Paying for care
An information guide for people living in Surrey
About this booklet

Paying for care is a very complicated subject.

This Easy Read booklet is very long but we felt it was important that this booklet had all the information you might need in it.

You won’t need to read all of the booklet.

If you are paying for care in your own home you will not have to read pages 38 to 66.

If you are paying for care in a care home you will not have to read pages 23 to 37.

It is a good idea to go through this booklet with someone who supports you.

They can help you work out which pages you need to read and help you to understand the information.
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Introduction
When and how Adult Social Care can help.

The Adult Social Care service is here to support three main groups of people.

The three groups of people are:

1. People with longer term and more complex needs that stop them doing everyday things.

2. Unpaid carers who are looking after a relative or friend.

3. People who need help for a short time to get better after a stay in hospital or a mental illness.

An Adult Social Care Assessment

Anyone who thinks they may need support can ask us for an assessment. The assessment is free of charge.
An Adult Social Care assessment will help us find out if you need our support.

If we find that you do need our support

We will ask you about lots of different things to do with your life and your wellbeing, including:

- Caring for yourself
- Staying safe
- Being independent

Choosing the right support

We want to help people to stay independent in their own home for as long as possible.

We will help you to choose the support that helps you to live the life you want.
Carers of all ages also have the right to an assessment.

Who we mean when we talk about carers

A carer is an **unpaid friend or relative** who looks after someone who needs care and support. People of all ages can be a carer.

Support for carers is important

Carers do valuable work looking after people who need care and support.

A carers assessment asks about the support the carer needs to be able to carry on caring.
Contact us if you would like a carer’s assessment, or you know someone who may need care and support.

We will talk to you, or your carers, on the phone and we may visit you.

**Adult Social Care Helpline:**

**Phone:** 0300 200 1005

**Text:** 07527 182861

**Minicom:** 020 8541 8914

**E-mail:** contactcentre.adults@surreycc.gov.uk

**Website:** www.surreycc.gov.uk

You can contact us yourself, or someone else can contact us for you.
A sudden illness or accident can make people feel unable to cope for a short time.

Assessment and reablement

This service can help people for as little as a few days or for as long as six weeks.

Staff will give you care and support to help you get better and feel confident.

This support can be free for up to six weeks.

We may agree that you need support for longer than six weeks.
If you need support for longer than six weeks we will do a financial assessment with you.

Will I need to pay towards my care?

Adult Social Care can charge you for some care and support services.

We will talk to you about your money and fill in the financial assessment form.

See pages 15 to 19 for more information about the financial assessment.

Services that **can be** charged for

Your direct payment. See pages 20 to 21 for more information about direct payments.

Home care - when someone comes to your home to help you with your personal care.
Services that **can be** charged for

- Going to a day care centre.
- Transport.
- Support services in the community like Supported Living and Extra Care Housing.
- Adaptations to your home costing more than £1,000.
- Residential and nursing home care (including respite and short breaks).
Some Adult Social Care services are free of charge.

Services that we do not charge for

- An assessment of your care and support needs.
- Services for carers - these are unpaid relatives or friends.
- Equipment and home adaptations costing less than £1000.
- Personal care given by a state registered nurse.

Services for people with Creuzfeldt Jacob Disease (CJD) are also free of charge.
Other services that we **do not** charge for

**Assessment and reablement**
(see page 10 for more information about this)

This is care and support to help you get better after an accident or illness.

**Intermediate care**

This is a short stay of up to six weeks in a care home or care in your own home.

This is paid for by the National Health Service (NHS).

**Continuing NHS Health Care**

This is care paid for by the NHS. It is for people who need a lot of health care.

**Aftercare services** given under Section 117 of the Mental Health Act are also free of charge.
The Financial Assessment.

If you need any services that we charge for we will do a financial assessment with you.

We will talk to you about your money and fill in a financial assessment form.

If you live locally we can visit you to do the assessment.

We will ask you if you want us to visit you or to phone you to do the assessment.

You can have someone with you to support you when you do the financial assessment.

We will also help you to claim benefits.

We will make sure you are not charged more than you can afford to pay.
We will ask you to tell us about your money.

