



Do I need to pay for social care in my home or local community?

2023 to 2024

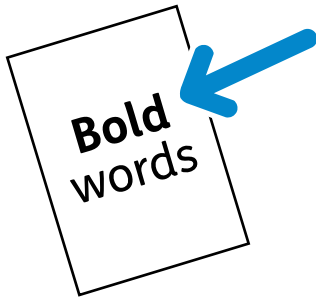


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In this Easy Read document, difficult words are in **bold**. We explain what these words mean in the sentence after we have used them. Copy



Some words are [blue and underlined](#).

These are links to websites that will give you more information.

Introduction



West Sussex council has written this information to help you understand if you need to pay towards the cost of your **social care**.



Social care is extra support some people need with everyday things, like washing and eating.

Help from the council



If you need help to live independently or to care for someone you should get in touch with us.



You can find out how to get in touch with our Adults' CarePoint on page 38.



We will:

- Give you free advice about how to get care.



- Think about whether we should help pay for your care.



We will follow rules from the government to decide whether we should help pay for your care.



We will do this in an assessment - your social care worker will explain this to you.



You can find out more about assessments on our website: [westsussex.gov.uk](https://www.westsussex.gov.uk)

We will look at what you have told us and decide:



- If we should help pay for your care.



- How much money you can get.



Even if we decide to help pay for your care and support, you may need to pay some money towards the cost. This is called your contribution.



We may decide that you need support from an occupational therapist for a short time - this is someone that helps you with everyday tasks while you:



- Get better from an illness.



- Become able to care for yourself.

This is called reablement.



If you get support from an occupational therapist, they will decide how long you need it for.



The reablement is free for as long as the occupational therapist says that you need it.



If your occupational therapist says you don't need the support any more, you may need to start paying for any care you have.



When we decide what help you need, we will think about the needs of your family or other people in your life.

If you are a carer



You can ask for help for both yourself and the person you care for.



You can get an assessment even if the person you care for has not already had one or doesn't get support from us.



We will ask about your needs.

To arrange an assessment:



- Get in touch with our Adults' CarePoint. You can find out how to get in touch with them on page 38.



- Get in touch with Carers Support West Sussex. You can find out how to get in touch with them on page 34.



Making decisions

The law says that everyone over 16 years old can make decisions for themselves unless it is proved they can't.



If you cannot make a decision for yourself we will speak to someone who is allowed to make decisions for you by law.



If we have to make decisions for you we will only decide things that are best for you.

If we decide we should not help pay for your care



We will give you information about how to find the support you need.



If you have more than £23,250 saved you will need to pay for your own care and support.



This does not include the value of your main or only home.



If an assessment shows that you have care needs but you have more than £23,250 saved, we can help you to buy care services for yourself.

We call this a brokerage service.

We will charge you £195 to do this.



If you want us to change your support later on we will charge you another £195.



If you want us to buy services for you and then get back the money from you, we will charge you £6 a week.



You can find out more information about care and support services here:

westsussexconnecttosupport.org

How much you will pay



If we decide to help pay for your care, you may need to pay some money towards it.

This is called your contribution.



We will look at how much money you have to decide if you should pay a contribution.

We will:



- Get in touch with you to arrange an assessment.



- Tell you what information you need to bring along to your assessment.



We will make sure you get all the **benefits** you should get.



Benefits is money paid to some people by the government to help pay for the things they need to live.



We will not charge you more than you can afford.



If you have more than £23,250, you will have to pay for all of your care.



This does not include the value of your main or only home.



But for most people, we will only charge some of what your care costs.



We will look at money that you have to pay because of your disability - this is called disability related expenses.

If you are a carer



If you are a carer with support needs, and you have less than £23,250, you will not have to pay a contribution.



This does not include the value of your main or only home.



If you have more than £23,250, we will give you information to help you get support to meet your needs.

How we decide how much you should pay

To work out how much you should pay each week, we add together:



- How much money you get each week, like from a **pension** or benefits.

- Some other money, like saved up money over £14,250.



This does not include the value of your main or only home.



A **pension** is a pot of money that you, your job and the government pay into while you are working. You can use it to live on after you retire.

Then we take away:



- How much money you need to live.



