Do I need to pay for social care in my home or local community?
The prices are right until April 2020

Easy read version of Do I need to pay for social care in my home or community?
<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is this about?</td>
<td>1</td>
</tr>
<tr>
<td>Getting help</td>
<td>3</td>
</tr>
<tr>
<td>When you do not like our decisions</td>
<td>15</td>
</tr>
<tr>
<td>Any changes to money you get</td>
<td>17</td>
</tr>
<tr>
<td>Being confidential and private</td>
<td>18</td>
</tr>
<tr>
<td>Tell us what you think</td>
<td>19</td>
</tr>
<tr>
<td>More information</td>
<td>23</td>
</tr>
</tbody>
</table>
What is this about?

This EasyRead booklet is about how much money you may have to pay for your care and support at home or in your local community.

You may need support to live independently at home or to care for someone. You can get support from us. Or we may be able to give you some money for support. This is called a personal budget.

Anyone over 16 can make their own decisions for themselves. With support if they need it.

Unless you are not able to make decisions for yourself. Then we will talk with your family or the person with legal power to make decisions for you.
Sometimes we cannot give you money for support because your social care needs do not meet the rules set by the government. We can still help you to find the support you need. Look at Getting help on page 3.
Getting help

First talk to us. How to contact us is on page 28. We can give you free advice. We will not tell anyone you talked with us.

We talk with you about:

- what you are good at
- any disabilities
- your health
• how easy it is to move round

• what help you need.

We do an assessment with you. An assessment helps us to work out what care and support you need.

We look at all the information. Then work out what money we can give you for your care and support. This is your personal budget.
Then you choose the support you need. Someone can help you with that.

If you are a carer you can have an assessment of what you need. Carers Support West Sussex do our carers assessments. How to contact them is on page 26.

If we decide we cannot pay for your care and support.

We will give you information and help to plan the support you need. This might include activities in your local community.

Our website has information that is useful www.westsussexconnecttosupport.org
Working out how much you will need to pay

You may need to pay for some or all of your care and support.

We have staff trained in giving you benefits advice. They will help you to make sure you get all the benefits you are due.

They also look at your money. How much you have to pay for your support depends on how much money you have. They work out how much you should pay towards the cost of your care and support.

Most people only pay a part of the cost of their support.
You may have more than £23,250 saved. This does not include the value of your main or only home. Then you have to pay all the cost of your support.

We can help you plan and buy services in the community or short stays in residential care. Even if we do not pay for them. This is called brokerage. We ask you to pay us £172.26 to do this.

We charge £5.53 a week if you want us to buy your services and then pay us for them.

You may be a carer with support needs and you have less than £23,250 saved. This does not include the value of your main or only home. You will not have to pay towards the cost of your support if you are a carer.
You may be a carer with more than £23,250 saved. This does not include the value of your main or only home. Then we will give you information and help to get support.
Working out how much you pay

We work out how much you have to pay by adding together:

- how much money you get every week. This may be your pension or benefits. We do not count money you earn in a job

- any other money you have like savings. We only look at savings over £14,250.

We do not include the value of your main or only home.

Then we look at money you need to be able to live:

- things like bills and food
things you pay for your home like:

- Council Tax
- rent
- insurance
- water bills.

we also look at things we agree you need because of your disability.
We don't count some of your money when we work out how much you have to pay. We call this the Minimum Income Guarantee. This will be at least £144.30 a week for people old enough to get a pension and at least £71.80 for younger people. These amounts could be higher. This depends on your situation.

This shows us the amount you have to pay for your support. The benefits adviser goes through this with you. They show you how we work out what you have to pay.

We tell you in writing how much you have to pay.

You have to pay this money from the day your support starts.
If you do not want to tell us about your money we will ask you to pay all the cost of your support.

Staying in a care home for a short time

You may need to stay in a residential or nursing home for a few days or weeks. This may be:

- when something happens that is difficult to deal with. Maybe an accident or your carer is ill
- you or your carer need a break.

You may have more than £23,250 saved. This does not include the value of your main or only home. Then you have to pay all the cost of your stay.
You may have less than £23,250 saved. You still have to pay some money towards your stay. Your social care worker or benefits adviser tell you how much you have to pay every week.

You may need to stay for more than 8 weeks. Then we look at your money again to work out how much you need to pay.

There is a booklet called ‘Choosing and paying towards care in a residential or nursing home’ on our website: www.westsussex.gov.uk

You can also phone us on: 01243 642121
NGT Text Relay:  
18001 01243 642121  
(available as a downloadable app for computer tablets and smartphones)

or email:  
socialcare@westsussex.gov.uk

What to do if you have more questions

Ask your social care worker or your benefits adviser. They know a lot about this and can answer most questions.

