

ADULT SOCIAL CARE

CHANGES TO ELIGIBILITY AND CHARGING CRITERIA



CONSULTATION
INSERT DATES

INFORMATION PACK

Consultation on the proposed changes to the Eligibility Criteria and Charging Framework for Adult Social Care Services

Consultation period: XXXXX

Introduction

We are consulting on proposed changes to the adult social care eligibility criteria and charging framework. The Council remains committed to providing high quality care services. However, due to greater demand for services adult social care is currently spending more than it has available in its budget. The Mayor and Cabinet are looking at ways of bridging the gap between the funding available and the demand for these services. The Council must, by law, deliver a balanced budget.

Please help us ensure that other people know about this consultation. You can get more copies of this document and questionnaire by calling our helpline number on 020 8XX XXXX, by going to our website at [\(insert\)](http://www.(insert)) or by emailing us at adultcare@lewisham.gov.uk

This consultation pack includes:

- details on how to order the document in other formats such as large print or in another language (see page 6);
- detailed information about eligibility criteria, what they are and what we are proposing (see page 7 and appendices 1-3);
- detailed information about our charging policy and what we are proposing (see page X and appendix 4)
- a list of public meetings (see page 13);
- a glossary which explains the meaning of any unfamiliar words or phrases used in the document (see page 14);

- a questionnaire
- a pre-paid envelope so you can send us your completed questionnaire free of charge

Background

Adult Social Care services in Lewisham face significant budget pressures, and must take action to reduce spending in line with their available resources. Strategic service reviews were undertaken during 2006/07 to examine how services could be delivered more cost effectively. A report on the budget 2007/08 (presented to Mayor and Cabinet on 21 February) included savings proposals to bring the adult social care budget back into balance.

To deal with the mounting pressures within Adult Social Care services a change in the eligibility criteria and charges for services has been suggested, and we are now undertaking a public consultation to find out your views on this.

What is the Council consulting about?

The Council is proposing to change the eligibility criteria and the charges it makes for non residential adult social care services by:

- providing services only to those in **Critical** and **Greater Substantial** need under the Government's *Fair Access to Care Services criteria*. Services are currently provided for **Critical** and all **Substantial** needs.
- Increasing the charges for services, in accordance with the Government's *Fairer Charging* policy, and simplifying the charging framework so it is easier to understand

We have provided a detailed explanation about eligibility criteria and the proposed changes in Appendices 1, 2 and 3 of this document. There is a detailed explanation of Fairer Charging and the proposed changes in appendix 4.

Why is the Council making these proposals?

The Council is making these proposals due to the need to balance the growing demand for services with the need to stay within the available budget. The proposals take into account our aim of continuing to provide high quality services for those most in need.

There are several reasons why demand for adult social care services is growing. The main ones are:

- major and continuing improvements in health care, nutrition, housing and education mean that people are living longer and there is a growing demand for social care services;
- the number of people living into old age is rapidly increasing, with the number of people who reach the age of 85 predicted to double by 2026.

A combination of these, along with the pressure on the Council's overall budget, means that there is a need to look at making changes in order to balance the Council's budgets. It costs more each year to provide the same level of services to those people who are currently eligible under our existing eligibility criteria. These costs are growing faster (e.g. due to increasing costs of providing better quality services) than the increases in the money we have to pay for the services. The Council has looked at different ways of saving money, through greater efficiency, but even after making some significant savings there is still a gap between what we have to spend, and what we need and would like to do.

Have any decisions already been made?

No decisions on eligibility criteria or charges have been made yet. This is a consultation on the proposals which we feel are the best long-term way of ensuring that we provide care to those with the greatest need within the available budget. The consultation provides an opportunity for alternative options to be suggested by you for consideration.

What might happen next?

When the consultation has finished, all of your views will be taken into account. The Council's Mayor and Cabinet will look at a final consultation report, and a number of decisions might be taken including a decision to:

- make no changes.
- develop other proposals using ideas raised in the consultation. If these other proposals were significantly different, further consultation may take place to get your views on the new proposals before continuing; or
- go ahead with the proposals currently being consulting on, with or without changes based on the feedback received.