We will ask how much **savings** and **capital** you have.

This is money that you have and property you own, including:

- **Money in the bank**
- **Savings**
- **Stocks and shares**
- **Buildings**
- **Land**

We will ask how much **income** you have

This includes:

- **Benefits**
- **Pensions**
- **Wages**

It also includes any money you get from bonds, annuities or trust funds.
We will ask about things you need to spend your money on

This includes things like:

- Mortgage or rent
- Council tax
- Water
- Heating
- Travel

We will then work out how much money you will need to pay towards your care and support.

We have listed organisations that can give you free independent help.

See pages 68 to 71 for the contact details of these organisations.
What if I do not want a financial assessment.

You have the right to say no to a financial assessment.

If you do not want a financial assessment you will have to pay the full cost of your care and support.

Some people choose not to have a financial assessment because they already know they will need to pay the full cost of their care.

A benefits check can still be helpful

There may be extra benefits you can claim even if you need to pay the full cost of your care and support.

Some benefits are not based on your savings or income. We can help you claim them.
Giving things away, or spending money on expensive things to avoid paying for your care.

This is about giving money or property away to someone else.

It is also about buying things like expensive holidays.

If we think you are trying to avoid paying for your care we can still include the money or property.

In some cases the person you gave the money or property to may have to pay for all or some of your care.
Surrey County Council will work out a personal budget for your care and support.

Most people will have a personal budget for their care and support.

A personal budget is the amount of money needed to pay for your care and support.

Some people will need to pay money towards their personal budget.

We prefer to give people a direct payment

With a direct payment your personal budget is given to you. You can then organise your own care and support the way you want to.

We usually set up a pre paid account for you. It’s the easiest way to use your direct payment.
More information about having a direct payment.

You can only spend your direct payment on the care and support you need.

You can choose what support, services or equipment to buy with your direct payment.

You may need to pay towards your care and support.

We will take the amount you need to pay from your direct payment before we give it to you.

Some people feel they can’t manage a direct payment.

We can talk to you about other ways of planning and paying for your care and support.

Your social worker can talk to you about your direct payment.

You can also contact the Surrey Independent Living Council for information and advice. See page 69 for their contact details.
Making future decisions

There may come a time when you cannot make big decisions about your money yourself.

You can ask someone you trust to make important decisions for you in the future.

They could become your Lasting Power of Attorney

In the future they would make decisions for you about things like:

- Your home
- Your money
- Your health

How to appoint a Lasting Power of Attorney

A solicitor can give you advice and help. You can also ask for a form from the Office of the Public Guardian.
Part 1

Paying for care and support in your home and in the community
Paying for community care and support services.

This is about paying for care and support that helps you to stay living in your own home.

These services include:

- Personal care and support at home.
- Care and support at a day service.
- Having a short break away from your home.
You need to tell us how much money you have in **savings and capital**.

We don’t count the value of the home you live in when working out how much money you have.

You must tell us about all the other savings or capital you have.

You need to tell us about **savings** you have in the bank and building society.

You need to tell us about **savings** you have in bonds, shares and other investments.

You need to tell us about any **capital** you own. This is any buildings or land you own.
If you have over **£24,500** in savings and capital you will have to **pay the full cost of your care**.

£24,500 is the current **Upper Capital Limit**.

If you tell us you don’t have over £24,500, but we find out later that you do, you will be charged the full cost of your care.

This charge will be backdated to the day you started getting the care.

**Spending your savings on your care**

If you are paying the full cost of your care you will probably spend some of your savings.

When your savings go down to near £24,500 it is important that you tell us.

Surrey County Council may be able to help you.
Independent financial advice

If you are **paying for your own care** it is a good idea to get advice from an independent financial adviser.

An independent financial adviser will help you decide how to pay for your care.

The Society of Later Life Advisers (SOLLA) will help you find a local independent financial adviser.

Some services SOLLA provide are free and some they charge money for.

See page 68 for information about how to contact The Society Of Later Life Advisers (SOLLA) and other organisations that can help you.
If you **do not have to pay the full cost** we will work out if you need to pay towards your care.

