

For further Information

For further copies of this leaflet and for details of availability in other languages and formats including audio tape, please contact Adult Residential Services, Housing & Health, Nottingham City Council, Century House, 18 Chapel Bar, Nottingham NG1 6JQ

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Paying for Residential or Nursing Home Care

Adult Services, Housing & Health - October 2006



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Introduction

Since April 1993 social care services have had a major part to play in helping people who wish to move into a residential care or nursing home. The Adult Services, Housing & Health department is part of Nottingham City Council; the Social Worker helping you is employed by Adult Services and will make sure you have all the information you need to decide what to do when choosing and paying for care in a residential care or nursing home.

The Department for Work and Pensions (DWP) is a part of central government; it deals with benefits through its local DWP offices.

Both Adult Services and the Department for Work and Pensions may be able to help you to pay for your care. They use different rules which can be confusing.

The aim of this booklet is to help you to understand the procedures and answer some of the questions you might have when going into residential care or nursing homes.

For more details about the information covered in this booklet or about other types of help available from Adult Services, you should turn to Part 9 (page 27), 'Where to go for help'. Adult Services can advise you where to go for further advice on any aspect of this leaflet if they cannot sort out your query.



Part One Community Care

Who decides if I can live in a Residential or Nursing Home ?

The Assessment and Care Management Team in the Adult Services, Housing & Health department will help you to arrange the care you need to continue to live in the community. Their aim is to help people with disabilities or with long term illness enjoy the benefits of independence. If independent living is not possible they can arrange a place for you in a residential care home or nursing home if this is what you need.

If you or someone acting on your behalf ask Adult Services for help with your care needs the Assessment and Care Management Team will carry out the Community Care Assessment required.

This means that you and Adult Services reach an agreement about the kinds of needs you have and about the services that Adult Services should arrange for you. This agreement is reached by talking to you, any carer you may have and, with your permission, people such as your doctor or hospital consultant.

Sometimes the best way of getting the level of care you need is for you to move to a Residential Care Home or Nursing Home. This booklet answers some of the questions you might have about moving to a home, including how it will be paid for. You can arrange your own residential and nursing care completely independently of Adult Services if you wish to and can afford the cost out of your own income and savings.



Part Two

Residential and Nursing Homes

How do I choose which Residential or Nursing Home to move to?

Adult Services will provide you with information to help you choose one. The majority of private and voluntary sector homes in Nottinghamshire still have a contract with Adult Services to provide places at a fixed cost and to agreed standards of service.

You do not have to choose a home from the information provided by Adult Services. Instead you can choose a different home (including one in a different part of the country) as long as it meets your needs and is willing to take you under Adult Services normal contract arrangements.

This means that it must not cost Adult Services more than they would normally pay to help someone with similar needs. You can choose a more expensive home if there is someone, like a relative or friend (but not spouse), willing to pay for the extra cost. But be sure that this arrangement is likely to last, otherwise you may have to move again later.

Why use Adult Services at all?

Can I make the arrangements myself?

You can make the arrangements yourself without the involvement of Adult Services if you prefer. This is possible where you are able to pay the whole cost of the home by

yourself and are **Self Financing**. You can read more about this, including which welfare benefits you may be entitled to, in Part 5.

Be sure that this arrangement is likely to last, otherwise you may have to move again later.



Part Three

Payment for permanent Residential and Nursing Care

The notes that follow assume that you will be staying permanently in any home you choose.

Who pays the cost of living in a care home?

This depends on whether you can afford to pay the cost yourself. If you can pay the full cost you will be self financing. Paying for the home in this situation is explained fully in Part 5. If you cannot afford the cost, Adult Services will make a financial assessment of what you can afford to pay, and Adult Services will pay the rest.

If the home is more expensive than the Adult Services limits and you still want to live in this home, a relative or friend can make up the extra cost for you. However, be sure that this arrangement is likely to last, as the extra cost will need to be maintained and Adult Services cannot do this for you. You may have to move again later to a home that is within the Adult Services limits if payments are defaulted on.

