



FALKLAND ISLANDS GOVERNMENT

PUBLIC SERVICE ANNOUNCEMENT

26 September 2018

Social care charges

Following past speculation regarding the possibility of requiring individuals to provide financial contributions towards the cost of their social care, today the Falkland Islands Government has confirmed via the Executive Council, that there are no plans to introduce any such charges,

Social care relates to non-medical activities that some people require assistance with, such as washing, dressing or bathing. Individuals do however remain responsible for their personal day-to-day living expenses, such as rent, heating, electricity and food.

MLA Ian Hansen, Portfolio Lead for Health said: "This is a topic that has been discussed in previous Assemblies, but we wanted to address it definitively during the current Legislative Assembly. We want our community to know that there are no plans in place to introduce a system of personal contributions towards social care. We've invested £23.9m of this year's Budget into improving the health and wellbeing of our community and ensuring that our citizens can continue to have their social care needs funded by Government is part of that wider commitment."

ENDS

EXECUTIVE COUNCIL

PUBLIC

- Title:** Revised Policy on Eligibility and Fair Charging for Department of Health and Social Services, Community Care Services for Vulnerable Persons and clarification for chargeable services.
- Paper Number:** 29/18
- Date:** 26th September 2018
- Responsible Director:** Director of Health and Social Services
- Report Author:** Director of Social Services and Service Development Manager
- Portfolio Holder:** MLA Ian Hansen, Health and Social Services Portfolio holder
- Reason for paper:** This paper is submitted to Executive Council:
For policy decision
For policy update/information
Requested by elected member of the Legislative Assembly
- Publication:** Yes
- Previous papers:** 41/15 Developing Older Peoples Services
182/15 The Development of Older Peoples Services in the Falkland Islands
100/16 The Development of Older Peoples Services in the Falkland Islands
31/17 The Development of Older Peoples Services in the Falkland Islands – Updated Business Case and request for Construction Manager post
132/17 Policy on Eligibility and Fair Charging for Development of Health and Social Services, Community Care Services for Vulnerable Persons
- List of Documents:** Appendix 1: Revised Policy on Eligibility and Fair Charging for Development of Health and Social Services, Community Care Services for Vulnerable Persons (Residential and Non-Residential Services).
Appendix 2: A worked example demonstrating the implications of the introduction of a financial cap
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1. Recommendations

Honourable Members are recommended to approve:

- (a) The removal of charging for non-medical care and support outlined in ExCo paper 132/17
- (b) The introduction of the Revised Policy on Eligibility and Fair Charging for Department of Health and Social Services, Community Care Services for Vulnerable Persons (Residential and Non-Residential)
- (c) Continued support of all other aspects of ExCo paper 132/17 which were previously approved and have not been amended and include; housing costs, the cost of domestic services such as laundry, cleaning, shopping etc, Government provided services to individual homes (e.g. heating, water or electricity), non-government provided services to individual homes (e.g. fuel, paid television services, telephone or internet), meals, developmental / social activities and events, transport, equipment (with the exception of some items provided by the community team), furniture and fittings or other services that do not ordinarily fall into the chargeable services defined above.

2. Additional Budgetary Implications

- 2.1 The opportunities for additional income from charging for non-medical care outlined in ExCo paper 132/17 would no longer be an option if the removal of charging was approved.
- 2.2 Income from tenancies and related to day to day domestic services would not be affected by this paper.

3. Executive Summary

- 3.1 Following discussion with MLAs on 20th March 2018 this paper is requesting that Honourable Members consider the removal of charging for non-medical care from the policy on Eligibility and Fair Charging for Department of Health & Social Services, Community Care service for Vulnerable Persons (Residential and Non-Residential Services).
- 3.2 Three options are included; charging for non-medical care without implementation of a financial cap on this charging, charging for non-medical care with the implementation of a financial cap on this charging or removing the concept of charging people for non-medical care.
- 3.3 Honourable Members are asked to consider the last option (removing the concept of charging people for non-medical care) as the preferred option.
- 3.4 This paper is based on a worked example using the population receiving support from the community services in March 2018.