This is for people who have **less than £24,500** in savings and capital.

Your income and spending

You need to tell us about your **income** and your **spending** so we can work out if you need to pay money towards your care.

<table>
<thead>
<tr>
<th>Income</th>
<th>Spending</th>
</tr>
</thead>
<tbody>
<tr>
<td>This is money that is paid to you.</td>
<td>This is money you need to spend to live your life.</td>
</tr>
</tbody>
</table>

People on very low incomes

Most people on very low incomes will not have to pay any money towards their care.
Your income

You need to tell us about all your **income**.

This includes:

- Your wages
- All your benefits
- Your pensions

This also includes money from a trust fund.

We will talk to you about your benefits.

There may be benefits you are not claiming that you can have. This would give you more income.

Your spending

You need to tell us about things you have to spend money on.

This includes:

- Mortgage or rent
- Council tax
- Household bills

You may need to show proof of these things.
The costs of everyday living

We will work out how much money you need for everyday living.

This includes spending money on things like:

- Heating
- Travel

The Minimum Income Guarantee allowance

We use the Government’s Minimum Income Guarantee allowance to work out how much money you need for everyday living.

This is the amount of money that the Government say you need to be able to live your life.

On page 31 we explain about extra money that disabled people may need for everyday living.
Disability-related costs

Many disabled people need to spend extra money on everyday living. Below are examples of extra costs:

- Extra heating
- Extra washing
- Extra clothes
- Special shoes
- Extra bedding
- Equipment
- Transport
- Community alarm
- Paying for cleaning or gardening

We can talk to you about this.

We will help you to think about the extra costs you have.

We may ask for proof that you are paying for these extra costs.

If you don’t want to talk to us about this we can say that you need spend an extra £20 a week on these things.
How we work out if you need to pay towards your care

We work out something called your ‘net available income’.

Your ‘net available income’ is the money you have left after you have paid for everything you need to.

We will ask you to pay all of your ‘net available income’ towards your care.

The example on this page may help you to understand this.

Lee’s example

Lee’s income
Lee gets £465 a week income from work and benefits.

Lee’s expenditure
Lee needs to spend £395 a week on everyday living and things like his mortgage.

Lee spends £50 a week on extra costs for his disability.

In total Lee needs to spend: £395 + £50 = £445 a week.

Lee’s net available income
£465 - £445 = £20 a week

Lee is charged £20 a week towards his care.
Telling you if you need to pay towards your care

Your financial assessment

This is when we visit you to talk about your money and fill in the financial assessment form.

We should be able to tell you during this visit whether you will need to pay any money for your care and support.

We will also write to you to tell you if you need to pay towards your care and support.

If you do need to pay towards your care the letter will say how much you will be charged and how we worked this out.

When you will need to start paying for your care

You will need to pay for your care from the date you start getting the care.
What if I do not agree with the amount I have been charged?

If you feel you can't afford to pay the amount we have charged you can ask for a review.

You need to tell us if we missed out anything you need to spend money on.

After the review we will write to tell you if the amount you pay will change.

You then have the right to appeal

If after the review you still feel the amount we charge you is more than you can pay you have the right to appeal.

We will tell you how to appeal when we write to you after the review.

Surrey Disabled People’s Partnership can find you an advocate to help you to appeal.

Go to page 69 to see their contact details.
The appeal decision is final

If you are not happy with the decision made at the appeal you can make a complaint.

You can also make a complaint if you feel you have been treated unfairly.

We will tell you how to make a complaint when we send you a letter telling you the decision of the appeal.
How do I pay for my care?

We will send you a statement each month showing you how much you need to pay.

A Direct Debit from your bank account is the easiest way to pay for your care.

A Direct Debit is a safe way to pay. If a mistake is made money can be paid back into your bank account straight away.

What if I cannot pay my care bill?

If you are having problems tell us straight away.

It may be that your life has changed and we need to look again at how much we charge you.

If you have money problems like debts we can tell you where to get help.
There may be weeks where you need less care than usual.

You will never have to pay for more care than you have in a week.

The examples below will help to explain this.

