

Care Cap Consultation for Non-Residential Charging

July 2024 Frequently Asked Questions

This document provides answers to general questions about the Care Cap Consultation for Non-Residential Charging.

Please do get in touch with us if you have further questions by emailing chargingconsultation@newham.gov.uk or telephoning our consultation number on 020 3373 2250

Can I receive the survey in a different format?

If you would like to receive this survey in a different format (in EasyRead or a larger font for example) or translated, please call **020 3373 2250**

This service will be available from 15 July to 25 August 2024 from:

- Mondays 10am-12pm
- Wednesdays 5-7pm
- Thursday 1-3pm

Outside of these hours, you will be able to leave a message and an officer will call you back.

Or you can email us at chargingconsultation@newham.gov.uk

How might the proposed changes affect me?

The proposed changes might affect you if you have over £23,250 in savings or have been assessed to pay the full cost of your care.

I am not sure if I currently pay at full cost, what should I do?

If you currently pay £400 per week you are a full cost payer. If you are still unsure what you pay you may wish to check your direct debits or refer to the latest letter that we sent you regarding your financial assessment.

My circumstances have changed; can I have a re-assessment?

Yes, we encourage all residents who have had a change in their circumstances to inform us so we can work with you to complete a financial reassessment.

How long is the consultation period?

The consultation period is 6 weeks, running from 15 July to 25 August.

Could the consultation be extended?

The consultation will end on 12pm on 25 August 2024 as we feel this is adequate time for us to reach out to our residents and for our residents to share their views.

Where can I find the consultation information?

This is provided in the information pack that has been sent to you as well as on our website newham.gov.uk/chargingconsultation

How can I complete a survey?

By post

If you received the survey by post, you can complete and return to us at:

FACT Consultation
Newham Council
Adult Social Care
Financial Assessment and Charging Team
Newham Dockside (First Floor West)
100 Dockside Road
E16 2QU

Other alternatives include emailing to chargingconsultation@newham.gov.uk or by handing in a completed questionnaire at:

Stratford Library, 3 The Grove, London E15 1EL or
East Ham Library, 328 Barking Rd, London E6 2RT

Online

Visit newham.gov.uk/chargingconsultation to complete the questionnaire online

Telephone

Call 020 3373 2250 to request a copy of the questionnaire

Face to face drop in session

TYPE/ADDRESS	DATE	TIME	DESCRIPTION
Drop in at the Resource Centre, 200 Chargeable Lane, E13 8DW	Monday 22 July 2024	11am- 2pm	Council staff will be available to answer any questions and support you to complete the questionnaire
Online webinar in partnership with our Residents Forum group	Tuesday 23 July 2024	10.30am- 12.30pm	Join online via Teams, telephone 020 3321 5273 and use conference ID 731 391 593# when prompted. For the link email chargingconsultation@newham.gov.uk
Online webinar in partnership with our Residents Forum group	Monday 29 July 2024	7-9pm	Join online via Teams, telephone 020 3321 5273 and use conference ID 741 940 392# when prompted. For the link email chargingconsultation@newham.gov.uk
Drop in at Stratford Library 3 The Grove, E15 1EL	Wednesday 31 July 2024	11am- 2pm	Council staff will be available to answer any questions and support you to complete the questionnaire
In person session with our Residents Forum group at the Highway Vineyard Church, 88a Romford Road, E15 4EH	Thursday 8 August 2024	10.30am- 1pm	Council staff will be available to answer any questions and support you to complete the questionnaire

What will happen when the consultation ends?

The consultation closes on 25 August 2024.

We will review all of the feedback provided to us and will develop a report which summarises the feedback.

The report will be shared with Newham Council's Cabinet who will make a decision about the proposals.

Updates will be made available online newham.gov.uk/chargingconsultation

We will write to residents to let them know what the decision means for them.

Can I cancel my care?

You can request to cancel your care and a social worker will complete a risk assessment to ensure your needs will be met in another way.

This could be sourcing private care or having a family member or friend assist you with your needs. We will support you as far as possible and ensure that a social worker prioritises your case.

When might the proposed changes come into effect?

Dependant on the outcome of the consultation, any changes would be implemented in Autumn-Winter 2024.

When would I know how much I will have to pay?

Every resident affected will be notified in advance of any change in their charge before it is implemented. We expect a decision in the consultation to be made before November 2024 and we would write to you directly after this.

You can also contact us to discuss on the dedicated telephone number or email address provided at the top of this document.

Who makes the final decision about the changes?

Following the end of the consultation, a report including all of the responses will be presented Newham Council's Cabinet, which is made up of The Mayor and elected Councillors.

Will I have to spend all my savings?

No, the Care Act 2014 is clear that charging the full cost of care must cease once your savings or assets deplete to or below £23,250.

Your assets can include a home you own but do not live in, stocks and shares, an item of substantial value that we have been made aware of.

How many residents will removing the cap on non-residential care services affect?

The removal of the local cap on care charging will currently affect approximately 4% of residents that currently contribute towards their care and support. This equates to around 40 people, and the impact on each resident will vary.

What services will be affected by the proposed change?

This will affect 'non-residential' services. These are services that are delivered in the community such as personal care, community access, day centres, supported living, direct payments.

I am worried about debt, who can I contact for support and advice?

There are a number of services that offer free and confidential support and advice.

These include Our Newham Money on 020 8430 2041. The Citizen Advice Bureau on 0800 240 4420. The National Debt Line on 0808 808 4000, or visit the Government website for more options, gov.uk/debt-advice

Have you completed an equalities impact assessment for this change?

Yes, an equalities impact assessment has been completed, and the questionnaire will help us to better understand the impact on our residents.