Feedback on any decisions made

The consultation report will be published on our consultation website (www.lewisham.gov.uk/XXXX) by XXXX. If you do not have access to the Internet, your local library or Council building (such as the One Stop Shops in Catford and Deptford) will be pleased to provide you with a copy. You can also call our Helpline on 020 8XXX to obtain a copy.

Please note that we will not be able to respond on an individual basis to your comments, but will look at all the comments we receive when compiling our report.

How do I take part in the consultation?

Method	Our details
By post – Please fill in the enclosed questionnaire and send it back in the pre-paid envelope provided.	Our address: Freepost plus RRHA-YCRE-XKLC London Borough of Lewisham, Strategy & Performance, 2 nd Floor, Town Hall Chambers, Rushey Green, London SE6 4RY.
By telephone - There is a dedicated help line you can telephone. We will be able to fill in the form for you over the telephone or help with any queries and deal with any other matters about the consultation.	Telephone Helpline INSERT TELEPHONE NO
By e-mail – You can send any views or	E-mail address

any queries by e-mail	adultcare@lewisham.gov.uk
By using an advocate – If you feel you need some help to make your views known you can use an advocate to help you.	Please telephone our help line insert no. for a list of advocates or e-mail us on insert e-mail address
At one of the public meetings – Please telephone the helpline if you have any questions	Details will also be published in local newspapers.
At one of the small local meetings for groups who could be directly affected – If you would like to be involved in one of these, please telephone the helpline or e-mail the address above	Please telephone us on insert telephone no. to book a place. Details of events will be advertised on Lewisham’s website and via local press

When should I send my views in by?

Please let us have your views by XXX at the latest.

What if I need more help?

If you need help with anything to do with this consultation, please contact us using any of the following:

- our Helpline (020 8XXXX);
- our e-mail: adultcare@lewisham.gov.uk, or
- the people who provide or support you with your social care services.

If you need this document in large print, or in other formats or languages, please see the next page for details. A user-friendly version for people with a learning disability is available (including on our consultation website).

Appendix 1

Eligibility Criteria

How do people get help from Adult Social Care Services?

People are entitled to an assessment of their social care needs by law. In order to receive a service this assessment is measured against an eligibility framework. For those who receive a service, the Council has a duty to regularly review their ongoing need for social care services.

What are Eligibility Criteria?

Anyone who is a resident of Lewisham can get free information and advice from us, but in order to get social care services – including support for residential care – you have to have an ‘assessment of need’ to decide if we are able to help you. To provide services to everyone would cost a great deal more money than adult care services has available. The Government has issued guidance called Fair Access to Care Services which all councils must use to decide who should get help and support.

How does this work in Lewisham?

People are currently assessed as being in one of four levels of need within the eligibility criteria. Each of the four levels of need describe the risk to a person if they do not receive support. The four levels are:

- Critical
- Substantial
- Moderate
- Low

A much more detailed description of the current eligibility criteria’s four levels of need is available in Appendix 2. Since 2005, Lewisham Council’s policy has been to make sure that we provide services to people with the greatest need. At present this means helping those in the top two levels of need:

- Critical
- Substantial

The Council does not directly fund adult social care services for new clients with a Moderate or Low level of need. However these people may be supported by the voluntary sector, which receives money from the Council.

Keeping the system under review

In deciding which levels of eligibility to support, local authorities make an overall assessment of how much actual and potential need for services may exist. They then need to set the level (threshold) at which they can supply social care support. To do this they take into account a range of factors, including the amount of money that is available. The threshold for social care services, or the levels of eligibility that can be supported, must apply equally to all the groups of people we help. This includes older adults, people with learning or physical disabilities, people with mental health problems and others.

The Council keeps its eligibility framework, local needs and the money it has available under regular review, because needs and circumstances constantly change. Irrespective of what changes may happen, our priority will be to carry on providing an excellent service to those in the greatest need, who are least able to look after themselves, and we will continue to promote independence and well-being in Lewisham.

What are we proposing?