**Monica pays £75 a week towards her care.**

When Monica goes to stay at her parents for the weekend she needs less care at home.

She will only get £60 worth of care from Monday to Friday.

For that week she will only be charged £60 for her care.

**Martin pays £15 a week towards his care.**

Martin’s care cost £200 a week.

Martin has been in hospital for a few days so has only had £45 worth of care that week.

Martin still has to pay £15 towards his care that week as he has had more than £15 worth of care.
Part 2

Paying for residential and nursing home care. We will call these ‘care homes’ in this booklet.
Paying for the costs of a care home

People may move into a care home if they can no longer manage in their own home.

Paying for your care home

Most people need to pay towards the cost of their care home.

Some of the costs of living in a care home

Your room

Your meals

Your care
Nursing care

**Do I have to pay for nursing care?**

If you need to live in a **nursing home** some of your care will be nursing care.

**You do not pay for nursing care.** This is paid for by The National Health Service (NHS).

A nurse will visit you to see how much nursing care the NHS needs to pay for.

**Continuing NHS Healthcare**

If **most of the care** you need is to do with your health you may be able to get **Continuing NHS Healthcare**.

This means the NHS will pay for all the costs of your care in the nursing home. Your social worker can give you advice about this.
Welfare benefits

You may be able to claim welfare benefits when you move into a care home.

It is important you claim all the benefits you are entitled to.

There may be new benefits you can claim.

Surrey County Council can help you claim all the benefits you are entitled to.

If you are already claiming benefits

Your benefits may change when you move from your own home into a care home.

If you claim benefits you need to tell the Department of Work and Pensions if you move into a care home.
Working out how much will you need to pay.

The amount you pay will depend on these things:

1. How much money you have.

   - Your bank statement
   - How much money you have in savings and capital (property or land you own).

2. How long you will be staying in the care home.

   - Some people only stay for a short time and then move back to their own home.
   - Some people move permanently into a care home.
You may have to pay money from your savings and capital.

We will ask how much **savings** and **capital** you have.

This is money that you have and property you own, including:

- Money in the bank
- Savings
- Stocks and shares
- Buildings
- Land

We will work out the value of your capital.

**Is the value of my home counted as capital?**

There are rules about whether we can include the value of your home when working out your capital.

For information about this see section 3 starting on page 57.
How your savings and capital affects how much you pay

If you have more than £23,250:

You will have to pay the full cost of your care home.

If you do have to pay the full cost of your care home please see the information on pages 45 to 46 of this booklet.

If you have between £14,250 and £23,250:

You will have to pay £1 a week for every £250, or part of £250, you have over £14,250.

If you have less than £14,250:

You will not pay anything from your savings and capital.

If you do not have to pay the full cost of your care home please go to pages 47 to 49 of this booklet.
If you need to **pay the full cost** of your care home.

If you are thinking of moving permanently to a care home you should ask us for an Adult Social Care assessment.

We can help you to choose the best way to get the care and support you need.

Surrey County Council can tell you about local care homes

This would help you to choose a home that is right for you.

We can also give you advice about staying in your own home

Some people may be able to stay living in their own home if they have the right care and support.
Surrey County Council can give you advice on benefits and on planning your care.

We cannot give you financial advice.

Benefits advice  Care advice  Financial advice

What happens if your savings and capital are likely to fall below £23,250?

If you are paying the full cost of your care home you will be spending your savings and capital.

When your savings go down to near £23,250 it is important that you tell us.

We can give you a full financial assessment.

Surrey County Council may be able to help to pay for some of the cost of your care home in the future.
If you **do not have to pay the full cost** of your care home, you will have to pay towards the cost from your income.

Surrey County Council will ask how much **income** you have

This includes:

- Benefits
- Pensions

It also includes any money you get from bonds, annuities or trust funds.

You **do not** have to pay all of your income towards the cost of your care home.

You **do not** have to pay any of your mobility benefits towards your care home costs.

You will also be able to keep some of your other income.
How much of my income can I keep?

You can keep £24.90 from your income.

This is to buy things you need like toiletries and newspapers.