This is called a 'Third Party arrangement' and the relative or friend paying the extra cost will need to sign a form to agree to the cost. (See the enclosed leaflet 'What are Third Party Payments when living in a Residential or Nursing Care Home').

This form needs to be completed to ensure that the person entering into the third party agreement can reasonably expect to be able to continue with the payments for the duration of the arrangements.

Can I claim benefits to help pay my share of the cost?

Yes, these benefits are explained below.

Attendance Allowance and Disability Living Allowance

For the first 28 days of living in a care home Attendance Allowance or Disability Living Allowance (Care Component) continues to be paid. It will then be withdrawn unless you are Self Financing.

The mobility component of any Disability Living Allowance you receive is not affected by a stay in residential or nursing home care.

Income Support

Income Support can be paid if:

- your savings are less than £16,000
- AND**
- your weekly income is below government set levels

How do I know if I should claim Income Support to help pay my share of the cost ?

If you are not already receiving it, the Social Worker arranging your care will check if you can claim Income Support and will help you fill in the form.

If you are 60 years or over - Pension Credit

In October 2003 the government introduced Pension Credit. This is based on 2 components - guarantee credit & savings credit (age 65 & over only). The amount of savings or any works pensions you have will

determine the amount of pension credit that you may be entitled to.

The social worker arranging your care will be able to help you to make your claim.

You can make a claim yourself by telephoning freephone 0800 99 1234. The line is open from 8am to 8pm Mon-Fri and from 9am - 1pm on Saturday. Make sure you have details of all your income to hand when you telephone.



Part Four

Working out the cost of care

(when shared between yourself and Adult Services)

How much will I have to pay towards the cost of living in a home ?

The amount you pay will depend on how much income and savings you have. Your social worker will tell you

how much you have to pay before you go into the home.

What are the income and savings rules that decide whether Adult Services will share the costs ?

The income and savings rules are decided by the Department of Health. These rules tell Adult Services how to work out your contributions to the cost of care through a means test. This is done before the placement is agreed with the home.

You will have to pay the whole cost of your care if your weekly income is greater than the weekly charge made by the home plus a small allowance for personal expenses as specified by Central Government.

If your savings are over £21,000 you must pay the whole cost until your savings reduce to below £21,000. If you pay the whole cost of the home you are self financing and should read Part 5.

Income

How is my income worked out if I am a single person?

As a general rule, all your income will be treated as available to meet the cost of the home. There is an amount

called personal allowance which is the weekly amount you are allowed to keep for your personal needs.

How is my income worked out if i am married or living with an unmarried partner?

A married couple, or partners living as husband and wife, have their income treated separately when one of them moves permanently into a care home.

This means the couple are considered as two 'single' people, each with their own personal money.

For example: A wife whose husband moves permanently into a home may be left with a small Retirement Pension. She will then need to claim another Benefit called Income Support, or Pension Credit if she is 60 or above.

How are occupational and personal pensions treated?

If a person going into care has an occupational and / or personal pension they can choose to give half of it to the partner staying at home. The person going into care will then get more help from Adult Services.

However, the person staying at home may, as a result, get less Income Support, or Pension Credit. You can get advice on this from Adult Services.

How much will I have left once I have paid my share of the costs?

You will have a small personal allowance left to pay for items such as clothing, letter writing materials, stamps, telephone calls and so on.

This amount is set by the government and increases every April (from April 2006 the amount is £19.60 per week).

Savings

How have my savings worked out?

The Government sets savings limits that will be used when calculating how much you pay towards the cost of your care and how much Income Support you may be entitled to.

- For working out how much you will pay, Adult Services will not take into account savings up to £12,750.
- For Income Support, the Department for Work & Pensions will not take into account savings up to £10,000.

There is also an upper limit above which you will not receive any financial help.

- Adult Services will not be able to provide financial assistance if you have savings of £21,000 or more.
- The Department for Work & Pensions will not pay Income Support if you have savings of £16,000 or more. But there is no upper limit for Pension Credit.

