



**CARMARTHENSHIRE  
COUNTY COUNCIL  
CHARGING POLICY FOR  
SOCIAL CARE SERVICES**

Final Document – April 2019

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# **POLICY FOR CHARGING ADULTS FOR CARE AND SUPPORT AND PREVENTATIVE SERVICES**

## **1. INTRODUCTION**

This document sets out the policy for charging persons who are eligible to receive care and support services, support to adult carers, or those who receive certain preventative services (referred to as 'person(s)' within this policy), which are provided or commissioned by Carmarthenshire County Council (referred to as 'Carmarthenshire').

## **2. LEGAL BACKGROUND**

The Social Services and Well-being (Wales) Act 2014 ('the Act') together with Regulations and codes of practice came in to force on the 6<sup>th</sup> of April 2016.

Part 4 (Direct payments and choice of accommodation) and Part 5 (Charging and Financial Assessments) of the Act relate to charging for services.

Part 5 of the Act (Charging and Financial Assessments) provides the legal framework for charging for Care and Support services and this part of the Act is supported by regulations and a code of practice. This legislation covers charging for all types of care including the provision of care and support and/or Direct Payments to a person in their own home and/or in a care home. It also covers charges for support to carers. In addition, further technical issues are covered including choice of accommodation and debt recovery.

Charging for services is set out in Social Services and Well-being (Wales) Act 2014, the regulations and code of practice made under the Act which are amended from time to time and these will be referred to as 'legislation' throughout this policy.

## **3. OPERATING GUIDELINES**

Carmarthenshire will apply the legislation as set out by the Welsh Government together with amendments and revisions as announced from time to time.

Where Carmarthenshire has discretion on the application of certain aspects of the legislation, then this document sets out how these will be applied.

The overarching principle is that people who are asked to pay a charge will only be required to pay what they can afford.

Carmarthenshire will charge for all services set out in this policy and periodically review the services it charges for.

Where a charge is levied, then Carmarthenshire will collect these charges in accordance with the legislation to ensure fairness and equity for all to ensure that services are not unfairly subsidised by the public purse.

Operational rules for commencing or terminating packages of care are outlined in “Appendix 1”. The rules for varying charges to the person with care and support needs are also defined.

#### **4. SETTING OF CHARGES FOR SERVICES**

Carmarthenshire will normally review its charges annually as part of the budget setting process, but may review them more often, where appropriate or necessary.

#### **5. MAXIMUM WEEKLY CHARGE**

In charging for non-residential services Carmarthenshire will apply the maximum weekly charge (known as the ‘Cap’) as announced by the Welsh Government. The maximum charge will apply to those services a person is assessed to receive. The maximum charge (Cap) will exclude those services that are charged as a flat rate or considered as ordinary living costs and these charges will be levied as an additional charge.

For care home placements the maximum weekly charge will be the full cost of the placement.

#### **6. SERVICES WHERE NO CHARGES ARE MADE**

Carmarthenshire will not charge for the following:

- Care and Support Services for a child under 18 years of age
- Care and Support provided to those with Creutzfeldt Jacob Disease where that disease has been clinically diagnosed by a registered medical practitioner
- Care and Support Services offered, arranged or provided for a person as part of a package of aftercare services in accordance with Section 117 of the Mental Health Act 1983
- The provision of transport to a day service where the transport is provided as part of meeting a person’s assessed needs.
- To undertake an assessment of needs, care planning and care plans and Information and Advice for these functions
- Undertaking a financial assessment, provision of a statement of charge and undertaking a review of a determination of charge and Information and Advice for these functions under the legislation.
- Reablement for service users for up to 6 weeks, (e.g. Reablement at home, in a care home, etc.) with provision for extended periods where the assessment of needs supports an extension.
- Independent Professional Advocacy where a local authority has arranged for this in accordance with the legislation.

Carmarthenshire will also not charge for:

- Equipment/aids to daily living
- Services not included in the care and support plan and/or unplanned services.

- Employment Services and Day Opportunities – attending a centre for employment training, and/or personal development and support to gain employment.
- Supported Employment – providing care and /or support to a disabled person in a work place
- Support in an educational setting – providing care and/or support to a disabled person in a recognised educational setting, and whilst attending a recognised educational course.
- Services delivered solely by volunteers.