We are proposing to change our levels of need from four levels to five levels. We propose that the substantial level of need would be split into two to make it more sensitive to differences in the level of need. The five levels of need would be:

- Critical
- Greater Substantial
- Lesser Substantial
- Moderate
- Low

Lewisham Council is proposing that we would only provide services to people with the top two levels of need:

- Critical

- Greater Substantial

A more detailed description of the current and proposed levels of eligibility is set out in appendix 2. Case studies showing what the proposals would mean in practice are set out in appendix 3.

The proposals to amend the eligibility criteria apply to all social care services including services that are directly provided by the council, as well as services provided by other organisations on the council's behalf.

The council commissions the majority of Mental Health Services from South London and Maudsley (SLaM) Foundation Trust. Any changes that are made to the eligibility criteria for adult services will apply also to mental health services and any recommendation on amending the FACS threshold would need to take account of the impact on users receiving mental health services. We will consider how any changes to the FACS threshold will relate to eligibility under the NHS Care Programme Approach and the criteria for Standard and Enhanced Care Programmes.

What does this mean for people who will be assessed in the future?

This proposal means that anybody who receives an assessment in the future will be assessed using the new eligibility criteria with the five levels of need.

What does this mean for people who receive services now?

People currently receiving services will be re-assessed to determine their needs using the new eligibility criteria. The re-assessment may take place earlier, or at the same time that a service user's next annual review would have taken place.

If someone is re-assessed and some or all of their needs fall within the **Critical or Greater Substantial** level of need banding, then they will continue to receive services to meet those needs.

If someone is re-assessed and some or all of their needs fall within the new **Lesser Substantial** level of need banding, then they would no longer receive that particular service or services. However, the process will be fully explained by the social workers undertaking the re-assessments. No services would be withdrawn immediately. They would be phased out over a period of up to six weeks.

No one will lose any service without a re-assessment. The outcome of a reassessment will be discussed with each service user. If a service user feels that the process of re-assessment has not taken place fairly they may use the statutory complaints procedure.

If you want more information about the proposed new Eligibility Framework, and how it may affect you, please see Appendices 2 and 3.

After reading these consultation papers please let us have your views.

Appendix 2

Summary of the current and proposed Eligibility Criteria

Lewisham's current eligibility criteria have been set using the Government's *Fair Access to Care Services* Guidance. The words and language used below are taken directly from this Guidance.

Eligibility bandings as they are now

Critical - when

- life is, or will be, threatened: and /or
- significant health problems have developed; and/or
- there is, or will be, little or no choice and control over vital aspects of the immediate environment; and or
- serious abuse or neglect has occurred or will occur; and/or
- there is, or will be, an inability to carry out vital personal care or domestic routines; and/or
- vital involvement in work, education or learning cannot or will not be sustained; and/or
- vital social support systems and relationships cannot or will not be sustained; and/or
- vital family and other social roles and responsibilities cannot or will not be undertaken.

Substantial - when

- there is, or will be, only partial choice and control over the immediate environment; and/or
- abuse or neglect has occurred or will occur; and/or
- there is, or will be, an inability to carry out the majority of personal care or domestic routines; and/or
- involvement in many aspects of work, education or learning cannot or will not be sustained; and/or
- the majority of social support systems and relationships cannot or will not be sustained; and/or
- the majority of family and other social roles and responsibilities cannot or will not be undertaken

Moderate - when

- there is, or will be, an inability to carry out several personal care or domestic routines; and/or
- involvement in several aspects of work, education or learning cannot or will not be sustained; and/or
- several social support systems and relationships cannot or will not be sustained; and/or
- several family and other social roles and responsibilities cannot or will not be undertaken

Low - when

- there is, or will be, an inability to carry out one or two personal care or domestic routines; and/or
- involvement in one or two aspects of work, education or learning cannot or will not be sustained; and/or
- one or two social support systems and relationships cannot or will not be sustained; and/or
- one or two family and other social roles and responsibilities cannot or will not be undertaken