If your savings are between the limits below the help that you will get will be reduced:

Adult Services savings limits:	£12,750 to £21,000
Department for Work & Pensions Income Support savings limits:	£10,000 to £16,000
Pension Credit savings limits	£10,000 to unlimited

If you go into care temporarily, the lower and upper limits for savings remain the same for working out how much you must pay towards the cost of your care.

For working out how much you may be entitled to the Department for Works & Pensions lower and upper limits for temporary residents are:

Income support - (If you are under 60):	£6,000 to £16,000
Pension Credit - (If you are over 60):	£6,000 upwards

How are my savings worked out if I am married or living with an unmarried partner?

Savings or property already belonging to one partner only are kept by that partner. Jointly owned savings are shared equally between both partners.

What happens if my savings fall below £21,000 and I am already living in a home?

If your savings fall below £21,000, while you have been paying for the cost of the home, you can ask Adult Services to start to contribute to the costs of the home if your weekly income is insufficient to meet the cost.

Adult Services will carry out an assessment of your care needs: if they agree that you need residential care, they will then look at the cost - you may have to move to a less expensive room in the same care home, or to a less expensive care home. Read Part 6 about financial help from the Department for Work & Pensions.

Your own home

Does the value of my own home count towards the savings limit of £21,000?

If you are admitted as a permanent resident to a residential or nursing care home the value of your property will not be taken into account by Adult Services for the first 12 weeks of your stay. You will not be asked to make a decision about putting your house up for sale during this period.

If you choose not to put your house on the market during the first 12 weeks from the date of your permanent admission you will not be able to claim pension credit from the Department for Work & Pensions.

If you do choose to put your house on the market during the first 12 weeks from the date of your permanent admission and you have savings of less than £16,000 (unless you are over 60, then there is no upper limit), you will be able to claim Income Support or Guarantee Credit from the Department for Work and Pensions. If you choose the latter option Adult Services will continue to

disregard the property for the first 12 weeks of your permanent admission.

After 12 weeks the Adult Services department will take your property into account unless any of the following applies:

If your husband or wife or partner (unmarried couples) or Civil Partner remains living there. (This takes into account The Civil Partnerships Act 2004, which came into force on the 5th December 2005)

or

If there is a close relative who still lives there and who is:

- 'incapacitated' i.e. receiving certain benefits such as Attendance Allowance or Incapacity Benefit or is long term sick or
- aged 60 or over or
- a dependant child aged under 16

What happens while I'm trying to sell my own home?

Adult Services will help you to pay for residential care until you sell your home. Once the home is sold, Adult Services may ask you to pay back all or part of the financial help they have given you. The amount you have to pay back will depend on the proceeds from the sale, after allowing

for any outstanding mortgage and actual expenses connected with the sale of the property (eg legal costs, not travelling expenses etc) For more information you may speak to the property officer within Adult Residential Services.

What if I own my own home with someone else?

The value of your share depends on the ability to sell your share (not the whole house). If you own the property jointly it may be difficult to sell just your share. If the other owner wants to remain in the house, the value of your share will usually be very low as a buyer will be very difficult to find.

A buyer may offer to purchase your share at a price lower than the value of your share if the whole house was being sold. In this exceptional circumstance you should seek expert advice.

If my partner, husband or wife, has moved into a care home and I now decide to sell our house to move elsewhere, can I use as much of the sale price as I need to buy my new house ?

Usually you can, as your needs as a carer and partner are important. You should however ask for advice from Adult Services in this situation.

How is the value of my home calculated if I have a tenant who is paying rent?

The sale value of your home is still taken into account in full if you have let out all or part of your home under a legally binding lease or tenancy agreement.

The income that you receive from letting the property (rent) will be included when working out how much you will need to pay towards the cost of your care.

The Local Authority will raise a legal charge with the Land Registry and allow the difference between what you can afford to pay and the cost of the care to accrue against the property.

When the property is sold, the Adult Services department will expect you to pay some or all of the accrued amount back. The sum due will depend on the amount the property sold for.

It is important to remember that these rules regarding the treatment of savings and income occasionally change.

