain cases, the restrictions placed upon a person who lacks capacity may amount to “deprivation of liberty”. This must be judged on a case-by-case basis.

Where it appears a deprivation of liberty might happen, the provider of care (usually a hospital or a care home) has to apply to their local authority.

They’ll then arrange an assessment of the person’s care and treatment to decide if the deprivation of liberty is in the best interests of the individual concerned.

If it is, the local authority will grant a legal authorisation. If it is not, the care and treatment package must be changed – otherwise, an unlawful deprivation of liberty will occur. This system is known as the deprivation of liberty safeguards.

If you suspect a deprivation of liberty may happen, talk to the care provider and then possibly the local authority.

The Court of Protection

The Court of Protection oversees the operation of the mental capacity act and deals with all issues, including financial and serious healthcare matters, concerning people who lack the mental capacity to make their own decisions.



Chapter 7

My care and support plan



What is a care and support plan?

If you are eligible for care and support, we will work with you to put together a care and support plan. This is a written, personal document agreed between you and the council that details your needs, the services required and how they will be delivered to you.

If you are a carer, you will receive a plan setting out the types of support you need to help you in your caring role.

What do I need to think about before I complete my plan?

The main decision you need to make before you start thinking about your plan, is how you wish your care and support arrangements to be made and paid for. You can choose from the following:

1. A direct payment – this means the council pays their portion of your personal budget through a cash payment made directly to you or a nominated person every 4-weeks for you to pay for your care and support services yourself or with help from a nominee. If you choose to have a direct payment, you agree that your financial contribution is paid into your personal budget.

A nominee is a person (for example, a partner, spouse, friend or family member) who you have named to help manage your direct payment. This option does not apply

to care home arrangements. We can also recommend organisations to manage your direct payment for you.

If you choose a direct payment or mixed budget, we strongly advise you to read the council's guide on direct payments at www.ealingdirectpaymentsguide.co.uk – you can also ask your social worker for a copy.

2. A council-managed option. You can also decide not to manage the delivery and payment arrangements of your care and support plan and ask that the council does this for you. We would manage your budget and services on your behalf, and you will pay the council contribution if assessed to do so.

If you choose the council-managed option, a social worker will work with you to complete your plan and then set up and manage your care and support needs for you.

3. A mixed budget – an arrangement that includes some elements of the choices listed above.

You can ask to change how you receive your care and support at any time.

Please note: if you have eligible social care needs that are being met by an informal carer such as a family member or friend, they should be included in the planning process.

We will also need to record their agreement to provide this care and support for you. They are also entitled to ask for their own carer's assessment and may be eligible to receive support services.

The role of independent advocates

For the most part, people go through the care and support assessment and planning process on their own, or with help from a family member or friend. However, we realise that in some cases, people may have a 'substantial difficulty' communicating their needs through this process. Under these circumstances, if a person going through the planning process does not have someone willing or able to help them, the council may arrange for an independent advocate. This is to make sure that your views and wishes are fully reflected throughout your assessment.

A copy of your agreed support plan can be made available to you at any time.

Carers support plan

Carers who are eligible for support after completing a carer's assessment are also entitled to their own support plan. This will detail any goals or outcomes they wish to achieve around providing care, work, education and/or recreation. It will also outline if any care and support is to be provided to the cared for person. Carers with eligible needs can also choose to have a direct payment.

Does my plan have to be agreed by the council?

Yes – the council has a process in place for agreeing individual care and support plans and carer's support plans. This is to make sure that your plan meets your eligible needs, supports your wellbeing, keeps you safe and well and shows how costs are going to be met.

Can I change my plan?

Once your plan has been agreed and put into action, it can be changed in the following circumstances:

- you can make minor changes without the need for a formal review or reassessment. For example: changing the time of a service, this type of change doesn't increase the overall plan and should be within your agreed personal budget.
- for more significant changes, that will increase or decrease the cost of your care, you will need to contact your social worker and you may need to complete a more formal care review.

Please note that you must inform your social worker if your care and support needs change significantly at any time.

Reviewing my care and support plan

Your social worker will check in with you about 6 to 8 weeks after your plan starts to make sure that all is well and that your arrangements are helping to make a difference. After that, we will contact you on an annual basis (or sooner if your support needs change significantly before your planned review date) to review your plan.