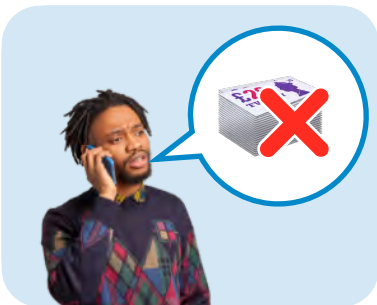
- How much you need to pay for housing.



- Money you need to spend that is to do with your disability.



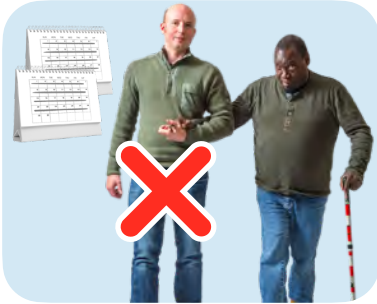
We will explain how we have worked out how much you should pay at your assessment.



If you think you can't afford the amount we tell you, you should get in touch with us right away.



You will have to start paying from the time your support begins.



You will need to pay even if you do not use a service for some time, like if you go into hospital.



If you ever pay too much, we will pay it back.



If you do not want to tell us about how much money you have, we may ask you to pay for all of your care.

Staying in a care home



You may need to stay in a care home for a short time.



If you have more than £23,250, you will have to pay the full cost of staying at a care home.



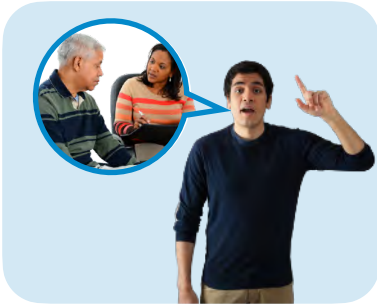
This does not include the value of your main or only home.



If you do not have that much, you will have to pay some money every week.



Your social care worker will tell you how much you need to pay.



If you do not think you can afford it, you can ask us for an assessment of your money.



If you need to stay in a care home for more than 8 weeks, we will do an assessment to decide how much you should pay for the rest of your stay.

If you have more questions

You should talk to your social care worker or benefits adviser if you:



- Have more questions.



- Want us to look at your assessment.



If you are a carer, you can talk to Carers Support West Sussex. You can find out how to get in touch with them on page 34.



If you think that we are asking you to pay too much, you can ask us to look again at how much you should pay.



If you are not happy, you can:

- Ask us to stop the service.



- Ask us to look again at our decision.



- Make a complaint.



- Ask us to look again at your disability-related costs. This is called an appeal.
There is more information about this on page 26.

Someone to help you have your say



Some people find it hard to take part in their assessment and plan their support on their own.



They might not have someone to help them with this or speak up for them.



This means we must provide them with an **advocate**.

An **advocate** is someone who helps you to speak up, or speaks up for you.



Some people might be able to have an advocate to help them with their financial assessment too.

If you think you need an advocate, you can:



- Ask a social care worker.



- Contact our Adults' CarePoint. You can find out how to do this on page 38.



- Go to this website:
www.westsussexconnecttosupport.org

Yearly check



Each year, we will work out the amount you should pay.

You should tell us as soon as you can about any changes to:



- How much money you get from pensions and benefits.



- How much money you have.

Your information



We will keep all the information you give us private.



We will only share your information with other organisations if you or the law says we can.



If you have any questions, please get in touch with our Adults' CarePoint. You can find out how to get in touch with them on page 38.



If you do not want to talk to someone about your money, you can fill in the forms yourself.

Complaints and comments



We always try to give the best service we can.



We know sometimes you might not be happy with how we have done.

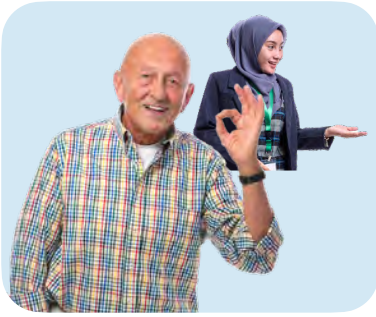


If you want to tell someone that you are unhappy the best person to tell is the person you have spoken to from our service.



If you disagree with what we decide about your care and support you can make a complaint or an **appeal**.

An **appeal** is a way of asking us to look again at a decision we have taken.



Someone else can help you make a complaint or an appeal. This can be a friend, relative, Citizens Advice or an advocate - this is someone who can speak for you.