- 3.5 If the third option was decided upon it would mean that opportunities for additional income from charging for non-medical care non-medical care outlined in ExCo paper 132/17 would no longer be available.

4. Background and Links to Islands Plan and Directorate Business Plan/s

- 4.1 ExCo paper 132/17 was approved in principle, but Honourable Members requested that a financial cap be included to avoid any individual being financially overburdened because of high care needs.
- 4.2 Additional work in relation to the introduction of a financial cap identified that if such a cap were introduced revenue gained from charging for some non-medical care services would be minimal. Therefore the Policy on Eligibility and Fair Charging for Department of Health and Social Services, Community Care Services for Vulnerable Persons (Residential and Non-Residential Services) has been amended to remove the concept of charging for non-medical care. Fair charging for 'day to day domestic services' remains.
- 4.3 The administrative burden would be disproportionate to the minimal income that would be raised.
- 4.4 Possibility of charging for non-medical care related charges may cause anxiety to some vulnerable people and providing these services without charge to anyone would remove this potential concern.
- 4.5 A worked example demonstrating the implications of the introduction of a financial cap is shown in Appendix 2
- 4.6 The revised Policy takes into account the discussions with MLAs on 20th March 2018 and 16th August 2018, when the implications of charging for non-medical care and implementation of a financial cap were discussed.
- 4.7 Aspects other than the removal of charging for provision of non-medical care and support outlined in ExCo paper 132/17 remain unchanged. These included; housing costs (the cost of renting the person's home, supported living or extra care), the cost of domestic services such as laundry, cleaning, shopping etc.), Government provided services to individual homes (e.g. heating, water or electricity), non-government provided to individual homes (e.g. fuel, paid television services, telephone or internet), meals, developmental / social activities and events, transport, equipment (with the exception of some items provided by the community team), furniture and fittings or other services that do not ordinarily fall into the chargeable services defined above.

5. Options and Reasons for Recommending Relevant Option

- 5.1 In relation to the removal of charging for non-medical care and support outlined in ExCo paper 132/17 there are three options;
- Charging for care according to care required without any financial cap.
This was the initial proposal in 132/17.

- This option would mean that people with higher levels of need may be financially overburdened because of because of their care needs.
- MLAs asked for the implementation of a financial cap to be considered to avoid this.
- Therefore this is not seen as the recommended option.
- Charging for care according to care required with the implementation of a financial cap.
 - Following a review of people requiring non-medical care and support from Community Services (Summary provided in Appendix 2) it was noted that once a cap had been applied there would be little financial gain in relation to the required administration.
 - Therefore this is not seen as the recommended option.
- Once the above options had been considered a third option was included that recommends that the concept of charging for non-medical care and support outlined in ExCo paper 132/17 be removed with all non-medical care and support being provided without charge to the individual receiving the care.
 - Individuals would receive required care without any financial charge.
 - Individuals would still be responsible for other costs associated with their day to day living such as rent, laundry, cleaning and groceries for examples. If these outgoings were challenging people would be able to apply for Welfare Assistance from FIG in the usual way.
 - This option is recommended as it would ensure that people are able to receive an appropriate level of care without being financially overburdened because of high care needs.

6. Resource Implications

6.1 Financial Implications

The opportunities for additional income from charging for non-medical care outlined in ExCo paper 132/17 and illustrated in Appendix 2 would no longer be an option if the removal of charging was approved.

If there were a large number of people with high care needs at any one time this may impact negatively on non-medical care resources. This cannot be easily anticipated or negated.

Income from tenancies and related to day to day domestic services would not be affected by this paper.

