

What you should expect to pay for care services in 2023-24



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Introduction

This leaflet provides details of how we charge for adult social care services including home care services and services supplied in a care home.

The principles that we apply when calculating how much you may pay towards care and support services are contained within the Care Act 2014 www.gov.uk/government/publications/care-act-statutory-guidance. It is important to be aware that these are not the same as, for example, principles applied for tax purposes. If you have any questions please do not hesitate to ask us.

Most services require the completion of a financial assessment. You can also start your own financial assessment by using our online facility at www.northyorks.gov.uk/adult-care/social-care-adults/helping-you-prepare-cost-social-care/paying-social-care

Sometimes care and support can be paid for by NHS Continuing Health Care(CHC). Your social care assessor will explain this to you if it is appropriate. It is this advice that you should follow. Payment for care and support will however be required until such time as any CHC award may be made and if it is successful refunds may then be paid back to you. However it is important that you pay up front invoices for your care and support services in any such circumstances until you are advised otherwise.

You will always be asked to pay for:

- **meals** you receive at home, in luncheon clubs or in day care; and
- **transport** to and from day care, if this is provided.

Each section explains how we complete the different financial assessments for each type of care.

Paying for services in the community

How do we work out how much you will have to pay?

To work out how much you will need to contribute to the cost of your care, the Council will carry out a financial assessment. We will ask you to give us full and detailed explanations/documents relating to financial circumstances. Examples of these are given below.

Income

This could be your:

- state retirement pension;
- private pensions;
- disability and some other benefits;
- interest from investments.
- Annuities
- Bonds
- Drawn down pensions

It does not include any earned income such as wages.

Outgoings

This could be money going out such as rent, mortgage, reasonable housing costs, council tax and water rates. When we carry out your financial assessment we will need to see evidence of these costs.

Capital

The capital we look at is the money that you have. This could be:

- in the bank;
- in the building society;
- shares; or
- investments.

It does not include the value of your main or only home. However, we will include the value of any other property/land you own and/or rent to others unless you move to a scheme providing 'housing with care' or a 'supported living' scheme. We will then use these details to work out your assessable income, and the amount of money that you may have to pay for services.

The assessable income is the amount you have left after taking away some of those outgoings and some other costs which may be incurred as a direct result of your illness or disability.

We make sure that you have enough to live, these weekly amounts are set by central government each year.

When looking at your capital we will apply the same discretion which is used when completing an assessment for residential care services, as outlined in the Department of Health document Care Act 2014.

The financial assessment will be completed by a benefits and assessments officer, who will contact you to make arrangements for the assessment to take place.

There is also an online facility which can be viewed by visiting www.northyorks.gov.uk/adult-care/social-care-adults/helping-you-prepare-cost-social-care/paying-social-care

Preparing for your financial assessment

They will let you know what information you will need to provide if you possibly can. This will help to ensure that completing the financial assessment is done as smoothly as possible for you. There is also a list of some of the information you may need to provide at the end of this leaflet. You can arrange for someone to be with you when the assessment is completed if you want to.

Please note that if you decline the financial assessment or you are unable to provide the necessary information which we ask for, we will assume that you are able to pay for the full cost of providing your service and will invoice you accordingly within a reasonable time frame.

Deprivation of assets and/or income

Please be aware that when the council is asked to consider providing financial assistance towards the payment of social care and support services we will require evidence of your financial circumstances.

If, as a result of reviewing the evidence, the council believes that you and/or your financial representative has deliberately deprived you of any asset and/or capital with the intention of avoiding paying for your care and support we will assume that this capital or other asset is still available and will charge you accordingly.

It is therefore important that you advise us of any subsequent change in your financial circumstances which may occur after the initial financial assessment was completed, using the contact details at the back of this leaflet.

Does everyone have to pay for their services?

In some cases we may provide you with a short period of intense care and support in your own home if it is deemed that you are eligible for this support. This initial service may be free of charge. Your social care assessor will explain this to you. During this period of time we will also consider providing you with specialist equipment, for example, a Lifeline service, if you do not already have one and this will also be free of charge initially.

We are able to provide this short period of intense care and support as a free service as we work closely with our Health Service colleagues to help people to recover more quickly, for example after a period in hospital or after suffering a serious illness. This service offers far greater support towards health needs in addition to supporting social care and independence and it may be without charge to reflect the community's entitlement to free healthcare.

After the first few weeks, we will then review your care and support and we will then discuss with you whether or not you need further long term services. Where long term social care support is required, you will be asked to undergo a financial assessment to determine how much you may be asked to contribute towards these services. We usually charge for care and support on a minimum of 15 minutes per session.