DEFINITION OF THE PROPOSED ELIGIBILITY CRITERIA BANDINGS

	LOW	MODERATE	SUBSTANTIAL		CRITICAL
			Lesser	Greater	
RISK TO LIFE	No risk to Life				Immediate risk to life
HEALTH	No Health problem	Significant Health Problem	Major Health condition Stable Coping strategies	Major Health Condition. Unstable No coping strategies e.g. to cope with medication	Health risk to Life
CHOICE AND CONTROL OF ENVIRONMENT	No difficulties	No difficulties	Difficulty accessing some areas indoors. Makes appropriate choices Can initiate and direct but not undertake the task	Can't access essentials e.g. heat and light Makes inappropriate choices (<i>without mental capacity</i>) which may impact on other people Not initiating basic tasks	Unable to control any aspect of environment
ABUSE / NEGLECT: SAFETY AWARENESS HAZARDS RISK TO OTHERS	No difficulties	No difficulties	No abuse/neglect Some short term memory problems but not impacting on safety/ coping strategies Some risk to others Some self neglect	Some abuse/neglect has or may occur Pronounced cognitive/emotional impairment impacting on essential daily living tasks Lack of safety awareness/reckless Likely risk to others Major self neglect	Evidence of serious abuse/neglect/not safe at home Completely disorientated No safety awareness Imminent risk to others
DAILY OCCUPATIONS: PERSONAL CARE DOMESTIC DAILY ROUTINES	Inability to carry out one or two tasks	Inability to carry out several tasks	Inability to carry out tasks relating to grooming/ well being and making life easier only	Inability to carry out tasks relating to essentials e.g. managing continence, protecting vulnerable skin, food and drink	Completely dependent on others for survival

	LOW	MODERATE	SUBSTANTIAL		CRITICAL
			Lesser	Greater	
WORK/ EDUCATION/ LEARNING	Involvement in one or two aspects cannot or will not be maintained	Several aspects cannot or will not be maintained	Many aspects cannot or will not be sustained	Support in this area only as cost effective way of meeting eligible needs	Vital involvement cannot be sustained
SOCIAL SUPPORT SYSTEMS/RELATIONSHIPS	Involvement in one or two aspects cannot or will not be maintained	Several aspects cannot or will not be maintained	Lack of social systems or relationships. Socially isolated Caring relationship under pressure	Social systems or relationships are inappropriate/abusive Caring relationship at threat of imminent breakdown Interdependent household e.g. elderly/young carer	Vital relationships cannot or will not be sustained Caring relationship broken down/ or disrupted
FAMILY SOCIAL ROLES/ RESPONSIBILITIES	Involvement in one or two aspects cannot or will not be undertaken	Several aspects cannot or will not be undertaken	Majority of family and other social roles cannot or will not be undertaken	Disruptive to family life. Disabled parent unable to carry out necessary parenting tasks	Severely disruptive to family life. Disabled parent unable to carry out vital parenting tasks

Appendix 3

LEWISHAM'S PROPOSALS TO CHANGE ELIGIBILITY CRITERIA – EXAMPLE CASE STUDIES

Someone aged 18-65 with a physical disability

Mr A

“Mr A” is 52 years of age and suffered a stroke three years ago. He was left with right-sided weakness which meant he had difficulty walking both inside and out of doors. Although, with some effort, he is able to wash his face and above the waist, he cannot wash below the waist easily. He needs some assistance when dressing as he finds it difficult to fasten buttons and put on socks and shoes. He finds getting dressed particularly difficult in the morning due to stiffness and slight pain in joints, however, by the evening he is slightly more relaxed and is in less pain.

He can make basic light snacks for himself but cannot manage to make a hot meal as he cannot safely lift pans or take hot food from the oven. He is unable to use household appliances such as a vacuum cleaner and needs assistance to keep his house reasonably clean.

Because he lives alone and feels isolated, he has been attending a local day centre three times a week for the last two and a half years. Mr A suffered from repeated falls in the first year following his stroke, and although he has managed to develop ways of moving around his home using a rollator frame, he still feels unsafe, and has reported the occasional fall. He feels unsafe when outdoors unless he is accompanied.