6.2 Human Resource Implications

None anticipated

6.3 Other Resource Implications

None anticipated

7. Legal Implications

7.1 None anticipated

8. Environmental & Sustainability Implications

8.1 None anticipated

9. Significant Risks

9.1 If there were a large number of people with high care needs at any one time this may impact negatively on non-medical care resources. This cannot be easily anticipated or negated.

10. Consultation

10.1 Fair charging has been discussed at The Development of Services for Vulnerable People Board.

10.2 Fair charging options were discussed with MLAs at a briefing meeting on 20th March 2018 and 16th August 2018. The suggestions from these meeting have been incorporated within this submission.

11. Communication

11.1 Before people move into the new facility information will be provided to them clearly outlining what will be provided for them, what they are personally responsible for and also reminding them of financial assistance available from FIG should they wish to apply for this. As this submission is in relation to a project still at the planning stage the format of this information will be finalised nearer the completion of the project.



Policy on Eligibility and Fair Charging for Department of Health & Social Services, Community Care Services for Vulnerable Persons (Residential and Non-Residential Services) – Revised via ExCo paper 29/18

Purpose

The Eligibility and Fair Charging Policy (the **Policy**) will be for non-medical services that are delivered at various communal settings as well as in people’s homes. This includes services provided within communal facilities, owned or rented properties, long stay ward accommodation in KEMH, supported housing, as well as apartments within the residential Extra Care facility in Stanley.

The Policy will relate to those services provided to older and/or vulnerable persons, who have been assessed as requiring additional support and services to assist them in living as independently as possible. It aims to enable a fair system for eligibility and fair charging for services.

Introduction summary

This policy outlines our aims and principles on how we ensure a standardized approach to eligibility and fair charging for individuals to their non-medical, community support services. It covers Purpose; Derivation; Engagement; Background; Fair Charging; and Eligibility

Derivation

The Policy is derived from the Project Mandate set by ExCo:

- A fair charging policy be implemented for non-medical services at a future date and that work commence to define the principles of a charging scheme and present detailed options for decision at a future ExCo meeting (ref: ExCo Minutes, 182/15).
- At the MLA workshop held on 18 January 2017 it was agreed that further work be carried out on charging policy and recommendations to be presented to ExCo.
- Further work is to be carried out on a charging policy and recommendations are to be presented to ExCo. (ref: ExCo Minutes, 31/17)
- 132/17 Policy on Eligibility and Fair Charging for Department of Health & Social Services, Community Care Services for Vulnerable Persons dated 12 September 2017
- At the MLA workshop held on 20 March 2018 it was agreed that updated recommendations were to be presented to ExCo to propose to “maintain the status quo (free social services for all, except accommodation & domestic living costs where relevant)” is proposed.
- The MLA workshop also supported that although there should be no charges for non-medical care, individuals should be responsible for their daily living expenses e.g. Food, laundry, accommodation, cleaning, etc. this list is not exhaustive.

Products that have informed the Policy include:

- Population Needs Analysis (Yve White-Smith)
- Vulnerable Adults Policy (ExCo paper, February 2016)
- Welfare Allowance provision



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- Rent Rebate
- Attendance Allowance
- Pensions
- UK, Care Act 2014 Care and Support Statutory Guidance
- FIG financial and legal policies and guidance relating to “eligibility” and “financial support” for residents of the Falkland Islands.

List of Appendixes:

- Appendix A “Financial Assistance available from FIG -2017/2018”
- Appendix B “Community Support Services Fee Schedule”
- Appendix C, “Eligibility Criteria for services provided in various settings”
- Appendix D, “Eligibility Criteria & Access Processes for Community Support Services, Extra Care Provision & Supported Housing

Engagement

The following FIG teams and stakeholders are involved in the development of the Policy:

- Health and Social Services Department
- Treasury and Finance Secretary
- Policy Department
- Law and Regulation Department
- Members of Legislative Assembly
- Key community stakeholders