What if you have savings?

If you have savings below £14,250 (for the financial year 2023-24) they are not taken into account when working out your charge for services.

If you have savings over £14,250, some of these will be taken into account when working out your charge for services, this is known as tariff income.

If you have capital and/or savings above the national capital limit of £23,250 (for the financial year 2023-24) we will ask you to pay the full cost for the services you receive.

These figures are reviewed every year.

What else do we look at when working out your charges?

We will look at any welfare benefits to which you may be entitled and help you to claim them if appropriate.

When the financial assessment is completed, we will also talk to you about any additional expenses that you may incur as a direct result of your illness or disability. We will ask you to provide evidence of the additional expenses, for example, receipts, these are known as disability related expenses. These expenses may then be taken into account when we work out how much you have available to pay towards your services.

How much will you pay?

Everyone will be asked to pay for meals and transport where this is provided. Meals taken at a day centre or luncheon club which are managed by North Yorkshire Council, Health and Adult Services will be charged at £4.30 for a two course meal or £3.10 for a main course and £1.20 for a sweet.

Transport will be charged at £8.20 per journey up to a maximum of £43 per week. The personal laundry service, where available, will cost £5.75 per load.

The amount you pay for other support services will be calculated from your financial assessment. The assessment will take account of the actual cost for providing the service.

You will be asked to pay the full cost of providing the service if:

- your capital is over £23,250 (for the financial year 2023-24);
- you decide not to tell us about your financial circumstances; or
- you refuse to sign the financial declaration form.

If your capital is less than £23,250 we will look at:

- your assessable income;
- the level of service you receive; any capital that you have over £14,250; and
- any costs directly linked to your disability or health condition.

What happens if you are part of a couple?

If you are part of a couple, with your partners permission, we will assess you jointly using both you and your partners income and savings and also as an individual, using only yours and any jointly held income and savings. We will look at the results for both of these assessments. The amount you will be asked to pay for your services will be based on the assessment that suits your household the best.

What if you disagree with the amount we ask you to pay?

If you are unhappy with the financial assessment, please contact your local benefits, assessments and charging team (see contact details on the back cover of the leaflet).

What happens if your financial circumstances or care needs change?

If your financial circumstances, care needs or housing support needs change please contact your social care assessor/coordinator so that we can arrange to review how much you pay.

If there is a change to your charges, our benefits, assessments and charging team will tell you. If your financial circumstances change and you don't tell us, we may backdate your charges to the date of that change. We would consider a sudden increase in capital, sale of a property or a welfare benefits award as a potential change in financial circumstances.

It is therefore important that you advise us of any subsequent change in your financial circumstances, which may occur after the initial financial assessment was completed, using the contact details at the back of this leaflet. Please also tell us about any other change in your circumstances, for example, the death of a partner. We may then be able to help you to deal with any subsequent changes to your income.

What if you don't receive services for a while?

You will only pay for services you receive. If you do not receive any services for a while, for example, if you are in hospital, then you do not pay. We do ask you to

cancel any services at home in a timely manner, wherever possible, preferably giving 5 days notice, if for example, you are on holiday or away for the day. If you do not cancel services we may still invoice you.

What if you cannot afford to pay?

If you think that you cannot afford to pay, please contact your social care assessor/coordinator straight away. They will talk with you about why you cannot pay your charge and we will discuss ways of helping you meet the charges.

We endeavour to send you an invoice every four weeks for the services you receive.

How can you pay?

Your first invoices will be based on the care and support that has been planned and agreed with you and your social care assessor/coordinator. We sometimes have to wait for the person or company who has been asked to support you, to confirm what levels of service were actually provided for you. If it subsequently arises that

the amount of support you were provided with was different we will adjust your account as soon as possible once any difference is confirmed. This may mean that your first invoice covers a number of weeks but subsequent invoices will then routinely be issued every 4 weeks. By doing so we are able to provide you with an invoice in a timely manner, helping to reduce any concerns you may have regarding payment for your care and support.

We will print the dates of the care you are being charged for on your invoice. The council's preferred method of payment is by direct debit. The benefits and assessments officer will help you to complete the Direct Debit mandate if you would like that help.

If you do not wish to do so at that time further details about how to make this arrangement will be sent to you with your first invoice.

Direct Payments: Paying for your care

If you have consented to receive a Direct Payment to purchase your own care and support, you will be required to open a dedicated bank account for the sole purpose of receiving the Direct Payment. You may also be expected to contribute towards the cost of your care and support. This amount will be calculated as part of the financial assessment process. When you are informed of the amount you have to pay, you must make arrangements to pay the assessed amount into the dedicated bank account. We will help you to make this arrangement. For more information please refer to the leaflet 'Direct Payments – what you need to know'.