Mr A's needs are as follows:

- A) Unable to prepare meals
- B) Dependent on help to get dressed in the morning and undressed at night
- C) Needing assistance with washing, bathing and general grooming
- D) Few opportunities to socialise due to his stroke and the fact he lives alone
- E) Unable to carry out domestic activities such as cleaning and carrying laundry

Level of Mr A's needs	How we might meet Mr A's assessed needs now	How we would meet his assessed needs under new proposal
Critical	A) Meals on wheels	A) Meals on wheels funding to continue

Greater Substantial	B & C) Home care visits funded for morning	B&C) Home care visits funded for morning only
The needs and services that the Council is proposing to stop paying for as part of a care plan:		
Lesser Substantial	<p>B&C) Home care visits funded for evening</p> <p>D) Day centre visits three times per week</p> <p>E) Twice weekly home care visits to help with housework, shopping and laundry</p>	<p>B&C) Home care visits in the evenings to cease – Mr A to be provided with advice and information in order to purchase this service privately from an accredited home care agency</p> <p>D) Day centre attendance to cease. Mr A to be given advice about Dial-a-Ride and social clubs and activities</p> <p>E) Housework, laundry and shopping services to cease. Mr A to be provided with advice and information in order to purchase this privately from local domiciliary care agencies. Mr A to be given information about supermarkets who deliver free of charge or for a small fee</p>

Someone aged 18-65 with a learning disability:

Jack

“Jack” is a young man with a learning disability, who lives alone in a rented flat. He has a hearing impairment and is unemployed. Jack can travel independently on routes he knows well, but he is afraid to go out at night because he has been mugged. Jack has also had money and belongings taken from his flat by strangers who took advantage of his learning disability and his hearing impairment. Currently, Jack receives outreach support to help him manage his finances and to offer some protection against exploitation. He also attends a day centre twice a week and a club one evening a week, to which he is taken by council transport.

Jack’s needs are as follows:

- a) Vulnerability to exploitation
- b) Unable to access formal leisure opportunities
- c) He is unemployed
- d) He is able to use public transport independently, but only on known routes
- e) He is able to make decisions but needs support to do so

Level of Jack’s needs	How we might meet Jack’s assessed needs now	How we would meet his assessed needs under new proposal
Greater Substantial	a) Outreach support to help in reducing vulnerability	a) Council to continue funding
The needs and services that the Council is proposing to stop paying for as part of a care plan:		
Lesser Substantial	b) Council transport to club c) Day care d) Council funded travel training	b) Use of public or community transport or private hire c) Referral to employment services d) Referral to Transport For London Travel Training Scheme
Moderate	e) Outreach support to help in making decisions	e) Advice or information about independent advocacy

Jill

“Jill” is a 37 year old woman with a moderate learning disability, and a speech impairment. She lives in a residential care home. She is able to manage her personal care and has acquired some skills for living but needs support to manage her own money and, because of her living situation, has never learnt the skills to live independently. The residential care home also supports her to access a range of leisure and social activities.

Jill’s current needs are as follows:

- a) To develop independent living skills
- b) Vulnerability to financial exploitation
- c) Not able to independently access leisure and social activities

Level of Jill’s needs	How we might meet Jill’s assessed needs now	How we would meet her assessed needs under new proposal
Greater Substantial	a) Registered care support to develop independent living skills b) Registered care support to reduce vulnerability to financial exploitation	a) Council to continue funding a transitional programme of skill development within a clearly defined time period. b) Council to continue funding a transitional programme of skill development within a clearly defined time period
The needs and services that the Council is proposing to stop paying for as part of a care plan:		
Lesser Substantial	c) Registered care support to help access leisure and social activities	c) Information on activities available locally and how to access them

Someone aged over 65:

Mary

“Mary” is an 80 year old woman, living alone who has fallen several times before. Her daughter says she will come and visit every weekend, but is not very reliable. Mary sometimes forgets things and she is frightened of falling again. So, although she can get to the kitchen and toilet, she is scared to in case she has a fall. She waits too long and wets herself and is starting to get a bad sore where she sits. She fell yesterday but didn’t break anything. She used to go to church and misses the company.