If you need help or advice about this you can contact your local Adult Services office (listed in Part 9 of this leaflet).

Deprivation of Income and Savings

What does deprivation mean?

You must not 'give away' income, property or savings to try and avoid paying the cost of your care. Giving away your income, property or savings for this reason is called 'deprivation'. Adult Services are

entitled to take into account any income, property or savings which you have deliberately given away in order to reduce your share of your care costs.

Who decides if you have deliberately given away an asset in order to avoid or reduce the charge to yourself?

Adult Services will decide. If you deliberately give away income, savings or property when you are already in the home or during the six months before moving in, Adult Services will bill the person who now owns the asset.

If you deliberately gave away the asset at any time more than six months before moving in, Adult Services may treat you as still owning the asset.

This means that you may be charged the full cost of your care. Remember that Adult Services must make sure you receive the residential or nursing care you need even if some time is taken to decide who should pay for it.

You can use Adult Services' complaints procedure if Adult Services are alleging you deliberately gave an asset away but you disagree. This procedure is explained in Part 10 - How to Complain.



Part Five Self Financing

You may be financing your own care because your income and savings are too high to get help from the Adult Services, Housing & Health department, or because you have arranged care in a home by yourself.

How much will I have to pay towards the cost of living in a home?

You will have to pay the whole cost. However if you are receiving nursing care, you will only pay the residential

element and Adult Services will pay for the nursing care element on behalf of your Primary Care Trust (PCT).

Can I claim benefits to help with my share of the costs?

Yes. These benefits are described below.

Attendance Allowance / Disability Living Allowance

You can claim Attendance Allowance or Disability Living Allowance as long as the home is not owned by or receiving payment from a Local Authority or Health Authority. For example, you will continue to receive Attendance Allowance if you enter a home and are self financing. If you are full cost (paying the full cost of the home but coming through Adult

Services) your Attendance Allowance will cease four weeks after going into care, even though you are meeting the full cost of the home yourself.

Income Support

Income support can be paid if:

- your savings are under £16,000,
- your weekly income is under the level set by government.

Pension Credit

- your weekly income is under the level set by government.

How do I know when I can claim Income Support or Pension Credit if I am arranging my own residential or nursing care?

If you are not already receiving these benefits Adult Services can advise you if you are entitled to claim them upon moving into the home even though Adult Services will not be making the arrangements for you.

Adult Services will provide you with as much information as possible so you can decide what to do. You should contact your local Job Centre Plus office or the Department for Work and Pensions to make any claims.

Will I lose out financially if I move into a Local Authority home instead of a private one?

A Local Authority home may be more, or less expensive than a private home.

The way in which Adult Services works out how much you will pay towards the cost of your care will not change.

The Department for Work and Pensions will not pay Attendance Allowance or Disability Living Allowance (Care Component) after you have been receiving care for 28 days. This care can be in a private home, Local Authority home or even hospital care.

If you are paying for the full cost of your care at a Local Authority home, Attendance Allowance may be paid and a claim should be made to consider each case on its own merits. If you have any questions to ask about this benefit you can call the Department for Work and Pensions on 08457 123456.

Remember that these financial concerns must be balanced against your personal choice about the location of the home and the quality of care.

What are the advantages of arranging a place in a care home myself?

- If you ask Adult Services to arrange for you to go into a care home and to share the costs with you until your home is sold, Adult Services will recover the money they have paid, once your own home is sold.
- If you make your own arrangements to go into a care home, when you do sell your home, you will not owe Adult Services any money from the proceeds.
- Importantly, if you make your own arrangements for going into care when you have a home to sell, you may also be able to claim other benefits. Income Support and Attendance or Disability Living Allowance may be payable. To receive further advice you may need to contact your local Department for Work and Pensions office.

if you make your own arrangements for going into care when you have a home to sell, you may also be able to claim other benefits.

What are the disadvantages of arranging a place in a home myself?