## **7. SERVICES FOR WHICH A CHARGE IS A MADE**

Carmarthenshire will charge for the following services which it arranges or provides;

- Services provided in a Care Home – Any services provided to a resident whether the placement is permanent or temporary e.g. Residential Care, Nursing Care and Respite care (excluding residential reablement for up to 6 weeks)
- Domiciliary Care and Support, including extra care – provision of personal care, non-personal care and support at home
- Direct Payments – a payment made to a person to enable him/her to purchase their own care
- Day Care – covers a range of services whilst attending a centre or any other setting outside of a person's own home
- Supported Living – Care and support for a person from paid carers within a person's own home (other than Home Care)
- Adult Placement – where an adult lives with an approved carer who is paid to support them
- Replacement Care – where the informal carer is temporarily replaced by a care worker to provide care and/or support to a person in their own home
- One to One Support in the Community (Community Support) – bespoke services for individuals (other than Domiciliary Care or Day Care).
- Telecare – Assistive technology which supports independent living

## **8. FLAT RATE CHARGES**

Carmarthenshire will also charge for the following services which are considered to be a substitute for ordinary daily living costs or would be considered as preventative services. These services will be charged at a flat rate and the charge will not be subject to a financial assessment.

- Meals on wheels\*
- Meals at an establishment
- Laundry

Financial assessments will not ordinarily be undertaken on the above services, but where the council has reason to believe that the cumulative effect of flat rate charges is or may be unaffordable, then it will offer a financial assessment.

\*Meals on wheels – Following the removal of MOW service in Carmarthenshire this will no longer apply

The charge for these services will not be included in the maximum weekly charge (Cap) in determining how much someone pay for services.

## **9. RESIDENTIAL PLACEMENTS**

Carmarthenshire will charge for all placements into a care home, irrespective of service or duration, unless the service is defined in the legislation as being one where a charge cannot be applied.

The charge that will be applied, will be the full cost of the placement cost per night for placements into a care home. Carmarthenshire will charge for each night that the person with care and support needs is assessed to access the service. Accessing a service for part of a day will be charged at the full day rate. Person with care and support needs will be charged for the day of admission but will not be charged for the day of discharge.

Carmarthenshire will vary the charge to a person with care and support needs in the following circumstance:

- Hospital admission - Where a person with care and support needs is admitted to hospital, and the care home placement is retained, then the charge to the person with care and support needs during the absence will be set at a rate equal to the Department of Work and pensions benefits entitlements of the individual person with care and support needs only.
- Holidays/ Short Stays with families by prior agreement - A person with care and support needs will not be charged for their care home placement whilst on holidays/short stays and staying with family or in any other setting for the first 21 days of absence in any financial year. Where the absence exceeds 21 days the Carmarthenshire reserves the right to reassess that person's needs and/or terminate the care home placement. Where a person with care and support needs receives alternative services when absent from the care home, that person will be required to pay the appropriate charge for these services

Carmarthenshire has further discretion to disregard a main or only home and does so in the following circumstances:

- Where it is occupied by a carer who has given up his/her home to live with a service user for the main purpose of caring for that person and he/she does not own/have an interest in another property.
- Where a relative as defined in the legislation or a close friend/companion has lived in the home of the person with care and support needs' home all/for the major part of their adult life, and does not own any other property. The disregard only applies for the period of time that the relative or close friend/companion continues to live at the property. What constitutes a 'close friend/companion' and 'all or major part of their adult life' in this paragraph is at the sole discretion of Carmarthenshire County Council.

## **10. SHORT TERM/RESPITE STAYS AT A CARE HOME**

Where a person with care and support needs is a short term resident in a care home, and at the point of admission the placement is planned to be less than 8 weeks, then this placement will be financially assessed as if that person was receiving Non Residential care. A person with care and support needs can have multiple stays in any period which are classed as short term which cumulatively add up to more than 8 weeks.

The charge per night for all short term placements will be based on the full cost of the placement. For placements into a Carmarthenshire care homes, the charge will be, the published weekly charge for the care homes it operates, and for placements into an Independent Sector care home the charge will be the contracted amount.

The non-residential assessment rules will be applied to short term stays which are assessed at the outset as not exceeding 8 weeks on any one occasion. Temporary placements or permanent placements which for any reason last for 8 weeks or less will be financially assessed using the residential charging rules.

Short term stays that extend beyond 8 weeks on any one occasion will be charged as though the resident is subject to the residential charging rules as appropriate from the first day of the 9<sup>th</sup> week.