Chapter 8

Supporting your discharge from hospital



If you have to go into hospital, our social workers will work closely with you and medical teams from the point of admission through to discharge. We want to ensure that you do not stay in hospital for longer than you need to, and can continue your recovery with the right support in the right environment in the community.

We will work to make sure your needs at the point of leaving the hospital facilitate a safe discharge. This includes working with hospital and therapy staff to ensure your medication, aids/adaptations, therapy, community nursing and transport arrangements are in place, in addition to making arrangements for any of your immediate personal care needs once you are back home.



Many people can be discharged from hospital without the need for formal support from social care. If you are already receiving social care support your social worker will assess whether any changes are needed to your existing care and support arrangements on discharge and will keep this under review.

Some people will need a period of short-term support either at home or in a temporary step-down placement before we can assess your long-term needs for care and support.

We believe it is better to assess your ongoing needs once you are stabilised and back at home or in your normal environment. We will involve you and your family/support networks in the planning and can arrange for advocacy or capacity assessment where needed. Some of the home-based services provided on a short-term basis after discharge are not subject to financial assessment, for example equipment, bridging or reablement support.

Charging will apply to temporary or permanent care home placements and longer-term services provided by social care following your assessment.

Chapter 9

Paying for my care and support



Social care, unlike health care, is not free for everyone. The assessment process helps us work out how much the council can pay towards your care and support needs and what costs you will need to pay.

Determining a person's financial contribution towards their care, is based on your income, assets, savings and expenditure.

As a simple guide there are lower and upper capital thresholds of £14,250 and £23,250. If you have capital between these two values, a sliding scale of charges exists.

If you are an adult with eligible needs and have capital above the upper capital threshold, you will be responsible for the full cost of your care and support. We may be able to provide you with information and advice on how to make these arrangements yourself.

If you do not have capital above the upper capital threshold, you may still need to pay something towards your care and support. This will depend on your financial circumstances and include your income and any capital over the lower capital threshold. Further details on this area can be found on Ealing Council's website and in the booklet **determining your financial contribution**.

A carer can be a family relative or a friend providing support for you. Ealing Council does not charge for support services provided

directly to eligible carers; however, this may be subject to change in the future. If the person the carer is looking after has agreed to receive care services to meet the needs of their carer, then the cared for person will need to complete a financial assessment to determine how much, if anything, they will need to pay towards those services.

How we work out what you must pay for your care and support

Unless you are a carer, the first step is to make us aware of your financial circumstances. This will inform us of your financial situation so that we can calculate how much you will need to pay towards your care and support services.

If you do not complete a financial assessment form, you will be expected to pay the whole cost of your care and support. If you require help completing the financial assessment form, we can arrange for a community benefits officer to help you to complete the form.

The form will ask for details of your benefits, income, savings, investments, expenses and any properties you may own, or part own. You will need to provide documentary evidence of what you state on the form.

If you do not wish to disclose your financial information to us and are happy to pay the whole cost of your care and support, you may do so by declaring this on our financial assessment form.

We will write to you, informing of the outcome of your financial assessment once we confirmed the information you have provided.

The care and support charging policy in Ealing treats your benefits, income, savings, investments, expenses and any properties you may own (or part own) differently depending on whether the care you receive is in your own home, a residential home or other settings.

How much you will pay depends on your personal financial circumstances and your care setting. To find out more about financial assessments, please refer to www.ealing.gov.uk/paying-for-care or to the booklet **determining your financial contribution**

If you would like a hard copy of the **determining your financial contribution** booklet, please call the assessment team on 0208 825 7066.

If you live in a care home, you will always have a minimum amount per week for personal expenses after the amount you pay has been taken into account. This amount is set by the government.

If you live in your own home, you will be left with at least the minimum income guarantee amount for your age which is set by the government.

The government set capital thresholds, personal expenses and minimum income levels, these may change every April, and financial assessments are adjusted accordingly.

Support is available to help you complete the financial assessment form. Your social worker

can provide details of organisations that can help you.

We appreciate how important it is to know what you are expected to pay towards your care and support. We aim to complete your financial assessment in a reasonable time period; however, individual financial circumstances differ from one person to another, and some financial assessments may take longer depending on the complexities involved and the time taken to receive information about your circumstances.