- The amount Adult Services pays for the care home is usually less than the cost you could arrange for yourself. This is because the care is provided through special contracts which set down all the arrangements which are needed for your care. There are no 'hidden extras'.
- If you arrange your own care these guarantees may not be there. Also your savings may quickly drop below £21,000. The charge you have agreed may be more than Adult Services are willing to share and you may have to move into another room or to another home.
- You may have difficulty raising the money you need to pay for the cost of your care in the care home of your choice. Relatives or friends may be unable to help if your house takes a long time to sell. You may need to seek financial advice to obtain a loan.
- Claiming benefits can be complicated and the amount of benefit you receive from the Department for Work and Pensions may be less than you expect.

How do I decide whether or not to make my own arrangements for a home?

As part of their assessment of your need for care, Adult Services can provide you with the information you need to make your decision. The figures for up to date benefit rates will be given as much as they can be and an opportunity will be available to discuss the longer term implications with a Welfare Rights Worker.



Part Six

Financial help from the Department for Work and Pensions

How does the Welfare benefits system help with the cost of my care in a Residential or Nursing Home?

Income Support

This is a 'means tested' benefit and is paid if you:

- are under 60
- cannot afford the cost of the home from your own income,

AND

- you have savings of less than £16,000.

Attendance Allowance / Disability Living Allowance

These benefits are paid if you have a disability which means you need care from someone else during the day and/or night. Attendance Allowance is paid to those aged 65 or over, and Disability Living Allowance is paid to those aged under 65.

The Care Component of Attendance Allowance and Disability Living Allowance, is not paid if you already have help with the cost of your care home from 'public funds'. Public funds are involved where Adult Services help you with the cost of your care home.

Pension Credit

This consists of two components and is paid to those aged 60 and over

Guarantee Credit

- This is a 'means tested' benefit and is paid if you cannot afford the cost of the home from your own income.

Savings Credit

- This is only paid to those aged 65 and over and is a 'reward' for those with an income, including savings, over the basic pension rate.

If you are entitled to Pension Credit, you should already be receiving this before you go into a home and the DWP will just need to be notified of your change of circumstances when you go into care.

How do I claim Attendance Allowance or Disability Living Allowance?

The Social Worker will help you to fill in the claim form. If you have not asked Adult Services for assistance you can obtain a claim form, by ringing the Department for Work

and Pensions, 08457 123456 (local rate number) between 8.30am - 6.30pm Monday to Friday, and 9.00 am - 1.00pm Saturdays.

How do I claim Income Support?

The Social Worker will help you and your partner fill in the forms. Otherwise you can ring the DWP or Job Centre Plus.

How do I claim Pension Credit?

You can ring the Pension Service claim line on 0800 991234. Alternatively contact them through the Pension Service internet site at www.thepensionservice.gov.uk.

What are the Income and savings limits when claiming Income Support?

You are entitled to Income Support when moving into a care home if:

- your savings are under £16,000
- AND
- your income is less than the amount you need to live on from day to day - this amount is calculated by the Department for Work and Pensions.

What are the Income and savings limits when claiming Pension Credit?

no savings limit

- your income is less than the amount you need to live on from day to day - this amount is calculated by the Department for Work and Pensions.

Do I have to sell my home to claim Income Support or Pension Credit?

You have to state that your house is on the market and you intend to sell, otherwise you will not be able to claim income support. Your savings take into account your share of the value of your home, unless there is someone still living there who is:

- your partner or
- a relative who is 'incapacitated', or aged 60 and over or
- your estranged partner - when the sale value can be ignored for six months, or longer if the Benefits Agency agree or
- a relative under the age of 16.

The value of your own home is ignored for as long as you are trying to sell it. Once it is sold, your Income Support will stop if you are left with £16,000 or more, after paying fees and costs - but you will not have to repay any Income Support. This differs from the Adult Services rule which does require the money to be paid back.

Who counts as my partner for Income Support?

Income Support considers your partner to be someone to whom you are married or living with as husband or wife or Civil Partnership.

How are my savings and income calculated?

The savings and income rules are set down by the Department for Work and Pensions. If you have a partner, the income and savings of you and

your partner are separated. This means you will keep your own income, such as Retirement Pension, and half of your joint savings.