Mary’s current needs are:

1. Prompting to take her medication regularly
2. District nurse to look after the sore where she sits
3. Meals on wheels
4. Equipment to help her walk more safely
5. Teaching how to move so she is less likely to fall
6. Help with toileting and personal care
7. Links with church and social activities
8. Help in an emergency – e.g. following a fall
9. In addition, her daughter needs advice and support

Level of Mary’s needs	How we might meet Mary’s assessed needs now	How we would meet her assessed needs under new proposal
Critical	1) Prompting to take medicines 2) Nurse to treat pressure sore 3) Meals on wheels and set up for breakfast	1) Council would still fund this 2) Primary Care Trust would still fund this 3) Council would still fund this
Greater Substantial	4) Equipment – e.g. a walking aid 5) Teaching Mary how to move 6) Help with toileting and personal care 8) Linkline - to get help in an emergency	4) Council would still provide this 5) Council would provide this for a short time 6) Council would provide visit in morning to set up breakfast and help with lower body personal care 8) Council will provide this, Mary may need to pay

The needs and services that the Council is proposing to stop paying for as part of a care plan:		
Lesser substantial	6) Toileting at night 9) Help for daughter	6) Mary would have to stay in bed with pads 9) Daughter will be referred to voluntary sector organisations for support
Moderate	6) Help with washing hair	6) Mary would need to pay for this to be done privately, or have a relative or friend do it for her
Low	1) Safety equipment, like a fall monitor 7) Help Mary to get advice and socialise	1) Mary would have to pay for this privately 7) Mary will need to contact her church for help with socialising and contact agencies like Age Concern for advice – e.g. benefits

Mrs B

“Mrs B” is an older woman who lives alone although she has family nearby. She has social care needs because of osteoporosis. She struggles to get on and off the toilet which is upstairs, and to get washed and dressed because of the pain in her back. Also she worries about dropping hot food as she gets it from the oven. Mrs B is quite clear about the help she needs and how she likes things to be done.

Her needs are:

- a) help with getting on and off the toilet
- b) help with getting washed and dressed
- c) help to get a hot meal
- d) help with shopping
- e) help with cleaning

Level of Mrs B's needs	How we meet Mrs B's assessed needs now	How we would meet her assessed needs under new proposal
Greater Substantial	a) Raised toilet seat and offer of downstairs commode c) Meals on Wheels	a) Council to continue funding one-off items of equipment c) Council to continue to deliver
The needs and services that the Council is proposing to stop paying for as part of a Care Plan:		
Lesser Substantial	b) Daily morning call commissioned from private domiciliary care agency e) Weekly cleaning	b) Advice on how to arrange domiciliary care services privately e) As above
Moderate	d) Help with shopping	d) Mrs B's daughter could take her shopping or Mrs B could be given advice on stores that will deliver for a small fee

APPENDIX 4: LEWISHAM'S CHARGING POLICY

Lewisham's charging policy – why are we changing it?

Local Authorities are required to review their charging policies regularly and Lewisham's charging policy is due for a review. The policy is being reviewed in accordance with central government guidance set out in '*Fairer Charging Policies for Home Care and other Non-residential Social Services*'.

Although it is not a requirement to charge for services, where Councils do so, they must have regard to this statutory guidance. Councils may exercise discretion when deciding the level of charges for services.

The proposal to change the charging policy only relates to non-residential care services. Changing the policy is intended to simplify the current arrangements, and to increase client contributions to care costs where they have the financial means.

Lewisham's current charging arrangements are more complex, and achieve less in client contributions than many other local boroughs. Simplifying the position, and making the charges easier to understand and administer will also help reduce administrative costs.

We would very much like to have your views on the changes we are proposing. We are also happy to consider any alternative proposals you may have.

How we currently work out your charges

After a person has had an assessment to decide their care needs, a financial assessment is carried out by an officer from our financial assessment team. This assessment involves collecting details of your income, savings and certain items or services that you buy that are related to your disability. These can be off-set against the amount you will be assessed as having to pay.

The current Lewisham policy aims to protect people on low incomes. However, people who are able to pay more for their services are also protected as they are only required to pay a proportion of the costs of providing their care, up to a maximum weekly charge of £150. In summary:

- for service users who are able to pay, the contribution is 80% of the total cost of the services they receive, up to a maximum charge of £150 per week, plus any charges for meals
- only 50% of a service user's disposable income is taken into account in considering their ability to pay
- carers are not charged for any services provided to them

- service users can choose not to declare their income and not to have a financial assessment, but must then pay the £150 maximum per week

Charges have not been increased with inflation each year so the present charges were set in April 2005. When applying the current policy, Lewisham's charges are considerably less than other local areas.