Where a short term stay extends beyond 8 weeks and the extension is due to the non-availability of an assessed service and a direct payment is not the preferred choice or will not meet the person's assessed outcomes, then the short stay charging rules can be extended beyond 8 weeks where the resident cannot be discharged solely because the assessed services remain unavailable. In such instances the person with care and support needs will be charged for the services they actually receive.

## **11. DIRECT PAYMENTS**

A person with care and support needs receiving a direct payment in place of a service will be financially assessed and charged in the same way as though they were provided with the equivalent service.

## **12. FINANCIAL ASSESSMENT**

All persons with care and support needs who receive a chargeable service other than services provided at a flat rate fee, will be invited to have a financial assessment to determine how much he/she can afford to pay for their assessed package of Care and Support commissioned or provided by the local authority.

Persons with care and support needs can decide not to declare their financial assets. In such cases, that person will be charged the appropriate charge for the services they are assessed to receive up to the maximum charge for a non-residential service and the full cost for a residential care home placement.

When a person with care and support needs declares their assets, expenditure, expenses etc., they will be asked to provide documentation to support and enable verification of financial and other information declared for the financial assessment. In

the event that the documentation requested is not provided then that person will be assessed as if they have chosen not to declare their assets or any other information.

A person with care and support needs will normally be expected to return the completed financial assessment information within 15 working days. A person with care and support needs can request an extension, and Carmarthenshire will consider any reasonable request and where an extension is refused then it will explain the reasons for the refusal.

Carmarthenshire will undertake the financial assessment and will confirm the result, together with a breakdown of the calculation in writing to the person with care and support needs or any other person nominated by them.

All charges will be applied from the first day that the service(s) are received. Where any service(s) changes or a person's financial circumstances change, then any revised charges will be applied from the date the change occurred.

Carmarthenshire will normally review the financial assessment annually or sooner if further relevant information becomes available or if it is notified of changes to someone's financial circumstances.

The financial assessment will not impact in any way on the assessment of a person's care or support needs.

The weekly charge for services runs from a Monday to Sunday.

The authority will charge based on the assessed level of service of the person shown in the care and support plan and variations to the charge will apply as set out in Appendix 1. Variations to the assessed level of service will not necessarily mean that the charge to the person with care and support needs will reduce for that week because the person may have been financially assessed to pay less than the charge for the reduced service.

### **13. BENEFITS ADVICE**

As part of the financial assessment Carmarthenshire will offer advice on benefits and/or will refer a person with care and support needs, with their agreement, to partner agencies or other organisations who will offer welfare benefits advice and help to submit applications where appropriate.

### **14. MINIMUM INCOME AMOUNT (MIA)**

Carmarthenshire will apply the Minimum Income Amount at levels set by Welsh Government each year for all placements in to a care home.

Carmarthenshire will apply the Minimum Income Amount (referred to as the buffer) at levels set by Welsh Government each year to all service users assessed to receive Non-residential services.

In addition to the Minimum Income Amount set by Welsh Government for non-residential services only, and in order to avoid intrusive questions about a person with care and support need's disability and disability expenditure, Carmarthenshire will also

\*Meals on wheels – Following the removal of MOW service in Carmarthenshire this will no longer apply



allow an additional allowance/disregard for disability expenditure. The additional amount will be applied as follows when the person with care and support needs receives one of the benefits below:

- An amount of 25% of the day time component of Attendance Allowance (AA), Disability Living Allowance Care Component (DLA) and Personal Independence Payment Daily Living (PIP).

Carmarthenshire will also allow as an expense, any expenditure which a person with care and support needs expends to purchase non-residential care directly from a registered care provider. Payments made through a direct payments scheme are excluded from this provision.

## **15. NIGHT TIME SERVICES**

Carmarthenshire will charge for assessed services included in the care and support plan which are provided during the night.

However, within the financial assessment, Carmarthenshire will not include the night time component of Attendance Allowance (AA) or Disability Living Allowance care component (DLA) or Personal Independence Payment Daily Living (PIP) whether a night time service is received or not. Normally, the difference between Attendance Allowance higher rate and lower rate and the difference between Disability Living Allowance care component higher rate and middle rate and the difference between Personal Independence Payment daily living enhanced and daily living basic is treated as the element paid for night time care.

## **16. TREATMENT OF INCOME**

Carmarthenshire will include in the financial assessment all income unless it has to be specifically disregarded within the legislation together with any changes as announced by Welsh Government from time to time.

## **17. TREATMENT OF CAPITAL**

Carmarthenshire will include in the financial assessment all capital unless it has to be specifically disregarded within the legislation together with any changes as announced by Welsh Government from time to time.