Background

Fair Charging for services - Background

1. At a workshop in early 2017, the FIG MLAs (Members of Legislated Assembly) supported the notion of introducing fair charging for certain elements of non-medical health and social care services, particularly in light of current and proposed social services and health care developments and improvements. E.g. enhanced Community Care Services for older and vulnerable persons; and the development of a new Extra Care Facility in Stanley.
2. There is in many countries a popular tendency to consider services to be free when they are in fact provided by the state from tax revenues with no charge at the point of use. The Falkland Islands Government (FIG) like many parts of Britain has a tradition of providing health services to eligible people in this way. All medical services will remain free at point of use. It is also normal in the UK and many other countries to distinguish between health and non-medical



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services for the purposes of applying charging for the latter. E.g. Processes are in place to charge for rental of FIG supported housing.

3. This distinction between medical and non-medical reflects the recognition that people may need be encouraged and supported to take as much responsibility as possible for their own living support arrangements and care. With clear distinctions and definitions it is entirely possible to make a division in what people pay for and what they do not, in light of increasingly integrated services.
4. It is recognised that with the introduction of fair charging, not everyone within the eligible community will have the same means to pay charges. To safeguard that people will not be forced into poverty, it is necessary that a fair system is available that is able to determine and consider an individual's financial position, so as to provide financial support for those who need it. In FIG, this principle of financial assessment of an individual's means is already established and applied by various government services that use it to provide financial allowances or rebates, where relevant to supplement an individual's income.
5. Therefore, on the basis that we are attempting to avoid introducing a fair charging system that requires the application of any additional means testing mechanisms, it is accepted that the existing range of FIG "financial allowances/ income support" schemes will adequately cater for and support individuals who may need financial support in the future. E.g. Treasury, Social Services, Training Centre, etc.

Eligibility for services - Background

6. The Falkland Islands has an established tradition of providing health and social care services to persons who are eligible. This Policy clarifies access to community support services (non-medical health and social services) within the community.
7. The clarification of which residents in the Falkland Islands are generally eligible for receiving medical or non-medical health and social care services is covered within separate government legislation and policies. E.g. "people who hold either "Permanent Residence Permits" or full "Falkland Islands Status" and have been living on the island for a certain period of time prior to accessing services. This policy should therefore be applied in conjunction with the relevant FIG policies as mentioned above, to ensure that the most recently updated definition of "eligibility" is applied.



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8. In this policy, eligibility relates to a range of non-medical services that are delivered both in the community within people's own homes or supported housing, as well as within the residential Extra Care facility in Stanley. E.g. rehabilitation therapy.

Fair Charging

Our aims and principles

We adopt the following principles to ensure a fair and robust approach to individual financial contributions:

- Charges will be based on the full cost of the chargeable services offered to and agreed with individuals, and that individuals will pay 100% of this charge.
- Contributions will be standardized to ensure consistency of application to all service users that are entitled to services.
- Any contribution raised will not exceed the cost of providing a service.
- To ensure that this Fair Charging Policy does not create any financial hardship for individuals, this policy is to work in conjunction with the other existing and future range of financial and support benefits offered by FIG, some of which may be based on means-testing. See Appendix A "Financial Assistance available from FIG -2017/2018"
- This will ensure that no individual will have their monthly financial resources reduced below the minimum living standards/levels as determined by FIG.
- It is accepted that all Falkland Islands residents are entitled to employ other non-government/ private or voluntary service providers at their own discretion and for their own cost, where they prefer to use alternative or increased levels of community care support.
- Where the required contributions are not made, debt recovery will be pursued for all outstanding contributions.
- FIG have the right to decline requests for provision of "chargeable services", based on their assessment of client/individual needs, and/or the available capacity of the government services.
- Service Users have the right to decline offers of care support from FIG services.