What changes are we suggesting?

One of the ways we can help meet the increasing costs of providing an adult social care service is to revise our charging policy. This could be achieved in a number of ways and each process includes a commitment to improve the administration of the scheme and to improve collection rates.

Clients receiving an assessment of need under the proposed new eligibility criteria will also receive a financial assessment and this will determine if their contribution towards their care would increase or decrease.

We have tried to show the possible impact of varying the charging policy and, in doing so, we have made a number of assumptions. These assumptions relate to our current knowledge of service use. They are:

- That clients eligible for services in future will have broadly similar levels of income and that the ratios between those who pay nothing and those who pay full cost remains constant
- There will be sustained improvements in the administration of the scheme through simplifying it and improving collection rates.
- That patterns of service use remain unchanged e.g. People not needing or paying for services because they are on holiday – we assume broadly the same number of days will not generate income as at present

Central Government guidance shows that charges for services can take account of ability to pay, and can reflect the full costs of providing the services. However the Statutory Guidance also stipulates that any charges levied on service users do not reduce their income below basic levels of income plus a 25% buffer.

We are consulting on the following options:

Option 1 – Increase charges in line with the rate of inflation

This proposal would increase charges every year in line with inflation. The charges were last increased in 2005.

Although increasing charges in line with the rate of inflation would generate some additional income, the implementation of this change would have a limited impact on adult social care resources as the overall costs of providing care are rising faster than general inflation.

Option 2 - Consideration of 100% of the service user's net disposable Income

This option would take into account 100% of a service user's disposable income in considering their ability to pay a charge. Currently only 50% is taken into account.

Option 3 - Consideration of 100% of the cost of providing services

Currently, for service users who are able to pay, the most they are only required to pay 80% of the total unit cost of providing the services they receive. This option would remove this limit and, where users are able to pay, they would pay 100% of the cost of providing a service.

Option 4 – Removing the maximum charge

Currently the maximum charge that service users are asked to contribute towards the cost of their non-residential package of care is £150 per week (plus any costs of meals). This option would remove this limit and there would be no upper limit.

Option 5 – Increasing the maximum charge

Instead of setting no upper limit, the Council could decide to set a new maximum charge.

Option 6 – Redefining the level of savings that can be taken into account when assessing contributions to care costs

Currently the financial assessment for contributions to care costs can only take account of up to £21,000 in savings. In addition, currently if a user has savings below £12,750 the service user would not be required to contribute to their care costs. Savings between £12,750 and £21,000, contributions would be means tested. An option would be to redefine the upper and lower limits..

Option 7 – A combination of one or more of the options above.

Option 8 – Introducing additional protection for people on low incomes.

This option would only be applied in conjunction with one or more of the above. This option would introduce additional protection (over and above the 25% buffer that already applies) for those service users whose income is just in excess of the basic level of income.

The examples in Appendix 5 show the potential impact of charging proposals on those with differing levels of income and disability related expenditure.

After reading these consultation papers please let us have your views.

Appendix 5

LEWISHAM'S NEW CHARGING PROPOSALS – EXAMPLE CASE STUDIES

Mr A is 66 and has been assessed for a care package according to his need:

Mr A's income and cost of care package	Weekly Charge Under Current Fairer Charging Policy	Weekly Charge under Proposed changes to Fairer Charging Policy	Impact to Mr A to change Fairer Charging policy
<p>In receipt of basic and pension credit amounting to £116.75 per week..</p> <p>The assessment shows he requires a maximum of £142.56 per week .</p> <p>Weekly cost of care package: £205.00 per week</p>	<p>Weekly Charge Zero</p>	<p>Weekly Charge Zero</p>	<p>No change</p>
<p>In receipt of basic, occupational pension and disability related benefit amounting to £160.55 per week.</p> <p>The assessment shows he requires a maximum of £142.56 per week .</p> <p>Weekly costs of care package: £20.00 per week</p>	<p>Disposable Income £9.00 per week</p> <p>Weekly Charge £9.00 per week</p>	<p>Disposable Income £17.99 per week</p> <p>Weekly Charge £17.99 per week</p>	<p>All available disposable income to Mr A is used to pay for his care package.</p>