Carmarthenshire will also apply the Capital limits for both non-residential and residential financial assessments as announced by Welsh Government from time to time.

## **18. PEOPLE WHO LACK CAPACITY**

Where a person lacks mental capacity Carmarthenshire will communicate and/or work with a person that has the legal authority to make financial decisions on behalf of the person with care and support needs. Where such legal authority does not exist, then wherever possible the Authority will engage with family members. In all cases

Carmarthenshire will apply the principles of the Mental Capacity Act 2005 and the code of practice.

### Deputyship for property and financial affairs

Carmarthenshire will not normally apply to the Court of Protection to become Deputy for Property and Financial affairs for a person with care and support needs. Such action will only be taken as a last resort, and only for those persons who are receiving services from Carmarthenshire to meet their care and support needs, and where it is considered in the person's best interest to do so.

In the event that Carmarthenshire applies to become Deputy, then it will recover any costs it incurs for its role as deputy. An application to become deputy will only occur where the council believes that there are sufficient funds that require management, and also funds available to cover the costs of the deputy's role.

## **19. ADVOCACY**

Carmarthenshire will engage with the person with care and support needs or their representative to complete the financial assessment and charging process. Where a person is identified as needing support to engage in this process then Carmarthenshire will, through that person's social worker, seek to identify someone who can help to advocate on behalf of that person.

Carmarthenshire will also inform people with care and support needs who are receiving a chargeable service of their right to obtain independent financial advice.

## **20. DEFERRED PAYMENTS**

Where a person with care and support needs has a property that is included in their financial assessment, then in certain circumstances they are able to enter into a deferred payment agreement with Carmarthenshire. Where a deferred payment is agreed then it will enable them to defer or delay paying some or all of their care costs until a later date, so they are not required to sell their property immediately upon entering a care home. This arrangement can provide additional flexibility of how and when the person with care and support needs pays their care costs.

The amount that can be deferred each week will be determined from the financial assessment. Carmarthenshire will obtain a professional valuation of a property, and will defer an amount up to the value of the person's interest in a property less an allowance for selling costs as set out in the legislation. Where appropriate the property will be revalued periodically for the purposes of determining the amount which can be deferred.

Persons seeking or being offered deferred payments will be advised to seek independent financial and or legal advice to ensure that persons or their representatives understand the terms of a deferred payment agreement and the commitment they are agreeing to.

Carmarthenshire will charge interest on sums deferred at the interest rates set within the legislation.

The person with care and support needs will be liable for any costs incurred by them e.g. legal fees, financial advice, etc. to enable them to enter into the deferred payment agreement. These costs will be in addition to any fees and charges levied by the local authority.

The legislation sets out in detail the eligibility criteria that needs to be met, for a person to enter in to a deferred payment agreement and Carmarthenshire will apply that eligibility criteria as set out in the legislation.

In agreeing to enter into a deferred payment agreement. Carmarthenshire will directly contract for the placement, or must do so with a partner agency. Deferred payment agreements will not be available for people with care and support needs who contract for themselves or through a 3<sup>rd</sup> party or any other agency.

Where the Carmarthenshire is unable to create a charge that takes priority over, and ranking before any other interest or charge on the property. Carmarthenshire may consider a lower ranking charge where it is satisfied that the debt that may accrue is adequately secured, but this is at the sole discretion of Carmarthenshire.

Where for any reason Carmarthenshire cannot create a charge over the property which the person occupies, or used to occupy, as their main or only home and it is satisfied that the asset(s) offered as security as an alternative are sufficient to meet the value of the debt accrued for the time the person with care and support needs will be in the care home, then Carmarthenshire may at its sole discretion consider applying a charge to an alternative property or land.

Where a person with care and support needs does not meet the requirements of the scheme then a request for a deferred payment will be refused.

Carmarthenshire can refuse to defer any further care costs even where a deferred payment agreement is in place and in certain circumstances it will do so. Where such a decision is implemented it will be in accordance with the legislation and/or the terms and conditions of the deferred payment agreement and Carmarthenshire will explain the basis of its decision.

## **21. NON PAYMENT OF CHARGES AND DEBT**

Carmarthenshire will pursue outstanding charges and debts through the most appropriate channels including recovery action through the courts where appropriate. In such instances Carmarthenshire will also recover all costs and apply for interest on the amount to be recovered.