Policy on Eligibility and Fair Charging for Department of Health & Social Services, Community Care Services for Vulnerable Persons (Residential and Non-Residential Services) – Revised via ExCo paper 29/18

Who we charge

- This policy applies to all adults and vulnerable persons provided with residential or non-residential services where FIG, DHSS, Older and Vulnerable Persons, Community Support Services is entitled to charge a contribution.
- Young adults aged 16 to 18 years old, who are transitioning from Looked After Children to Independent Adulthood are funded by specific FIG funding sources. Any services requested over and above those specified within the specific transitioning funding, will be subject to charging.

How we determine charges

- The costs of certain resources or services provided by FIG are routinely determined via various approved mechanisms and/or decision making structures e.g. government housing rental costs. There is no expectation that this should be altered, and therefore it makes sense to continue applying any relevant charges determined via the existing structures.
- There will be various resources or services that do not have any clear historical mechanisms for determination of charges. The Department of Health and Social Services will therefore establish a “Fair Charging Committee”, incorporating relevant stakeholder representatives to consider and agree Community Support Services tariff rates on an annual basis. This committee will include representatives from Treasury, Public Works, Attorney General, Health and Social Care and Service Users.
- Once the initial tariffs and mechanisms have been agreed, the committee will meet no less than annually or according to need.
- The approval process will entail application of any relevant FIG Financial and/ or Legal Regulations to ensure fairness and governance compliance.

What services we charge for

- Our policy is that full cost is charged for all services which are chargeable. Refer to the attached Appendix B “Community Support Services Fee Schedule” for the proposed charging fees for services.
- The services that have cost implications for service users can be listed into various broad categories, which are detailed below.

1. Care and Support – (the cost of providing individual non-medical care and support services to a particular client)



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- Care and support charges will not be introduced at this point in time.

2. Housing - (The cost of renting your home either in supported housing or extra care)

- The charge will be based on the size of your home, number of occupants, and the range of resources within the home, communal services and resources that are provided.
- Any of the chargeable Community Support Services will also be accessible on an eligibility assessment basis for persons residing in the general government housing or non-government housing.
- The average charge of “Communal Services” that relate to the wider accommodation facility will be payable in addition to the rental cost of the housing. This amount may be added in to the rental fee rather than being shown as a separate fee. This will be based on actual costs of the communal services.

3. Domestic Services - (The cost of services usually provided within the home e.g. cleaning)

- Laundry. The charge will be based on the actual cost of the agreed service.
- Cleaning. The charge will be based on the actual cost of the agreed service.
- Shopping. The charge will be based on the actual cost of undertaking the agreed service. It will not include the cost of goods purchased, which must be funded separately by the service user.

4. Government Provided Services to individual homes, including supported housing and extra care apartments – (e.g. heating, water, electricity to your home)

- These service charges are payable directly to the FIG department that supplies the service e.g. water, electricity
- The Department of Health and Social Services has no responsibility for the delivery of, or payment for these contracted or government regulated services.
- Electricity. The charge will be based on the actual cost of the electricity used. It will be operated via a local metering system, specific to each home. E.g. pre-pay card system
- Electric Heating. The charge will be based on the actual cost of the heating. This charge will automatically form part of the cost of the electricity bill, unless otherwise stated in a tenancy agreement.
- Water. The charge will be based on the actual cost of the water used.
- Government Service Charge (accommodation tax). This charge is regulated and set by FIG for each property.



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5. Non-Government Provided Services to individual homes, including supported housing and extra care apartments – (e.g. fuel, paid television service, telephone, internet to your home)

- These service charges are payable directly to the private provider organisations that supplies the service e.g. telephone, internet
- A private contract will need to be entered into between the tenant and the private service provider. FIG must be requested to approve the installation of any service that affects the structure or legal authority of premises provided by FIG.
- FIG has no responsibility for the delivery of, or payment for these privately contracted services.

6. Meals

- The charge will be based on the actual cost of the agreed meals. Standardised meal costs will be determined by FIG, based on the actual cost of producing and delivering meals.