If your local office can't sort out the problem you can contact our Customer Relations Team:



- Website:
www.westsussex.gov.uk/have-your-say/complaints/make-a-complaint-or-appeal



- Phone: 01243 777 100
You should ask for the Customer for the Customer Relations Team.



- Using Relay UK: 18001 01243 777 100
This helps people with speech and hearing difficulties.



- Email:
feedback@westsussex.gov.uk



- Post:
Customer Relations Team
West Sussex County Council
County Hall
Chichester
West Sussex PO19 1RQ.



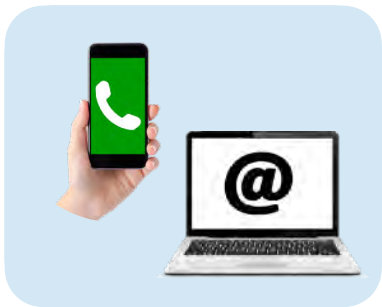
Please tell us if we have done a good job.

More information



Free advice about money

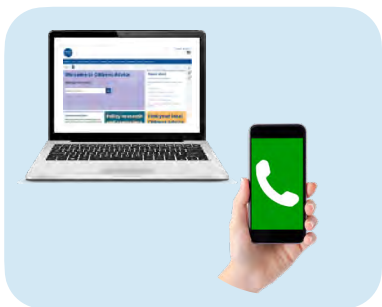
You can talk to Age UK, West Sussex, Brighton and Hove for free advice about your money:



- By phone: 0800 0191 310
- By email: info@ageukwsbh.org.uk



You can talk to Citizens Advice for free money advice, by:



- Website: citizensadvice.org.uk
- Phone: 0808 278 7969

Healthwatch



Healthwatch is an organisation that listens to people who use health and care services, to help health and care services improve.



It is not part of councils or the NHS.

You can get in touch with Healthwatch West Sussex by:



- Phone: 0300 012 0122



- Website:
healthwatchwestsussex.co.uk

West Sussex Wellbeing



West Sussex Wellbeing is an organisation with information and services for your **wellbeing**.

Wellbeing means feeling happy and healthy in your body and mind.



Their website is:
westsussexwellbeing.org.uk



Independent Lives

For advice and support for living at home, get in touch by:



- Post:
Ground Floor
Southfield House
11 Liverpool Gardens
Worthing
BN11 1RY



- Phone: 01903 219 482



- Email: info@independentlives.org



- Website:
Independentlives.org



Your local library

You can find information about any council or health service in West Sussex at your local library.

Information for carers



If you are caring for someone at home, you can get help from Carers Support West Sussex. You can contact them by:



- Post:
The Orchard
1-2 Gleneagles Court
Brighton Road
Crawley
RH10 6AD



- Phone: 0300 028 8888



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



Carewise

You can get advice about paying for long term care by:



- Phone: 0330 222 7000



- Using Relay UK: 18001 0330 222 7000

This helps people with speech and hearing difficulties.



- Email:
carewise@westsussex.gov.uk



- Website:
carewiseadvice.com

Benefits



You can find out more about benefits by getting in touch with The Department for Work and Pensions.



This is the part of the government in charge of benefits.



You can get in touch by:

- Phone: 0800 1690 154



- Their website: [gov.uk](https://www.gov.uk)

Mental health social work service



For the Mental health social work service, please get in touch with our Adults' CarePoint.

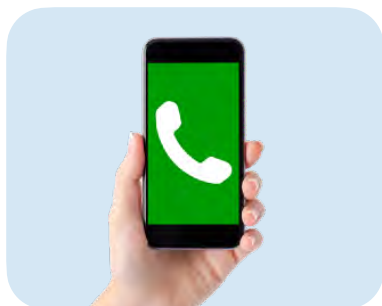
You can find out how to do this on page 38.

Contact us



Adults' CarePoint:

- Post:
Second Floor
The Grange
County Hall
Chichester
West Sussex
PO19 1RG



- Phone: 01243 642 121



- Textphone: 18001 01243 642 121.
This helps people who struggle with hearing and speaking to contact us.



- Email:
socialcare@westsussex.gov.uk

You can also look at our website here:
[westsussex.gov.uk/social-care-and-health](https://www.westsussex.gov.uk/social-care-and-health)

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