Other money you are allowed to keep

- £5.75 a week from Savings Credit.

- £10 a week of a civilian war injury, war widow, war widower, war disablement pension or Armed Forces Compensation Scheme payment.

- Half (50%) of an occupational or private pension if it is to be given to your partner at home.

- Any charitable payment you get.
Extra rules for people who move into a care home for a **short time**.

**Extra rules about your income**

You **are also allowed to keep** some of your income to pay for your share of your housing costs, including:

- Mortgage or rent
- Council tax
- Household bills
- Building insurance
- Water
- Money for other expenses you may have.

Surrey County Council also allows you to keep £20 a week, for up to eight weeks, for any other expenses you have.
Independent financial advice

You need independent financial advice if you are paying the full cost of your care.

You need to choose a care home that you will be able to afford.

Some care homes charge more money each week than others.

If you pay the full cost of your care and choose an expensive care home you could use up all your savings.

If you pay towards the cost of your care home it is important to choose a care home you can afford.

If you choose an expensive care home you will need to make sure the extra money can be paid each week.

Page 52 explains about paying a top-up for an expensive care home.
The Society of Later Life Advisers will help you find a local independent financial adviser.

Some services The Society of Later Life Advisers can give you are free and some they charge money for.

SOLLA advisers are trained to give you good advice

They can give you advice about the choices you have when paying for your care.

They are experts in helping people to plan for later life.

See page 68 for information about how to contact The Society Of Later Life Advisers (SOLLA) and other organisations that can help you.
Paying a **top-up** if you choose a more expensive care home.

**What happens if you are not paying the full cost of your care home?**

You will not be able to pay the top-up yourself, but your family or friends could pay the top-up.

We will check that they will be able to pay the top-up for all the time you will live in the home.

**What happens if you are paying the full cost of your care home?**

If you have over £23,250 in savings and capital you may be able to afford to pay the top-up yourself.

You will need to be able to pay the top-up all the time you live in the care home.

If you spend all your savings you will need to find someone else to pay the top-up or move to a cheaper home.
How we work out how much you need to pay towards your care home.

Emily’s example

Emily’s income
Emily has savings of £20,125.
We work out that she will pay £24 a week from her savings.
Emily gets £256 a week from her benefits and pension.

Emily’s total income is £256 + £24 = £280

Emily’s allowances
Emily is allowed to keep £24.90 a week from her income. She is also allowed to keep her £21.80 mobility benefit.

Emily’s total allowance is £24.90 + £21.80 = £46.70

Emily’s weekly charge
Emily’s total allowance is taken from her total income to work out her weekly charge.

£280 - £46.70 = £233.30 a week
We will write to you to tell you how much money you will be charged.

When will I need to start paying towards my care home?

You will start paying from the first day you move into your care home.

Each year we will check how much you must pay. This is because your income may change.

We will write to you again if the amount you need to pay changes.
What if I don’t agree with the amount you ask me to pay?

If you feel **you can’t afford to pay** the amount we have charged you we can review your charge.

If we have made a mistake or missed out something we will correct it.

We will write to you to tell you if the amount you will be charged will change after the review.

You then have the right to appeal

If after the review you still feel the amount we charge you is more than you can pay, you have the right to appeal. We will tell you how to appeal when we write to you after the review.

Surrey Disabled People’s Partnership can find you an advocate to help you to appeal.

Go to page 69 to see their contact details.
The appeal decision is final

If you are not happy with the decision made at the appeal you can make a complaint.

You can also make a complaint if you feel you have been treated unfairly.

We will tell you how to make a complaint when we send you a letter telling you the decision of the appeal.
Part 3

Is the value of your home is counted as capital, and your options if it is.
Will the value of my home be counted as capital?

This is about the home you were living in and own, or jointly own.

There are different rules depending on if you move into a care home permanently or just for a short stay.

Moving to a care home permanently.

We **may need to count** the value of your home as capital if you move to a care home permanently.

Moving to a care home for a short stay.

We will **not count** the value of your home as capital if you move to a care home for a short stay.
If you move into a care home permanently.

Surrey County Council will look at whether the value of your home can be counted as capital.