Services excluded from charges

We cannot charge you for certain types of care and support. These are:

- intermediate care, including reablement. (this must be provided to you free of charge for up to six weeks).
- installing aids or making minor changes to your home to assist nursing care or daily living. An adaptation is referred to as minor if it costs less than £1,000.
- care and support provided to people with Creutzfeldt-Jakob disease.



- after-care services/support provided under section 117 of the mental health act 1983.
- any service or part of service which the NHS is under a duty to provide. This includes continuing healthcare and the NHS contribution to registered nursing care.
- assessment of needs and care planning.

Other charges

In addition to financially assessing your contribution towards your support plan, there may be other reasonable charges we make for example, looking after your pets whilst you are in hospital i.e., kennel fees, locksmiths charges if we have to access your property in an emergency.

How will I pay for my care?

Direct payment - If you choose to receive a direct payment, you would arrange your own agreed care and support services and manage the budget to pay for them yourself. With this option, the council will pay their portion of your care and support directly into a bank account every four weeks. This does not include your agreed financial contribution. You must use the same bank or managed account to both pay for services and also add your contribution towards costs.

Further information can be found at www.ealingdirectpaymentsguide.co.uk

Council-managed - If you choose to receive a council-managed budget, Ealing Council will arrange your care and support. You will be required to pay us your contribution, if applicable, we will send you an invoice every month, or you can choose to pay by direct debit.

Mixed budget - If you are receiving some of your personal budget as a direct payment and some as a council-managed budget, The direct payment element will be paid NET, you will be required to pay your contribution element into the bank or managed account.

Getting more information about these costs

Your care and support plan will outline the services being provided to meet your needs (your personal budget). You can request a breakdown of the costs the council will contribute towards your personal budget once your care and support plan and financial assessment are completed. Ask your social worker to provide this.

Deferred payment agreements

The costs to go into residential care can be quite high. If you own your own home and it is included in your financial assessment, you may be expected to pay for the whole cost of your care and support on your own.



Making the decision to sell your home or not is a difficult one. If you qualify, a deferred payment agreement could be set up which puts off the sale of your home during your lifetime. You will still be required to pay a contribution from your regular income and assets, but you can defer the remainder of the cost of the care against the value of your home. The deferred amount is secured by a legal charge placed on your property.

There will also be charges and interest levied against the deferred amount.

The council is required to offer a deferred payment agreement for those who meet the eligibility criteria but may offer one to those who do not, for example if you have suitable security other than a charge on your home.

Our care and support deferred payment policy has more information on these agreements and how they work in Ealing.

We are only able to provide information on our own deferred payment arrangement. You may find that there are other more suitable financial products available to you. You should seek independent legal and financial advice when considering how to pay for your care and support and the deferred payment agreement.

Managing your financial affairs

We strongly recommend that robust arrangements are in place to manage your property and financial affairs and/or your health and welfare if you need support. This might include arranging a lasting power of attorney (LPA) with a trusted person or organisation. More information about this is available from www.lastingpowerofattorney.service.gov.uk

The council offers deputyship and appointeeship services where a person lacks mental capacity to manage their financial affairs or does not have any formal or other informal 3rd party arrangements to manage their financial affairs. This service includes making payments towards their assessed financial contribution towards social care. The social worker will make referrals to this service if it is appropriate to do so.

More information on our financial assessments

If you would like to know more on what types of income, savings and expenditure are used during this process, please refer to our **determining your financial contribution** booklet that explains how your contribution is calculated.

Chapter 10

Self funders and full contributors



What is a self-funder and how does the process differ from council commissioned care?

You are a self-funder if you have made your own independent arrangement for your care and support privately, and are paying for these yourself, without any financial support from the council. If your capital assets exceed the statutory threshold of £23,250 you will pay the full cost of your care, either as a self-funder, or if your care is arranged by the council by being invoiced for the full cost of the care (we refer to this as a full contributor). The council charges an annual management fee in such cases.