<p>In receipt of basic, occupational pension and higher disability related benefits amounting to £431.80 per week.</p> <p>The assessment shows he requires a maximum of £170.56 per week.</p> <p>Weekly cost of care package: £100.00 per week</p>	<p>Disposable income £130.62</p> <p>Weekly Charge £80.00 per week</p>	<p>Disposable Income £261.24</p> <p>Weekly Charge £100.00 per week</p>	<p>Mr A will now pay the full cost of the care package</p>
<p>Default charges raised as service user would not disclose their income.</p> <p>Weekly costs of care package : £450.00 per week.</p>	<p>Weekly Charge Capped to maximum charge of £150.00per week</p>	<p>Weekly Charge Charged full costs of £450.00 per week</p>	<p>The cost will not be capped and Mr A will pay the full cost of the care package</p>

Appendix 6

Glossary of Unfamiliar Words and Phrases

We have tried to use plain and simple English where possible in this document. However, as the subject is obviously quite complicated we have had to occasionally use some words and phrases that may be unfamiliar to people. We've listed these below with a fuller description of what they actually mean:

Abuse or neglect – this is when someone is not being looked after properly (“neglect”) or is being hurt or harmed in some way by someone else. This can include physical abuse (someone hitting you for example), emotional abuse (someone upsetting you), and financial abuse (someone stealing from you).

Assessment – an assessment is when a social care worker (such as a social worker) looks in detail at the social care needs a person may have. A re-assessment is when this work is done again (after the first time).

Complaints procedure – people who are not happy with their review or re-assessment can ask for an independent complaints officer to make sure that their re-assessment was carried out fairly and in accordance with the Council's proposed new eligibility framework.

Critical level of need – when someone's life is at risk because they cannot look after themselves properly, and do not have carers (people around them) to help them.

Eligible – this is another word for ‘entitled to’.

Eligibility Criteria – the ‘rules’ that Adult Social Services uses to decide who receives services (“is eligible”) and who doesn't. These are broken down into different ‘levels of need’ such as Low and Moderate.

Environment – someone's surroundings. This can include where they live, what sort of place they live in, and what kind of care they receive.

Fair Access to Care Services – the guidance (set by the Government) which a Council has to follow when deciding who to give services to, and how to make sure those services help people. It also tells a Council what to do if someone is not happy with their service.

Fairer charging – the guidance (set by the Government) which a Council has to follow when setting its charging policy and when assessing how much each person must pay towards the cost of their services.

Greater Substantial level of need – see page 12.

Independently – living independently means being able to look after yourself in your own home, sometimes with a little help to do things, instead of having to live in a residential home.

Lesser Substantial level of need – see page 12.

Mayor and Cabinet – the Council’s directly elected Mayor makes the major decisions of the Council and has appointed a Cabinet of seven councillors to consider those decisions with him. These decisions are subject to review and scrutiny by the Overview and Scrutiny Business Panel.

Nutrition – is another word for healthy eating and eating a balanced diet. It means eating foods from all the different food groups in the right amounts.

Personal care or domestic routines – personal care includes being able to wash, go to the bathroom, get dressed or eat without help. Domestic routines can include housework, cooking for yourself, shopping etc.

Service user – the term used for someone who uses social care services provided by the Council.

Adult Social care services – these are services provided by the Council to help look after older people, people with physical, sensory or learning disability, people with mental health problems etc. Some examples of social care services are residential care, nursing care, day care, home care, meals on wheels, respite care, direct payments and supporting people services.

Social support systems – your family, friends and neighbours etc.

Shortfall – the difference between the amount of money we need, and the amount we have.

Two star services – three stars is the maximum rating that the Government can award to social care services. Lewisham currently has a two star service for its Adult Social Services.

Voluntary sector – charities or businesses which provide services for people but don’t make a profit. The voluntary sector is not directly part of the Council or National Health Service, but may be funded by them.