

Paying for care in your home or local community



April 2026

Getting advice and support



If you need help to live independently or to care for someone, you should contact us.

You can find our **Adults' CarePoint** contact details on page 29.



We will talk to you about your situation and what support you may need.



We follow national guidelines to decide if you have eligible needs. Sometimes people need help with daily tasks, like washing, dressing or cooking. If you meet the rules, this is called eligible needs.



Your social care worker will explain the assessment process and answer your questions.



If you can get support from us, we will use what you tell us to work out what support you can get.



You may need to pay some money towards your care and support. This is called your **contribution**.



Some people get short-term support called **reablement** that helps people retain and relearn everyday skills.



If an **occupational therapist** says you need reablement, you will not have to pay for it while you are getting this support.



If you still need care after reablement ends, you may need to pay towards the cost.



If you care for someone, you can ask for support for yourself and the person you care for.



You can get an assessment even if the person you care for has not had an assessment or does not get support from us.



We will talk with you about your wellbeing and the support you may need.



To arrange an assessment:

- Contact our **Adults' CarePoint**. Go to page 29 for contact details.
- Contact **Carers Support West Sussex**. Go to page 25 for contact details.

Help making decisions



We help you make your own decisions. If you can't, we will act in your best interests.



If someone else is legally allowed to make decisions for you, we will work with them to make decisions that are best for you.

If you are not eligible for funded social care support

£23,250↑

If you have been assessed as having eligible needs but have savings over £23,250, you will have to pay for your support.



We can help you to plan and buy the services you want. This is called a **brokerage service**. You have to pay a fee of £228 for this service.

+ £228

If you want to change your support later on, we will charge another £228.



If you want us to buy services for you and then get the cost back from you, we will charge £7.30 a week.



You can find our more information about care and support services on westsussexconnecttosupport.org

Working out how much you will pay



If your social care worker thinks you need support, they will ask a financial assessment officer to look at your money.



This is called a **financial assessment**. It helps us work out if you need to pay towards your support.



They will also look at the benefits you can get. They can help you to fill out the forms.



We will make sure you are not asked to pay more than you can afford.

Your contribution



You may only need to pay part of the cost of your support – this is called your **contribution**.

£23,250↑

If you have eligible needs but have savings over £23,250, you will have to pay for your support.



If you have £23,250 or less, we will only charge some of what your support costs.



The amount you will pay will be decided by how much money you have, your income and how much you need to spend.



We will also look at the extra money you have to pay because of your disability. This is called **disability related expenses**.

This can include things like extra heating, equipment or help at home that you need because of your disability.



If you are not happy with what we decide your disability related expenses are, you can ask us to look again. This is called an **appeal**. You can find out how to do this on page 22.

If you are a carer



If you are a carer you may be able to get support.

£23,250 ↓

If you have £23,250 or less in savings, you will not have to pay for your support.



If you have more than this amount, we will give you information and advice to help you get support.

How we decide how much you should pay



We will work out how much you need to pay each week.



To do this, we add up the money you receive each week. This includes things like benefits or a pension. It does not include money from a job.



£14,250

We also look at your savings, like money over £14,250.



Then we take some money away.



We keep money for your everyday living costs. It includes money for things like food, clothes and bills. This is called the **minimum income guarantee**.



We take away some of your housing costs. It includes things like rent, mortgage, Council Tax and other bills. This is called **property related expenses**.



We also take away agreed costs for your disability. This is called **disability related expenses**.



The amount left is what you need to pay – this is called your **contribution**.



We will explain how we worked this out and how much you need to pay at your assessment.



If you think you cannot afford to pay this, you should contact us straight away.



You will need to start paying when your support begins.



You will need to pay even if you are not using the service for a short time, like being in hospital.



If you ever pay too much, we will give this back.



If you do not want to tell us how much money you have, we may ask you to pay the full cost of your support.

Staying in a residential or nursing home



You may need to stay in a care home for a short time. This could be because of an emergency or because you or your carer need a break.

£23,250 

If you have more than £23,250 in savings, you will have to pay the full cost of your stay. This does not include the value of your main home.