What if I own my own home with someone else and the Department for Work and Pensions decides to take my share into account as savings

If your home is taken into account as savings then the value of your share is worked out by a simple formula. This formula assumes the house is sold, even if someone else is living in

it. The amount from the assumed sale, less ten percent for sale cost, is divided amongst everyone entitled to their share.

How much Income Support or Pension Credit will I receive to help with my share of the costs?

Income Support and Pension Credit are complex calculations. Your Social Worker will be able to tell you the amount you actually have to contribute to the cost of care - this will include any Income Support or Pension Credit you receive. The Department for Work and Pensions must send you a full breakdown of the Income Support or Pension Credit calculation if you ask them to do so.

Remember that once you have paid your share of the cost you will be left with a small personal allowance only. This personal allowance goes up every year and is £19.60 for the year 2006 - 2007.

If my partner remains living at home, can he or she ask the Department for Work and Pensions for financial help?

When you move to live in a care home a couple's finances are separated.

This is explained in Part 4, Working out the Cost of Care.

The partner remaining at home may also be entitled to claim Income Support or Pension Credit. Your Social Worker will help both you and your partner to claim and will explain how much will be paid.

What happens if both partners move into a care home?

If it is a different care home, the finances are separated. If it is the same care home you may, or may not, have separated your living arrangements within the home. If you have separate living

arrangements the finances are also separated - both partners can claim Income Support or Pension Credit.



Part Seven Temporary Care

What is temporary care?

'Temporary Care' is a period of care of fixed duration where your discharge date is planned in advance. This can be anything up to 52 weeks.

Do I have to pay towards the cost of temporary stays in a care home ?

Yes. Adult Services will require you to contribute towards the cost of your stay.

What are the savings rules for temporary stays in a care home?

The savings rules are different for temporary stays. For working out how much you will need to pay towards the cost of your care, Adult Services use the savings limits of £12,750 to £21,000.

When receiving temporary care the Department for Work and Pensions use the following savings limits:

- **Income Support**
If you are under 60:
£6,000 to £16,000
- **Pension Credit**
If you are over 60:
£6,000 to no limit

Are the costs that I have at home taken into account in working out my share of the temporary care costs?

If you are staying temporarily in a care home your share of the charge takes into account some of your costs at home.

Is my attendance Allowance or Disability Living Allowance stopped when I am in temporary care?

After 28 days stay in the home, Attendance Allowance and Disability Allowance Care Component, will not be payable. You can sometimes organise your stay in the home with the Social Worker to ensure that

periods in temporary care do not go over the 28 days.

If you pay for your own temporary care (see Part 5, Self Financing) these benefits are not withdrawn.

How much will I have once I have paid my share of the cost of temporary care?

You will have a small personal expenses allowance left each week to pay for clothing, stationery, stamps and so on. This amount is set by the Government and increases every April. From April 2006 the weekly amount is £19.60.

Adult Services has the discretion in special circumstances to award more than the usual personal allowance. If you have additional expenses at home that you cannot pay, discuss these with your social worker.

How is my share of the temporary care cost calculated if I have a partner and perhaps children who remain at home?

Your partner's income will be taken into account when Adult Services are calculating a temporary care charge.

This is to ensure that your partner will not be worse off financially whilst you are in care.

What if my income is the main household income?

If your income is the main household income then Adult Services will calculate how much you need to keep to continue meeting your partner's and your children's needs.

The Social Worker will check your family and household costs with you. These will then be built into the way your share of the temporary care cost is calculated.



Part Eight

What methods can I use to pay for my care?

Adult Residential Services will issue you, or the person dealing with your finances, invoices every four weeks for the cost of your care. There are several different ways in which you can choose to pay:

Direct Debit

Payments by Direct Debit are arranged by you completing a Direct Debit Form. You will be sent one of these when you receive your initial information about your charges from Adult Residential Services. You will also receive a timetable of when the payments will be taken.

In choosing to pay by Direct Debit you will avoid:

- Queues at banks or local Housing offices.
- The need to write cheques or pay postage.
- Recovery action if payments are late.