If you are a carer you can also ask Carers Support West Sussex. They can answer most questions from carers. Their contact details are on page 26.
When you do not like our decisions

You may not agree with the amount we ask you to pay for your care and support.

You may think we have not looked properly at your life and the money you need. Then you can ask us to look again at how we took the decision.

You have the right to:

- ask us to stop giving you care and support
- ask us to look again at certain things in your life. You may feel we have not looked at everything well
• make a complaint

• make an appeal about the amount of money we agree you need because of your disability.

If you are a carer you can also speak to Carers Support West Sussex.

There is more information about making a complaint or an appeal on page 19 and 20.
Any changes to money you get

There may be changes to the money you get. You need to tell us about any changes to your money as soon as you can.

Every year we will look again at your money and work out how much you have to pay. There may be changes in your benefits or pension.
Being confidential and private

We will keep to laws and rules about keeping anything you tell us safely. Only staff who need to know your information will see it. We will only tell other services your information when you say we can.

You may not want to talk about your money with a benefits adviser. You can fill in the forms yourself.

You can get information and advice about what benefits you can have from other organisations. Their contact details are on page 23.

You may not want to tell us about your money. Then we will charge you for all the cost of your support.
Tell us what you think

We try to do a good job but we know sometimes you may not be happy with us. You might feel we could do things better. We want you to tell someone.

The person you see most or their manager is often best.

Or you may think we have done a great job. Please tell us!

You can ask someone else to help you complain or make an appeal:

- a friend
- family

- an advocate (someone who helps you to speak up)

- Citizens Advice.

If this does not sort out the problem you can talk to:

Customer Relations Team
County Hall
Chichester
PO19 1RQ
Phone: 01243 777100 (ask for customer relations)

NGT Text Relay: 18001 01243 777100 (available as a downloadable app for computer tablets and smartphones)

Email: feedback@westsussex.gov.uk

You can leave a message on our answerphone if we are not there.

Healthwatch West Sussex
You can tell Healthwatch West Sussex what you think about us. Their job is to help services to be better.
Telephone: 0300 012 0122

Website: www.healthwatchwestsussex.gov.uk
Benefit information
For information on benefits contact your local Department for Work and Pensions office. Or phone their confidential Freephone number for people with disabilities and their carers on 0800 1690154 or you can visit their website GOV.UK

Your local branch of Citizens Advice will also be able to give you information on whether you are eligible to claim benefits.

Age UK West Sussex
Freephone: 0800 0191 310
between 10 and 2 Monday to Friday

Website: www.ageukwestsussex.org.uk
West Sussex Wellbeing
A free and friendly service.

Website: www.westsussexwellbeing.org.uk

Independent Lives
For information about using direct payments to pay for your care or support.

Second Floor, North Suite
Southfield House
11 Liverpool Gardens
Worthing
BN11 1RY

Phone: 08456 012399

Email: info@independentlives.org

Website: www.independentlives.org
Carewise West Sussex
Independent information and advice on paying for care and support.

Phone:
01243 642121

Email:
socialcare@westsussex.gov.uk

Website:
www.carewiseadvice.com

Your local library
For advice about any council or health service in West Sussex.
Information for carers

If you are caring for someone at home, you can get help from:

**Carers Support West Sussex**
The Orchard
1–2 Gleneagles Court
Brighton Road
Crawley
RH10 6AD

Phone: 0300 028 8888

Website: [www.carerssupport.org.uk](http://www.carerssupport.org.uk)

**Community Learning Disability Teams**
- Coastal (Littlehampton, Worthing and Shoreham areas)
  Centenary House
  Durrington Lane
  Worthing
  BN13 2QB

Phone: 0330 222 7778
Email: ctpld@westsussex.gov.uk

- North (Crawley, Horsham and Mid Sussex areas)
  County Hall North
  North Chart Way
  Horsham
  RH12 1XH

Phone: 0330 222 8600

Email: ctpld.north.duty@westsussex.gov.uk

- Western
  Durban Road
  Bognor Regis
  PO22 9RE

Phone: 0330 222 7888

Email: ctpld.western.duty@westsussex.gov.uk
Adults’ CarePoint
Second Floor
The Grange
County Hall
Chichester
West Sussex
PO19 1RG

Phone: 01243 642121

NGT Text Relay: 18001 01243 642121
(available as a downloadable app for computer tablets and smartphones)

Email: socialcare@westsussex.gov.uk

Website: www.westsussex.gov.uk/social-care-and-health
Credits

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