Carmarthenshire will not withdraw services when a person with care and support needs refuses or is unable to pay their assessed charge.

## **22. DEPRIVATION OF ASSETS**

Where deprivation of an asset may have occurred then Carmarthenshire will make thorough enquiries to ascertain the facts. Where deprivation has occurred Carmarthenshire will take the appropriate steps to protect the public purse.

## **23. SETTING THE ADDITIONAL COST (AC) FOR PERMANENT ADMISSIONS TO A CARE HOME**

For the purposes of setting the additional cost the choice of accommodation offered to a person with care and support needs in Carmarthenshire will initially be based on two care homes of the same type at Carmarthenshire's normal commissioning rate, anywhere within the county, and where both care homes can meet that person's assessed needs. Where 2 care homes at the normal commissioning rate are **not** available, then the next cheapest care homes within the county will form the basis of the calculation.

Where accommodation which is more expensive than the options offered at the time of placement is chosen then the additional cost will be calculated from the higher of the 2 rates charged by the two care homes which were offered.

Where an additional cost is to be funded by a 3<sup>rd</sup> party on behalf of the person with care and support needs, then Carmarthenshire will make reasonable enquiries to satisfy itself that the additional cost is affordable and that such costs would not fall on Carmarthenshire in the future.

In these circumstances the person with care and support needs will be required to evidence that they have the financial ability to meet the additional costs over the anticipated term of the placement.

In the event that the third party is unwilling to provide such evidence or does not have the financial ability to meet the additional costs over the anticipated term of the placement then Carmarthenshire will not contract for the placement at the chosen care home.

Where a placement will be made out of county then the same rules will apply except that the standard rates that will apply will be the rates appropriate in the county of placement.

Where a person with care and support needs, in accordance with the legislation, is able to pay for the full cost of their placement, then they can choose any care home and will be required to pay the full cost of their placement as Carmarthenshire will treat such a contract as outside its usual commissioning rate because it is a bespoke contract and thus the Care and Support (Choice of Accommodation) (Wales) Regulations 2015 do not apply.

## **24. APPLICATION OF THE RULES TO INDIVIDUAL CASES**

The Director of Community Services or their successor will make decisions in individual cases where the legislation allows discretion or is unclear and that he/she may delegate this responsibility to a suitable senior officer as appropriate. In reaching a decision, he/she will endeavour to ensure that the decision is fair and consistent and will result in all persons with care and support needs being treated fairly. Such

\*Meals on wheels – Following the removal of MOW service in Carmarthenshire this will no longer apply

decisions will not prevent a person with care and support needs from requesting a review of the decision through the appropriate process.

## **25. REVIEWS AND METHODS OF APPEAL**

Carmarthenshire will always endeavour to undertake a financial assessment in an accurate and professional way. Some financial assessments will appear complex and this will always give rise to queries and in some cases formal reviews.

Where a person with care and support needs believes that the result of a financial assessment is incorrect for any reason, then they will be able to contact the authority by telephone, email or in writing.

Where a query is received it will normally be looked at by the staff member who is responsible for the case. If the issue is not resolved to the person with care and support needs satisfaction, then another officer from within the team will review the query and the initial response.

Should the matter still be unresolved, then the person with care and support needs will have the right to request a formal review, but only where the basis of their request complies with the requirements of the legislation.

Where a formal review is requested, then it will undertake the review in accordance with the legislation.

All persons with care and support needs have the right to access the authority's complaints procedure if they are unhappy with our services or about the way they have been treated. Requesting a review will not prevent a person from accessing the complaints procedure.