If you own the home jointly we can only count the value of your share of the home.

If any of these people live in your home we will not count it as capital:

- your partner or spouse
- a relative aged over 60
- a relative aged under 60 who has a disability
- a divorced or estranged partner with a dependent child
- a child under 16 maintained by you.
If the **value of your home is counted** as capital.

### The rules for the first 12 weeks

**12 weeks**

![Image of a house]

Usually we will only count the value of your home 12 weeks after you move permanently into a care home.

This will give you time to decide what to do with your home.

During these 12 weeks you have to pay towards your care from your income and other capital. You must also pay any bills for your home.

### After the first 12 weeks

The value of your home will be added to the value of other savings and capital you have.

![Image of a piggy bank and money]

If your savings and capital is worth more than £23,250 you will have to pay the full cost of your care home.

£23,250
If you own a second home.

If you own a second home the value of that home will always be counted as capital from the day you move in.

The value of any other buildings or land you own will also be counted.

What happens if I give my property away?

If we think you gave your property away to try to avoid paying for your care we can still include the value of the property as your capital.

In some cases the person you gave the property to may have to pay for all or some of your care.

This could also happen if you sold the property for less than it was worth to avoid paying for your care.
Your options if the value of your home is counted as capital.

**Independent financial advice.**

An independent financial adviser can help you choose the best option for you.

Go to page 68 for information about how to find an independent financial adviser.

Surrey County Council are not allowed to give you advice about your money.

You may not want to sell your home to pay for your care.

In this section we explain other choices you have instead of selling your home.
Renting your home

The money you get for renting your home can help you pay for your care.

You need to check that the rent money added to your other income will be enough to pay for your care.

You will also need to pay insurance for your home, and pay to keep it maintained.

There are also other choices you could think about.

You may have family or friends who will pay towards your care.

You may choose to take out a loan, an annuity, a home income plan or use an equity release scheme.
The Surrey County Council Deferred Payment Scheme

What is the deferred payment scheme?

A deferred payment is like Surrey County Council giving you a loan to pay for your care.

The scheme can help if you have to pay the full cost of your care but your money is tied up in your home.

It means you do not have to sell your home straight away.

Surrey County Council would sign an agreement with you to use your home as security for the loan.

People who want to sell their home to pay for their care can also use the scheme while they are waiting for their home to sell.
Surrey County Council would pay the money for your residential or nursing home that you can’t afford.

How the deferred payment scheme works

Surrey County Council will work out how much money you can afford to pay towards your care each week.

Surrey County Council will look at all your income, including:

- Benefits
- Pensions
- Savings & capital

Surrey County Council would pay the money for your residential or nursing home that you can’t afford.

You pay this money back to Surrey County Council when you sell your home, or when your home is sold after you die.

For more information ask for a copy of our ‘Deferred Payments Scheme’ leaflet.
It is important to get benefits advice if you are thinking about not selling your home.

If your home is not for sale your benefits may be affected.

The Department for Work and Pensions will count the value of your home as capital you have.

You may not be able to claim Income Support or Pension Credit.

You would be able to claim other benefits like Attendance Allowance or Personal Independence Payment.
Useful contacts
Surrey County Council Adult Social Care Helpline

Telephone 0300 200 1005
Text: 07527 182861
Fax: 020 8541 7390
Website: www.surreycc.gov.uk/adultsocialcare
Email: contactcentre.adults@surreycc.gov.uk

GetWIS£

Benefits advice service.

Telephone 0300 030 9432
Text: 07561 392818
Email: info@getwisesurrey.org.uk
Website: www.getwisesurrey.org.uk

Age UK (Surrey)

Provide information and advice on subjects such as your money, health and care, including a range of factsheets and books.

Telephone 01483 503414
Fax: 01483 454614
Email: enquiries@ageuksurrey.org.uk
Website: www.ageuk.org.uk/surrey

SOLLA (Society of Later Life Advisers)

Telephone 0845 303 2909
Email: admin@societyoflaterlifeadvisers.co.uk
Website: www.societyoflaterlifeadvisers.co.uk
**Action for Carers (Surrey)**
Provide support and information for carers, raising awareness of carers issues.