Self-funders all have the right to request general information and guidance in helping to find care home accommodation in the borough and this will be provided. However, a self-funder who feels they require more in depth assistance in helping to arrange this care must:

- Agree to a formal needs assessment by a qualified social worker (to confirm their eligible care needs and what level of assistance is required in setting up the care home arrangements) and
- Agree to a financial assessment (to formally confirm their financial circumstances and ability to fully fund the cost of their care as a full contributor)



Once these assessments have been completed, providing you are either, an ordinarily resident in Ealing or present in the borough but of no fixed abode, the authority will provide such assistance as is specified in their needs assessment with respect to arranging residential care home accommodation and will invoice you for the assessed contribution. The council may choose to assist a self-funder with more in depth needs in urgent cases but is not bound to do so without the self-funder agreeing to the above process.

If you have made private arrangements to reside in a care home as a self-funder, and you are no longer able to meet the cost of the provision, you can request that the council conducts an eligibility assessment and financial assessment to determine if the council can provide financial support to meet the cost of that placement, or provide affordable alternatives. This will depend on your financial circumstances and may be subject to the choice and third party top up arrangements.

If you're currently a self funder and close to falling below the financial threshold of £23,250, contact our advice and referral centre for further information. Details in chapter 2, information and advice.

What is the cap on care costs?

At the time of writing, the government has deferred the date for the introduction of a financial cap on care costs to October 2025, however this may be subject to change. The cap refers to the amount people will have to pay for their care and support before the council will assess needs/arrange support and make an appropriate financial contribution towards the cost of meeting eligible needs. As more information about the possible introduction of a cap on care costs becomes available, we will pass this information on to residents receiving care and support, and as far as possible to those who have made private arrangements for their care needs to be met. We will also update our web pages and charging policies.



Chapter 11

Choice of accommodation and third party top ups



Third party top ups

People may choose to enter accommodation that is more expensive than the amount identified for the provision of the accommodation in the personal budget. If so, an arrangement will have to be made as to how the difference in cost will be met. The council will make placements in more expensive accommodation provided the person is able to demonstrate that a third party is able and willing to make-up the difference between the service providers rate and the personal budget ("top-up"). In exceptional circumstances it is lawful for the person receiving care to pay a "top-up" themselves. The person paying the "top-up" will be required to enter into a formal agreement with the council.

Guidance about third party top-ups

Choice of accommodation

The care and support planning process will identify how best to meet a person's needs. If a person is assessed as needing one of the following types of accommodation

- residential or nursing care home accommodation
- supported living accommodation
- shared lives scheme accommodation

Then they have the right to choose between different providers of that type of accommodation subject to certain conditions being met. The choice is between different settings not different types. The conditions are:

- the accommodation is suitable to meet the persons' assessed needs
- the accommodation would not cost Ealing Council more than the persons personal budget (the "usual cost") - having due regard to the assessed needs of the person
- the service provider is willing to provide the service subject to Ealing Council's usual contractual terms
- the accommodation is confirmed as available within a reasonable timeframe to facilitate discharge from the hospital setting

Where possible all person/family will be given up to three services to view. Where the person/family do not like the accommodation offered and a vacancy is not available in the service of their choice then the patient will be placed in one of the available sourced options pending a vacancy arising in the preferred accommodation and subject to an agreement to fund from the NHS or Ealing Council.

Chapter 12

My review



Once your own care and support plan is put into place, we will check in with you to make sure that everything is running smoothly. Each review will focus on four main questions about your plan. It is your chance to tell us what is working well, and to identify any areas of improvement, this includes:

1. what is working, what isn't working - and do any changes need to be made to your care and support plan.
2. have any of your goals or outcomes been achieved or are close to being achieved?
3. do you have any new goals or objectives that you want to achieve?

If you chose a direct payment to pay for your care, how you have managed your money?

You don't have to go through the review alone. You can ask a family member, friend, or carer to help. In some cases, the council can arrange for an independent advocate to be present at your review if needed.

Your carer and/or any other relevant person helping with your care and support will also be asked for feedback. Most importantly, this is a time for you to tell us how you feel about your care and support plan and suggest any changes to it.