You will not receive an invoice for payment if you choose this method. The Direct Debit payments will be called from your bank every four weeks.

You will be notified at least 10 days in advance of any changes to the amounts or dates the Direct Debit will be called in accordance with the Direct Debit Guarantee.

Standing Order

When paying by Standing Order you can choose the date the payment comes from your bank account and the amount.

If you choose this option you should notify Adult Residential Services that you want to pay by Standing Order and they will advise you of what to do.

Internet

Please see Nottingham City Council's website at www.nottinghamcity.gov.uk 'online payments'. 24 hour secure service.

Credit/Debit card

Payment can be made by credit or debit card by phoning 0115 915 5520 between 8.30 - 4.30 or 0800 0520173 for 24 hour automated service. You can also pay in person with your credit or debit card.

By Cash or Cheque

You can pay for your care when you receive an invoice by cheque or by cash in the following places:

Payment by Bank Giro Credit

Payment may be made by Bank Giro Credit by completing the bottom of the invoice and presenting the whole invoice at any bank. Cheques and postal orders should be made payable to the bank. The bank may charge for this service to persons who are not customers of the branch where the account is paid. Payments will be deemed to be made on the day the credit reaches the City Council account.

Payment By Post

Your payment should be sent to Nottingham City Council, City Finance, The Guildhall, Nottingham NG1 2DE. DO NOT SEND CASH THROUGH THE POST. Please note this address is for payments only. All

other queries must be addressed to Adult Residential Services at Century House, 18 Chapel Bar, Nottingham, NG1 6JQ.

Payment in Person

Payment may be made in person by presenting the whole invoice to City Finance at the address detailed above or at any District Housing Office: Bestwood, Elmbridge; Bulwell, Gilead Street; Clifton, Southchurch Drive; Lenton, Church Square; Radford, Highcross Court; St. Anns, Robin Hood Chase; Strelley, Strelley Road, Bilborough, Bracebridge Drive.

**** When making a payment by cheque you should ensure that the name, address and invoice reference number of the client in care is written on the back of the cheque.**

Please do not send or take in cash to Adult Residential Services at Chapel Bar.

If you or the person looking after your finances has difficulty in making a payment please contact Adult Residential Services immediately.

DO NOT WAIT TO RECEIVE A REMINDER FOR NONE-PAYMENT AS THIS MAY LEAD TO FURTHER RECOVERY ACTION.

Remember that the benefits you are paid whilst you are in care as well as the rest of your assessed income are to pay to Adult Residential Services for your charges. They should not be used to settle debts incurred prior to entering into care.

If you need further help or advice about this please contact a member of staff at Adult Residential Services on 915 9570 or 915 9568



Part Nine Where to go for help

Contact your local Adult Services, Housing & Health Office:

Adult Contact Team
Adult Services, Housing & Health
Nottingham City Council
136 Mansfield Road
Nottingham
NG1 3HL

**Tel: 0115 915 5500
0115 915 5555**

The Adult Residential Service Team:

Nottingham City Council
Century House
18 Chapel Bar
Nottingham
NG1 6JQ

Tel: 0115 915 5555 (switchboard)

Queries concerning:-

Assessments for costs of care:

0115 915 9563

Invoices: **0115 915 9571**

(If you wish to see a member of staff in person, this will not be possible without making an appointment first)

The Welfare Rights Service:

Player Court
Player Street
Radford
NG7 5LZ

Tel: 0115 915 5555 (switchboard)



Part Ten How to complain?

We hope that you will be satisfied with the service we provide. However, if you want to make a complaint about our service you can do this by telephone, letter or by calling in at our offices. Usually this will resolve matters but if things are not handled to your satisfaction you have a right to make a formal complaint to:

**The Complaints Service
Adult Services, Housing & Health
Nottingham City Council
Melrose House
Waverley Street
Nottingham
NG7 4HF**

Telephone 0115 915 0310

Fax 0115 979 1906

**Whoever you contact,
your complaint will be
thoroughly investigated
and the findings
explained to you.**