Paying for care in a residential or nursing home

If you are thinking about moving into a care home, please talk it through with us first. We may be able to help you make a decision.

How will your care be paid for?

Depending on your financial circumstances part of your accommodation and your care costs may be paid by the Council.

The cost of the nursing element of your care is the responsibility of the local NHS.

We will work out how much you will be asked to contribute, based on your income, including any welfare benefits, and any capital you have. We calculate this amount using the Department of Health document 'Care Act 2014'. A copy of this can be obtained by accessing the following www.gov.uk/government/publications/care-act-2014-statutory-guidance-for-implementation.

We will send you an invoice every 4 weeks.

You will be left with a weekly personal expenses allowance.

This amount is agreed by central government each year. We will also complete an assessment if you are going into a care home just for a short period.

Please note that if you are admitted to hospital from a residential care home you will still be expected to pay for the place in the care home.

What about welfare benefits?

If you are entitled to claim pension credit or other benefits we will help you to do so. If you are not entitled to financial help from Health and Adult Services, you should claim attendance allowance to help you meet the cost of paying for your care. We can help you with this too.

How will we work out your contribution?

We will need to ask you about your income and any capital that you have. This information will be treated confidentially. We will then work out your contribution according to government rules contained in the Department of Health document as previously mentioned.

You may wish to get independent advice about your finances.

Income

We will take into account welfare benefits, pensions, earnings and any other income such as from rents or from a trust or other sources.

Capital

The capital we look at is the money or assets you have. This could be:

- property (such as a house);
- land;
- national savings certificates;
- premium bonds;
- stocks and shares;
- savings held in cash or in a bank account;

- unit trusts; and
- trust funds.

Particular rules apply to investment bonds and if you hold such investments you are advised to seek advice from an independent financial adviser on how they will be taken into account.

If we have reason to believe you have disposed of any capital to reduce the amount you will pay towards the cost of your care.

We may take this capital into account as if you still owned it.

The first £14,250 (for the financial year 2023-24) in value of any capital that you have is disregarded.

For every £250 or part of £250 that you have over £14,250, £1 will be taken into account as weekly income. This will be added to your normal income in order to work out how much you will be asked to pay.

If you have capital worth £23,250 or more you will be required to pay the full charge for your accommodation. In this case you may be able to access independent financial advice.

Further information about how you can access this help can be obtained from www.payingforcare.org

What will you be left with for yourself?

You will be left with a personal expenses allowance to spend as you wish on personal items such as clothes. The amount is determined by the Government and is £28.25 a week for the financial year 2023-24.

What difference will there be if you decide on a local authority home rather than a private home?

There is no difference in the way that the cost to you is worked out, however, the full cost may be different.

In private care homes it will depend on the care and services being provided.

We will pay our contribution towards the private care home's fees, direct to the proprietor and you may be able to pay your

contribution to the Council or direct to the proprietor each week.

what happens if your financial circumstances or care needs change?

If your financial circumstances, care needs or housing support needs change please contact your social care assessor/ coordinator so that we can arrange to review how much you pay.

If there is a change to your charges, our benefits, assessments and charging team will tell you. If your financial circumstances change and you don't tell us, we may backdate your charges to the date of that change. We would consider a sudden increase in capital, sale of a property or a welfare benefits award as a change in financial circumstances.

It is therefore important that you advise us of any subsequent change in your financial circumstances, which may occur after the initial financial assessment was completed, using the contact details at the back of this leaflet.

What if you have some extra support from another person?

We are happy for you to receive extra financial assistance from someone other than your spouse. We will not count that support as part of your income provided that you use it:

- to pay for something extra that the local authority would not provide; or
- to enable you to choose a more expensive care home than we would normally pay for.

What if you make your own arrangements and move into a private care home, then your capital falls below £23,250?

If you are already living in a care home and your capital falls below £23,250, ask us to arrange for a care manager to assess your care needs.

If you wish to stay in the same home and we agree that the level of care provided meets your needs, then we may help with the cost. If you are living in a home which

charges more for your care than the Council normally pays and you wish to stay there, you may arrange for a relative or friend to pay the difference in price. This is called a 3rd Party Top Up payment and it must be paid as part of a formal contractual agreement between the person paying this additional amount, the Council and the proprietor of the care home. This amount cannot be paid out of your own capital or income.

Property

In some circumstances a property you own will not be included in the assessment.

If you are a part owner of a property different rules may apply to the value when taken into account in the financial assessment.

