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2. Care at home fact sheet

Last Modified April 04, 2025



Who can get support from social services?

Adult social care works with people (aged 18+) and their carers to provide a wide range of support. Our overall aim is to help you to stay as independent as possible.

Getting to know you

Our first step will be to have a conversation with you, to find out what is important to you, and how we can help. We can provide advice and information and will work with you to ensure you are connected with the right support and services you need. There is no charge for this service. You can invite a family member, friend or advocate to be with you if you wish them to be part of this conversation.

We will explore ways for you to remain as independent as possible, build on your own strengths and the support already available to you.

We will explore the areas you may need assistance with as defined in The Care Act 2014. The Care Act criteria determines the support you may need in the following areas: eating and drinking, personal hygiene, getting dressed, home safety, maintaining a habitable home environment, maintaining relationships, engaging in work and training, accessing the local community and caring responsibilities. We will consider your individual circumstances and your needs in these areas.

If you need care and support, we will work out a budget together to help you decide what your care and support would look like for you.

We can arrange services for you or, you can choose to spend your budget to buy something different from the traditional care we would normally provide. For example, you could employ carers of your choice. If you choose to use your budget to buy something different or, organise your own care, we will arrange a discussion with our Direct Payments Team who will explain how your budget will be paid and managed.

Support for carers

If you care for someone, you can ask us for help. We discuss with you what help you might need and explore what kind of support is available to you.

We will take into account how your caring role affects your ability to live your life.

If someone else makes decisions with you or for you

You should tell us if you think you need some support to understand the care planning process or help to manage your personal or financial affairs.

If you feel you need support and have nobody who can do this, we can arrange for an independent advocate to provide this support.

If someone else looks after your financial or personal affairs (Department of Work and Pensions Appointee/Power of Attorney/Court Appointed Deputy) we need to know their contact details and we will need to see evidence of their authority to act for you.

If you have permanent or temporary illness affecting your memory or mental health meaning you are unable to manage your own

financial affairs and no-one has authority to act for you, we will complete a mental capacity assessment and make a Best Interest decision about who will manage your affairs.

Will I have to pay for care services?

Charges apply for most care services provided by adult social care. You may be able to get some help to pay for these. Some people pay a reduced amount or don't have to pay anything at all. We will discuss the financial assessment process with you and ask you to complete an application for a reduction in care charges with details of your savings, income and expenses.

We will also check to make sure that you are getting all the money and benefits that the government says you are entitled to.

Once we have received the form we will complete the financial assessment and write to you to tell you the amount you have been assessed to pay.

When we have worked out how much you will need to pay each week, the social care benefits team will send you a letter telling you:

How much you should pay each week

How we worked this out

How to pay

What to do if you disagree with our decision

Full cost responsibility

You will be charged the full cost of your care and support if you have over £23,250 in savings/assets or you choose not to complete a financial assessment.

If you have responsibility for paying the full cost of your care services you will be charged an annual administration fee of £300 each year for ongoing administration of care arrangements, and in addition, for the first year, a one-time set up fee of £300 will be charged.

Exemptions from care charges

You will be exempt from care charges in certain circumstances these include: people receiving Continuing NHS health care, or receiving after care services under Section 117 of the Mental Health Act 1983 or people diagnosed as having Creutzfeldt Jakob Disease (CJD).

Adjustments to how much you pay each week

Please tell the social care benefits team Telephone: 01253 477532 immediately if:

- Your income goes up or down, or there is a change in your circumstances, as this may affect the amount you must pay each week
- You are admitted to hospital or there is another absence, suspension or cancellation to your care **for a period of more than 7 continuous days**. Your charges will be reviewed and adjusted accordingly from the beginning of the 8th day.

Unless you pay for the full cost of your care, weekly charges for care will only be adjusted if the council is notified that you do not require services for a period of more than 7 continuous days, for example owing to hospital admission.

The council's charging policy reflects the fact that most people contribute to the overall annual cost of their care - not individual care sessions or services. This means that you should pay your assessed weekly charge each week regardless of any short absences, suspensions or cancellations of less than 7 consecutive days. However, if you pay for the full cost of your care, your charge will be adjusted for any cancelled visits if you have given 24 hours' notice that you do not want a carer to attend.

If a service is not delivered as planned, please contact the service provider to make alternative arrangements. If the service provider cannot offer a suitable alternative and assistance is required, then please contact social care benefits team on 01253 477532.

The council's charging policy is available on the Blackpool Council website or you can ask us for a copy to be posted to you.

Problems paying your care charges

You should pay your care charges on time and ideally set up a standing order at your bank to make sure the payments arrive on time, so that you don't fall behind with payments. **If you are having difficulty paying your bills**, please tell us as soon as possible.

Sharing your information

We will record information about you such as your name, address, date of birth, legal status, next of kin and details about your income, expenditure, savings and capital plus details of your circumstances gathered at our visit and discussion with you.

We will keep your information safe and secure. Sometimes we may need to share information about you with others involved in organising or delivering your support, such as care agencies, advocates, health professionals or other council departments on a need-to-know basis.

You should let us know if you do not want us to do this.

How to contact us

Please speak with your named social care worker. If you do not have a named worker, you should contact the appropriate team:

- Adult social care (Adults 18+) Telephone: 01253 477800
- Mental health Telephone: 01253 477770
- Mental health - Older adults team Telephone: 01253 957350
- Learning disability team Telephone: 01253 477803

You can request a copy of any of the fact sheets from your social worker or contact 01253 477800.

1. [Introduction to adult social care](#)
2. Care at home
3. [Residential and nursing care](#)
4. Reablement services
5. [Personal budgets and direct payments](#)
6. Discharge to assess
7. [Carer support and respite services](#)
8. Deferred payment scheme
9. Financial advice and information
10. Making a decision about your property
11. Making financial decisions for someone who lacks capacity
12. Money management service

How did we do?

We aim to deliver an excellent service. However, if you are unhappy about the service you have received or the way you have been treated you can make a complaint. You can do this in writing or by speaking to a member of staff:

Customer relations team

Adult services

Blackpool Council

PO Box 4

Blackpool

FY1 1NA

Telephone: 01253 477700

Email: customerrelations@blackpool.gov.uk

To ensure services provided by the council are accessible, information is available upon request in a variety of formats. Please let us know if you need an alternative format.

Additional information

2: Opieka w domu

2: Îngrijire la domiciliu

Blackpool Council

Municipal Buildings
Corporation Street
Blackpool
FY1 1NF

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