**Appendix 1**

**VARIATIONS/ADJUSTMENTS TO CHARGES FOR FINANCIALLY ASSESSED SERVICES**

	<b>All Charged Services</b>
Start of a service	Charge from the 1 <sup>st</sup> day the service is received - as per 'Operational Rules for Commencement and Termination of Packages'
Permanent termination of a service	For person with care and support needs that pass away, no charge in the week that the service terminates (charge ceases previous Sunday). For other permanent terminations the charge is applied up to and including the day prior to termination date - as per 'Operational Rules for Commencement and Termination of Packages'
Missed call – provider/carer's fault	Service reduction is applied (actual or average as appropriate) and charge is recalculated (charge may not change) - as per 'Operational Rules for Commencement and Termination of Packages'
Cancelled call/service – person with care and support needs' request/fault, e.g. person with care and support needs on holiday	If person with care and support needs gives reasonable advance notice to the service provider then service reduction is applied (actual or average as appropriate) and the charge is recalculated (charge may not change) - as per 'Operational Rules for Commencement and Termination of Packages'
Inclement weather reduced service – missed calls	Service reduction is applied (actual or average as appropriate) and the charge is recalculated (charge may not change) - as per 'Operational Rules for Commencement and Termination of Packages'
Person with care and support needs is admitted to respite and paying respite charge/Receives residential respite and NRSS in the same week	Ensure no duplicate charge. No Non Residential charge for the period in respite (residential care charge is applied). Service reduction is applied to Non Residential service (actual or average as appropriate) and the charge is recalculated (charge may not change for reduced week) - as per 'Operational Rules for Commencement and Termination of Packages'
Service not available	Service reduction applied (actual or average as appropriate) and the charge is recalculated (charge may not change) - as per

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	'Operational Rules for Commencement and Termination of Packages'
Person with care and support needs is admitted to hospital	Service reduction applied (actual or average as appropriate) and the charge is recalculated (charge may not change) - as per 'Operational Rules for Commencement and Termination of Packages'
One service stops during the week but others carry on	Service reduction is applied (actual or average as appropriate) and the charge is recalculated (charge may not change) - as per 'Operational Rules for Commencement and Termination of Packages'
Additional Unplanned service(s) received	No charge until the service becomes part of the Care and Support Plan. Charge is applied from the 1 <sup>st</sup> day the assessed service is received - as per 'Operational Rules for Commencement and Termination of Packages'
Hospital Stays – Residential Care	A charge is applied when a person with care and support needs is admitted to hospital and the placement is retained. The charge is set at a rate equal to the Department of Work and Pensions benefits entitlement of the individual person with care and support needs only
Holidays/short stays with families by prior agreement – Residential Care	The person with care and support needs is not charged for short holidays/stays with families for the first 21 days of absence in any financial year. The basis being that the person with care and support needs will need their income/finances to meet any expenses whilst they are absent from the care home

\*Meals on wheels – Following the removal of MOW service in Carmarthenshire this will no longer apply

## OPERATIONAL RULES FOR COMMENCEMENT AND TERMINATION OF PACKAGES

### 1. Commencements

**Domiciliary Care – Packages Commissioned in Hours/Minutes and Visits** – the total hours per week will be divided by 7 and the result will be multiplied by the number of days remaining in the week including the commencement day.

**Hours Commissioned per Week (No Visits)** – the total hours per week will be divided by 7 and the result will be multiplied by the number of days remaining in the week including the commencement day.

**Hours Commissioned Per Day** - the total hours per week will be divided by 7 and the result will be multiplied by the number of days remaining in the week including the commencement day.

**Services Commissioned in Sessions/Days** – charge the actual sessions/days received including the commencement day.

**Telecare** – A charge will be applied for the number of days remaining in the week including the commencement day.

### 2. Terminations

**Domiciliary Care – Packages Commissioned in Hours/Minutes and Visits** – the total hours per week will be divided by 7 and the result will be multiplied by the number of elapsed days in the week up to the day previous to termination day.

**Hours Commissioned per Week (No Visits)** – the total hours per week will be divided by 7 and the result will be multiplied by the number of elapsed days in the week up to the day previous to termination day.

**Hours Commissioned Per Day** – the total hours per week will be divided by 7 and the result will be multiplied by the number of elapsed days in the week up to the day previous to termination day.

**Services Commissioned in Sessions/Days** – charge the actual sessions/days received up to and including the termination day.

**Telecare** – A charge will be applied for the number of days elapsed in the week up to the day previous to termination day.

### 3. Missed Visits/Service

**Domiciliary Care – Packages Commissioned in Hours/Minutes and Visits** - Total hours divided by visits and multiplied by the number of visits missed - to be deducted from package.



**Hours Commissioned Per Week (No Visits)** – Total hours per week divided by 7 and multiplied by the number of days missed or service amended as advised by provider.

**Hours Commissioned Per Day** - Total hours per week divided by 7 and multiplied by the number of days missed or service amended as advised by provider.

**Services Commissioned in Sessions/Days** – Deduct the actual session/days missed.

**Telecare** – Service is not amended and is charged throughout.

#### **4. Day Care Sessions**

A day care session is defined as:

If a service is received before 1pm on any day and for any length of time then it will count as one session

If a service is received between 1pm and 6pm on any day and for any length of time then it will count as one session

If a service is received after 6pm on any day and for any length of time then it will count as one session