There may be other circumstances and we will discuss these with you as part of your financial assessment.

In calculating your charges the value of your property may also be disregarded for the first 12 weeks following the start of your permanent residential or nursing care.

What is the Deferred Payments Scheme?

The Deferred Payments Scheme is designed to help you if you have been assessed as having to pay the full cost of your residential care – but cannot afford to pay the full weekly charge because most of your capital is tied up in your home.

Effectively the scheme offers you a loan from North Yorkshire Council, using your home as security. It doesn't work in exactly the same way as a conventional loan; the Council doesn't give you a fixed sum of money when you join the scheme, but pays an agreed part of your weekly care and support bill for as long as it is necessary.

You will pay a weekly contribution towards your care that you have been assessed as being able to pay from your income and other savings. The Council pays the part of your weekly charge that you can't afford until your home is sold.

The part the Council pays is your Deferred Payment.

If you make your own arrangements to move into a care home, but are unable to pay the full charge until your house is sold, you may be able to get pension credit and other benefits whilst it is up for sale. We can assist you to claim this money if you are entitled.

The Council also operates a Deferred Payment scheme which will allow you to keep your property after that initial 12 week period, with part of the charges you will be expected to pay being deferred. A Deferred Payment Agreement is an arrangement that allows those that are eligible to use the value of their homes to pay for their care costs.

We have included some frequently asked questions to help understand what the scheme means. Full details of the Deferred Payment Scheme will be discussed as part of the financial assessment.

The Deferred Payment builds up as a debt, which is cleared when the money tied up in your home is released, for example when it is sold. For many people this will be done by selling their home, either immediately or later on. If you want to, you can also pay the debt back from another source.

However, you do not have to sell your home if you don't want to, you may, for example, decide to keep your home for the rest of your life and repay out of your estate, or you may want to rent it out to generate income. If you do this, you will be expected to use the rental income to increase the amount you pay each week, thus reducing the weekly payments made by the Council, and minimising the eventual Deferred Payment debt.

Charging interest

The loan will have interest charged on it. The maximum interest rate that will be charged is fixed by the government. Currently the maximum rate to be charged is based on the cost of government borrowing, and will change on 1st January and 1st

July every year. This interest will be compounded on a 4 weekly basis.

The interest will apply from the day you enter into the Deferred Payment Scheme.

You will receive regular statements advising you how your charge is being calculated and what the outstanding sum on your Deferred Payment account is.

Your agreement with North Yorkshire Council

If you decide to use/apply for the Deferred Payments Scheme, you enter into a legal agreement with the Council by signing an agreement document. The Council then places what is called a 'legal charge' on your property to safeguard the loan. You will be charged for this expense.

The agreement covers both the responsibilities of the Council and your responsibilities, one of which is to make sure that your home is insured and maintained. If you incur expenses in maintaining your home while you are in residential or nursing care, these will be allowed for in the amount that you are

assessed as contributing each week from your capital and income etc.

You can end the agreement at any time (for example if you sell your home) and the loan then becomes payable immediately.

Otherwise, the agreement ends on your death and the total value of the loan becomes payable 90 days later.

The Council would not usually cancel the agreement without your consent, unless, for example, the terms of the agreement are not adhered to.

Advantages of using the Deferred Payments Scheme

You should take independent financial and legal advice to help you decide which course of action will be financially better for you.

If there is an existing agreement for a third party 'top up', where a family member or other person puts additional money towards your placement, and you decide to take advantage of the Deferred Payments Scheme, you can add the cost of the 'top up' payments

to your Deferred Payments Scheme loan, if the Council agrees that there is enough equity in your home.

The government's rules say that 'top ups' for people not using the Deferred Payments scheme currently have to be paid for by somebody else, for example, a member of their family, so a Deferred Payment is currently the only way of paying the top up yourself without depending on a third party.

Please note that before agreeing to enter into a Deferred Payment Agreement we have to look at the value of your home. We will also look at any outstanding mortgage, other legal charges or equity release agreements in order to ensure that it is realistic for the Deferred Payment Agreement to go ahead.

Costs associated with the Deferred Payments Scheme

There are one-off set up legal costs, which are currently £188, a Land Registry charge of a land search £51. Professional valuations costs £350 but this may be higher for more complex cases. You will be advised if the higher rate applies. There is also an administration charge of £148 (2023-24 rates).

The Council's legal department will write to you separately about these charges if you decide to take out an agreement. **Please Note** – the professional valuation costs may be £500 for more complex cases; you will be advised if the higher rate applies.

There are also ongoing annual costs of £424 (2023-24 rates).