7. Developmental/Social Activities and Events (These are usually on-the-spot electives per individual, often referred to as “Day Care”)

- The charge will be based on the actual cost of delivering these services. Standardised activity/event costs will be determined by FIG, based on the actual cost of providing the service.

8. Transport

- The charge will be based on the current standard FIG determined rate per journey. A journey can be defined as getting from one place to another.

9. Assistive Technology e.g. Telecare

- The charge will be based on the actual cost of the agreed weekly Assistive Technology e.g. “Telecare” service.

10. Equipment



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- The charge will be based on the actual cost of the agreed equipment. These charges would apply to items that are not included in the list of standardised range of community equipment that is exempt from charges, as indicated in the relevant departmental policies.

11. Furniture and fittings

- The charge will be based on the actual cost of the agreed furniture and fittings provided within accommodation.

12. Other Chargeable Services

- Other chargeable services apply when a person receives a service that does not ordinarily fall into the chargeable services defined above i.e. home care, meals. The charge will be based on the actual costs of the staff and other resources required for the delivery of the service to the customer.

Exemptions from Charging Contributions

The following services are exempt from charging contributions:

- Ten and a half hours per week, home care support per individual, (provided by one Community Support Worker) where it forms part of an individual's care contract with FIG.
- An agreed-to number of hours for temporary respite care per year, where it forms part of an individual's care contract with FIG
- A standardised range of community equipment and minor adaptations in accordance with the relevant FIG department policies that relate to these provisions.
- Other services offered by FIG that are agreed to be exempt from Charging. If this applies, details can be found in the relevant service policy.
- All current charging rates are to be shown in the current year's "Community Support Services Fee Schedule" which is to be published by FIG.

Changes in an individual's financial circumstances

- A change in a contribution may be triggered either by a change in type or level of service agreed with the individual customer, or the review of tariff levels by FIG.
- Individuals must notify FIG of changes to their financial circumstances as these can affect their ability to cope financially.



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Contribution start date

- Contributions start from the day that service commences, as agreed between FIG and the service user.
- Individuals will be invoiced for chargeable contributions monthly, in arrears and payment can be made by a variety of methods. More information on methods of payment will be managed by the relevant FIG departments e.g. Treasury, Department of Health & Social Services, etc.

Non-payment of contribution

- Where an individual fails to make payment of invoices or contribute in accordance with the FIG Payment Agreement, action will be taken in accordance with the FIG Debt Recovery Policy and other relevant Payment Policies. This may result in legal action being taken and extra cost to the individual.

Advice on benefits

- As part of the financial capacity process and where applicable, advice will be provided to individuals regarding benefit entitlement. This may include assistance to complete applications or signposting to relevant FIG departments or services.

Independent Financial Advice

- There will be times when service users need to get financial advice which is impartial and independent of FIG so that they can make the right decisions.
- Independent financial advice is available from a number of sources. Some services are free and provided by not-for-profit organisations, such as Citizens Advice Bureau
- There are also private 'independent financial advisers' (IFA), where service users may need to pay for their advice.

Disagreements or complaints

- Where these situations occur we will attempt to work with individuals to resolve these and this may involve either:
 - a review of the charges being identified and/or raised for the individual; or



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- a complaint or representation against policy
- Disagreements or complaints will be processed in accordance with the standard FIG complaints or appeals processes.

Eligibility

Our aims and principles

We adopt the following principles to ensure a fair and robust approach to individual eligibility:

- Eligibility is needs led.
- It is for primarily for anyone over the age of 18 years. In certain circumstances the Department of Health & Social Services has the discretion to include persons from age 16 years who is considered to be a vulnerable person and in need of additional support.
- Eligibility should consider the holistic view of the person (i.e. Person Centred Care).
- Charging will be considered for the delivery of care and support for those who are eligible (irrespective of location).
- It is recognised that service delivery in Camp is limited, and the eligibility criteria pertain predominantly to services delivered in Stanley.