There are 3 main types of review that are carried out, these are:

- 1. Six to eight week review.** This is usually over the telephone. We will check that all your identified support services have started and is going well. If needed, we can make small changes to the support you are receiving.
- 2. Planned yearly review.** Once a year, a social worker will visit you to discuss how your care and support plan has worked for you in meeting your agreed outcomes. During this yearly check-up, you can also complete a new care assessment to make sure that the support you are receiving is still appropriate.
- 3. Unplanned review.** This can be done any time if there is a major change in your circumstances, your level of needs, or in a crisis situation.

You can request one of these reviews, as can your carer, the council, or a person acting on your behalf.

Any major change in the level of support you need will require a new needs assessment. You should contact your social worker or the advice and referral centre by either e-mail to sscallcentre@ealing.gov.uk or telephone on 020 8825 8000 as soon as possible if your circumstances or needs change before the date of your next planned review.

Chapter 13

Have your say



At Ealing Council there are regular meetings that take place which discuss how adult social care services are run. At these meetings we welcome feedback and participation from people who use our services, as well as from their family and/or carers.

These meetings are known as partnership boards and they take place regularly, usually once every three months. The meetings sometimes take place online or sometimes face to face.

There are currently 5 partnership boards:

1. Carers board
2. Mental health and suicide prevention board
3. Learning disability board
4. Autism board
5. Older adults, disabilities and long-term conditions board

The views and experiences of people who use our services is very important to us. We use your feedback to help us improve the way we deliver services.

We would really value your input and welcome your participation at these meetings.

For an up to date list of partnership boards and for further information on how you can take part in the meetings, e-mail integrated commissioning, adult social care Beinvolved_ASC@ealing.gov.uk

Chapter 14

Appeals and making a complaint



Appeals

If you are unhappy with your assessment, personal budget or care and support plan then you can lodge an appeal.

You can appeal yourself or someone can appeal on your behalf and you can lodge an appeal up to 12 months from the original decision.

This should be after an initial discussion with your social worker in trying to find a resolution.

You are encouraged to make your appeal in writing, outlining the issue you are appealing against and why you think that the process has been unfair or the outcome inaccurate.

Appeals should be sent to your social worker who will forward to their Team Manager, who may enquire further and then forward to the Head of Service who will review the matter and contact you to find a resolution.

The Head of Service will make a decision within 30 days of the appeal being lodged.

The outcome will be communicated to you in writing with the decision and the reasons for the decision clearly explained.

If you are still not satisfied with the outcome then you have recourse to the Adult Social Care Complaints Procedure.

Making a Complaint

If you are unhappy about the care you or someone you know has received, you have the right to make a complaint to us.

The first step is to contact the member of staff you are dealing with or their manager. Don't be afraid to make a complaint as it will not count against you in any way.

Ways to complain

We will normally only consider complaints about things which happened in the past 12 months. However, in some cases we may be able to consider complaints outside of this period.

- Speak to a member of staff who works in the service you wish to complain about
- Complete an **online form**
- Email us at **complaints_adults_services@ealing.gov.uk**

What happens next

We hope that most concerns can be settled by talking to the member of staff you originally contacted about your complaint.

If you tell them what it is that is worrying you, they will try to find a solution.

It is important to give them all the information you have as this will help them to assess your concerns correctly and resolve them quickly.

We call this an early resolution.

If you are not happy with our response and an early resolution hasn't been possible, your concerns will be logged as a formal complaint and acknowledged within three working days.

We will make every effort to resolve it quickly and effectively. We will appoint someone to investigate your complaint and contact you to agree the best way to reach a satisfactory outcome.

As part of this process we will:

- Go through the reasons for your complaint, identifying each aspect of the complaint, to make sure that we understand your concerns properly.

We would normally do this by phone, but we are able to meet you if that suits you better

- Agree a complaint 'plan', including how we will investigate your complaint and the time it will take.

Our aim is to complete most complaints within 25 working days but some complaints may take longer to resolve.

- Ask you what you would like to happen as a result of your complaint and tell you if we think this is realistic.
- Ask you how you wish to be kept informed about the progress of your complaint, and make sure we contact you regularly.

This can be by phone, letter, email or through a third party such as an advocacy or support service.

If you feel your concerns have not been resolved after this process, we can consider doing further work on your complaint.

We will continue working on your complaint until we reach a final agreed resolution, or agree no further progress can be made.

You will be involved in every step.