Other options

You may choose to rent out your property, which could give you enough income to cover the full cost of your care. There are advantages to this as you will not accrue a debt, be liable for interest and administrative charges and your property will be occupied. Your tenant will be paying utilities and council tax which will reduce your outgoings.

There are also various equity release products which may be suitable for your personal circumstances.

You may also choose to pay the full cost of your care from your available income and savings/assets; or a family member may choose to pay some or all of this for you.

You should take independent financial and legal advice to help you decide which course of action will be financially better for you.

In order to apply for the Deferred Payment Scheme you must:

- have capital (excluding the property) of less than £23,250;
- be professionally assessed as requiring, and be entering, permanent residential / nursing care in a registered care home/ have taken up a tenancy in a 'supported living' unit or a 'housing with care' scheme;
- own, or have part legal ownership, of a property, which is not benefitting from a property disregard, and ensure your property is registered with the Land Registry (if the property is not, you must arrange for it to be registered at your own expense); and
- have mental capacity to agree to a Deferred Payment Agreement or have a legally appointed agent willing to agree this.

Whilst in the agreement, you will also need to:

- have a responsible person willing and able to ensure that necessary maintenance is carried out on the property to retain its value; you are liable for any such expenses;
- insure your property at your expense; and
- pay any client contribution in a timely and regular manner; if you fail to pay the client contribution on a regular basis the Council reserves the right to add this debt to the loan amount.

There can be no other beneficial interests on the property, for example outstanding mortgages or equity release schemes, unless this is approved by the Council.

Please Note – Acceptance of any application under the scheme is subject to you meeting the criteria for entering the scheme, and the Council being able to obtain security in your property. The scheme will be explained in more detail as part of completing the routine financial assessment.

What happens next?

After we have carried out a financial assessment we will give you a written explanation about how we have worked out what you need to pay for help at home or for residential care, including details on how to pay your contribution.

Your social care assessor/ coordinator will be able to answer any questions you may have about the care and support being provided.

Preparing for your financial assessment

We will carry out a financial assessment to see how much you may need to contribute, if anything, towards the cost of your care and support. This tick list is designed to help you prepare for this financial assessment. It will help you think about the questions the Benefits & Assessments Officer will ask, and prepare the documents they will need to see. Please tick any that apply to you personally.

You can also start your own financial assessment by using our online facility at www.northyorks.gov.uk/adult-care/social-care-adults/helping-you-prepare-cost-social-care/paying-social-care

Documentation	This applies to me	I have found this information
Pension statement (state retirement and/or private pension)		
Disability Living Allowance/Personal Independence Payments award letter		
Income Support/Employment Support information		
Universal Credit Allowance journal		
Attendance Allowance award letter		
Any other benefits you receive		
Annuities		
Bank/building society statements		
Post office account statement		
Property you own (including any equity release scheme information if applicable)		
Trust funds		
All other income		
All other capital		

Documentation	This applies to me	I have found this information
Stocks and shares		
Council tax		
Rent payments, Housing Benefit award letters		
Mortgage payments		
Fuel bills		
Water bills		
Notes		

Are you satisfied with our help?

We want you to be satisfied with our help, and need you to tell us what we're doing well and where we could do things better. We would like your comments on our services and your suggestions for the future.

Compliments, complaints, comments and concerns in Adult Social Care.

Tel: **0300 131 2 131**

Email: **social.complaints@northyorks.gov.uk**

Central Team (Hambleton and Richmondshire)

White Rose House, Thurston Road, Northallerton DL6 2NA

Tel: **01609 536010**

Email: **areafinanceadmin.central@northyorks.gov.uk**

East Team (Scarborough and Whitby)

Castle House, Elders Street YO11 1DZ

Tel: **01609 532700**

Email: **areafinanceadmin.east@northyorks.gov.uk**

West Team (Harrogate, Ripon and Craven)

Jesmond House, 31/33 Victoria Avenue HG1 5QE

Tel: **01609 532541**

Email: **areafinanceadmin.west@northyorks.gov.uk**

South Team (Selby, Sherburn and Ryedale)

White Rose House, Thurston Road, Northallerton DL6 2NA

Tel: **01609 536010**

Email: **areafinanceadmin.south@northyorks.gov.uk**

Contact us

Online: [northyorks.gov.uk/contactus](https://www.northyorks.gov.uk/contactus)

By telephone: **0300 131 2 131**

North Yorkshire Council, County Hall, Northallerton, North Yorkshire, DL7 8AD

You can request this information in another language or format at
[northyorks.gov.uk/accessibility](https://www.northyorks.gov.uk/accessibility)