- **Telephone**: 01483 302748
- **Fax**: 01483 303958
- **Email**: info@actionforcarers.org.uk
- **Website**: www.actionforcarers.org.uk

**Surrey Independent Living Council (SILC)**
Help and advice about direct payments

- **Telephone**: 01483 458111
- **Text**: 07919 418099
- **Email**: admin@surreyilc.org.uk
- **Website**: www.surreyilc.org.uk

**Citizens Advice Surrey**
Provide general and individual advice, including advice on benefits and debt management

- **Email**: citizenadvicesurrey@cabnet.org.uk
- **Website**: www.citizenadvicesurrey.org.uk (to find your local branch)

**Advocacy Service (Surrey Disabled People’s Partnership)**

- **Telephone**: 0300 0307333
- **Text**: 07561 392818
- **Email**: advocacy@sdpp.org.uk
- **Website**: www.sdpp.org.uk/services/advocacy.php
The Surrey Hubs
Website: www.thesurreyhubs.org.uk

West Surrey
Telephone 01483 747400
Text: 07561 392818

East Surrey
Telephone 01483 747400
Text: 07561 392818

Alzheimer’s Society
Provide support and information for people with this condition and other dementia.

Email: surrey@alzheimers.org.uk
Website: www.alzheimers.org.uk

East Surrey
Telephone 01883 740010

Mid Surrey
Telephone 01372 729988

North West Surrey
Telephone 01784 444214

South West Surrey
Telephone 01428 642055

West Surrey
Telephone 01483 753651

Care Quality Commission
Responsible for the registration, inspection and complaints of care homes.

Telephone 03000 616161
Email: enquiries@cqc.org.uk
Website: www.cqc.org.uk
Counsel & Care Advice

Produce information factsheets on care homes, fees and community care services.

**Telephone**: 0845 300 7585  
**Website**: www.counselandcare.org.uk

Department for Work and Pensions (DWP)

Responsible for welfare benefit information and claims. Local offices can be found on the website.

**Website**: www.dwp.gov.uk

**Pension Service**

**Telephone**: 0845 6060265

**Job Centre Plus**

**Telephone**: 0845 6088642

Disability and Carers Service

Part of the DWP - deals with benefit claims for disabled people and carers.

**Telephone**: 08457 123456  
(Attendance Allowance, Disability Living Allowance and Carers Allowance)

The Office of the Public Guardian

Information on appointing someone you trust to act on your behalf and for those who are concerned for someone who may have lost capacity to make decisions for themselves.

**Telephone**: 0300 456 0300  
**Website**: www.dwp.gov.uk  
**Email**: customerservices@publicguardian.gsi.gov.uk

(Lasting Powers of Attorney and Court Appointed Deputies)
If you would like this information in large print, Braille, on CD or in another language please contact us on:

**Tel:** 0300 200 1005  
**Minicom:** 020 8541 9698  
**SMS:** 07527 182861  
**Email:** contact.centre@surreycc.gov.uk

Nëse dëshironi që ky dokument të jetë me shkronja të mëdha, në kasetë ose në një gjuhë tjetër, ju lutemi n’a telefononi në një nga numrat e mësipërm.

إذا كنت ترغب بالحصول على هذه الوثيقة في طباعة مكبرة، أو على شريط مسجل أو في لغة أخرى، فنرجو الاتصال بنا على أحد الأرقام المدونة أعلاه.

আপনি যদি এই ডকুমেন্ট বা নথিঃ বড় ছাপার অক্ষরে, টেপ বা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে উপরের যে কোন একটি নম্বরে আমাদের সাথে যোগাযোগ করুন।

Si desea este documento impreso en letra grande, en casete o en otro idioma, rogamos que se ponga en contacto con nosotros llamando a uno de los números anteriores.

如果您想要这份信息以大号字打印、盲文、CD 或另一种语言，请联系：

**Tel:** 0300 200 1005  
**Minicom:** 020 8541 9698  
**SMS:** 07527 182861  
**Email:** contact.centre@surreycc.gov.uk

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