If you have less than this amount, you will have to pay a weekly charge for up to 8 weeks.

Your social care worker or financial assessment officer will tell you how much this will be.



If you do not think you can afford it, you can ask for a financial assessment.



If you stay for more than 8 weeks, we will carry out a full financial assessment. This will help us work out how much you need to pay.

What to do if you have more questions



Talk to your social care worker or financial assessment officer if you have questions.

If you are a carer, you can also speak to **Carers Support West Sussex**. Go to page 25 for contact details.



If you feel the amount you pay is not correct, you can ask us to look again at your contribution. This is called a **review**.



If you are still not happy, you can ask us to stop providing a service, look again at your situation or make a complaint.

Someone to help you have your say



An **advocate** can help you have your say. They protect your rights and help you get the support you need.



For information, speak to your social care worker. You can also visit the website

westsussexconnecttosupport.org

Yearly check



Each year, we will check how much you need to pay. We will look at any changes to your money.



We will work out your new contribution. This is called a **reassessment**.



You should tell us as soon as possible if your financial situation changes. This is because it may change how much you need to pay.

Keeping you safe



We keep you safe from **abuse and neglect**. Tell us if you are worried about your safety, or someone else's and we will listen and take action if needed.

Your information



We keep your information **confidential** and only share it with your permission or if allowed by law.



If you have any questions, contact **Adults' CarePoint**. Go to page 29 for contact details.

Comments and complaints



If you're not satisfied with our service, contact us or the **Complaints Team**. Go to page 26 for contact details.

You can also give feedback through **Healthwatch West Sussex**. Go to page 28 for contact details.

You can also tell us if you are happy with our service.

How we want to work with you



We want everyone to feel safe and respected.



Please be polite and respectful to our staff so they can work safely to help you.



We do not accept bullying, swearing or violence. If behaviour is not acceptable, we may end the conversation.



We will tell the police about very serious problems.



This way of working helps to make everyone feel safe.



For more information, contact our **Adults' CarePoint**. They can help with questions about social care support. Go to page 27 for contact details.



Visit our website for more information and contact details for various services and organisations that can help.

www.westsussex.gov.uk

Useful contacts



Carers Support West Sussex

Phone: 0330 028 8888

- Email: info@carerssupport.org.uk
- Website: carerssupport.org.uk



Carewise

Website: carewiseadvice.com

- Phone: 0330 222 7000
- Call using BT Relay UK: 18001 0330 222 7000 (for people with problems speaking and hearing)
- Email: carewise@westsussex.gov.uk



Citizens Advice

For advice about any local government or health service in West Sussex.

- Website: citizenadvice.org.uk



Complaints Team

Tell us about your comment, compliment or complaint **online** at westsussex.gov.uk/complaints



Phone: 01243 777 100 (Ask for an interpreter if you need help to make a complaint)

BT Relay UK: 18001 01243 777100
(for people with problems speaking and hearing)



If you cannot use the online form or the phone, please write to:

- Complaints Team

West Sussex County Council

County Hall

Chichester

West Sussex, PO19 1RQ

Department of Work and Pensions

Pension Service: 0800 731 0469

- Textphone: 0800 731 0464

- Website:

[gov.uk/government/organisations/departments-for-work-pensions](https://www.gov.uk/government/organisations/departments/departments-for-work-pensions)





Healthwatch West Sussex

Healthwatch speaks up for people about health and social care. It is independent from councils and the NHS.

- Phone: 0300 012 0122
- Website: healthwatchwestsussex.co.uk



Independent Lives

Southfield House

11 Liverpool Gardens

Worthing

West Sussex, BN11 1RY

- Phone: 01903 219482
- Email: info@independentlives.org
- Website: independentlives.org



West Sussex Wellbeing offers advice to improve health, like stopping smoking or losing weight.

- Website: westsussexwellbeing.org.uk

How to contact us



Adults' CarePoint

Phone: 01243 642121

Call using BT Relay UK: 18001 01243 642121 (for people with problems speaking and hearing)

Post: County Hall, Chichester,
West Sussex PO19 1RG

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