



## Response to Request for Information

Reference      FOI 0315132  
Date            25 March 2015

### ***Which? Long Term Domiciliary Care***

#### **Request:**

1. Please tell me your standard charges (assuming that the client is paying full price, having over £23,250 capital) for the following domiciliary services to those aged over 65:

Current domiciliary care contracts range from between £12.04 – £13.00 per hour; these cover care provided to someone in their own home. The aim of domiciliary care is to enable people to remain living independently in their own homes through the provision of personal care and support. The support may include support with daily personal tasks to support with medication, however in the main support will be non-medical. The support provided may be of a reablement nature and will be tailored to suit the individual's needs.

a. **Personal care** (e.g. getting up, washing, getting dressed etc) – hourly rate.

b. **Domestic help** (e.g. shopping, laundry etc.) - hourly rate(s).

c. **Home care services** (e.g. cleaning curtains, turning mattresses, repairs and gardening) – hourly rate(s)

d. **Meals** (at home or at a day care centre - please state both prices if they are different) - flat rate per meal.

Meals on Wheels - £4.35 per meal (this is for a hot meal and a pudding).

Day Care Centre – The Day Care Provider will deliver a nutritionally balanced lunch-time meal for service users who wish to purchase this. The fee for this will be collected by the external Provider from the Service User. All meals will be appropriate to the service user's dietary, cultural and other needs.

The Provider will ensure a choice of two hot meals and a choice of a cold meal.

The Provider will provide a choice of refreshments at regular intervals throughout the day.

e. **Transport** (round trip to day care centre and back).

The external Provider will ensure that transport is available as a choice to and from the service at no additional cost to Wolverhampton City Council.

f. **Careline/Telecare** (or similar telephone-based alarm service) - per week. Please include/tell us of any installation costs.

Monthly cost of £14.20 for connections to the control centre, no charge for installation

If you do not charge in the way I have suggested above, please can you describe the charge in the way it is usually described to those eligible, from your authority, for domiciliary care.

2. Does your authority operate a weekly cap on charges per individual? If so, please confirm the cap(s) in place for the financial year for 2014-2015.

No

3. If someone requires transport to get to a day centre, would your authority normally consider this as part of that person's assessed needs, such that it becomes part of the package for consideration within the means test?

The external Provider will ensure that transport is available as a choice to and from the service at no additional cost to Wolverhampton City Council.

4. Based on the FACs eligibility criteria (as set out in the Fair Access to Care Services, Department of Health Guidance, issued under section 7(1) of the Local Authority Social Services Act 1970), please confirm which of the following applies:

Subject to appropriate means testing, our authority supports:

- a. Critical needs only;
- b. All critical and substantial needs; **Yes**
- c. All critical, substantial and moderate needs;
- d. All critical and substantial needs, and some moderate needs.
- e. None of the above, we provide a different level of support.

If the answer to this question is (d) or (e) then please provide a brief summary of the level of support provided by your authority.

5. After someone has applied for support and received an assessment, are they told in writing what needs banding they are in?

They receive a written copy of their assessment which indicates those needs which meet the eligibility criteria.

6. If someone applies for support, but is found to have needs that don't meet your minimum eligibility criteria, is there a minimum period before they can reapply for another assessment (Please state the period if yes)?

No