Who is Eligible?

A Vulnerable Adult is defined in the FIG Vulnerable Adults Policy as a citizen who:

- a) Needs health, social care or other specialist housing or support services
- b) Has lost, or is at risk of losing, his/her independence and/or
- c) Is currently, or is at risk of being, socially excluded, abused, neglected, exploited or harmed.

In practice this means people who:

- Are unable to safeguard their personal welfare, property or financial affairs;
- May be in need of community care services by reason of mental disorder or disability, age or physical incapacity;
- Are unable to care for themselves, or unable to protect themselves against significant harm or exploitation.

A person meets the eligibility criteria for needing care and support if:



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- a) The person's needs arise from, or are related to, a physical or mental impairment or illness including frailty, due to old age;
- b) As a result of the person's needs, the person is unable to achieve two or more outcomes expected of them; and
- c) There is likely to be, or already is, a significant impact on the person's well-being.

- In this policy, eligibility relates to a range of non-medical services that are delivered both in the community setting, in people's own homes or supported housing, as well as within the Extra Care facility.
- The clarification of which residents in the Falkland Islands are generally eligible for receiving medical or non-medical health and social care services is covered within separate government legislation and policies. E.g. "people who hold either "Permanent Residence Permits" or full "Falkland Islands Status" and have been living on the island for a minimum period of two years prior to accessing services. This policy should therefore be applied in conjunction with the relevant FIG policies as mentioned above, to ensure that the most recently updated definition of "eligibility" is applied.

What Eligibility Criteria do we Use for more complex support, including Extra Care

3.1 A range of standardised clinical assessment tools are used, which measure levels of physical, social and cognitive competency levels. These tools may be updated as required, in order to reflect the most current industry trends and norms.

3.2 Various indicator tools of need and activity levels are used to form the basis of the eligibility criteria. These indicator tools of need will be varied according to industry norms based on research findings:

- FACS (The UK standard for Fair Access to Care Services)
- Barthel Index of Activities of Daily Living
- Clinical Frailty Scale
- Co-morbidity Index
- Care Act (2014) Eligibility Threshold score

What services do we provide to eligible persons?

- The level and range of services provided will differ according to the complexity of the service users' needs, as assessed by appropriate Health & Social Services personnel. Refer to Appendix C, "Eligibility Criteria for services provided in various settings" for range of health and social support services provided and the eligibility criteria for each of them.

Appendix A - "Financial Assistance available from FIG-2017/2018"

Winter Fuel Allowance

Who Could Be Entitled: Retirement Pensioners or persons in receipt of levels B and C Attendance Allowance.

Ineligible if previous years income exceeded £17,925.

For earners between £16,800 and £17,925, allowance will be only a percentage of full payment.

For earners of less than £16,800 the full £450 allowance will be paid, either in one lump sum or in 4 monthly instalments between June and September.

For those in FIG sheltered accommodation the maximum allowance paid cannot exceed the FIG heating charge for that period.

Maximum Possible Payment: Up to £450.

Who To Contact: The Treasury on 28400.

Childcare Credits

Who Could Be Entitled: 16 or over. Resident in FI for tax purposes. 25 hours + worker per week in the household. No more than £16,336 savings. Household earnings not above tax threshold (£15,000).

There must be a child aged 5 years old or younger residing in the property.

Maximum Possible Payment: Up to £1789 per year for 1 child or £2276 for 2 or more children.

Who To Contact: The Treasury on 28400.

Rent Rebate

Who Could Be Entitled: Only FIG and YMCA tenants are eligible, rent rebates are not available for those renting privately.

You must be 18 years old or over.

Household savings must not exceed £15,682 (this does not apply to sheltered housing tenants and their savings from sale of a previous property).

Rent rebates are means tested, and the amount of the rebate will depend on your income.

Maximum Possible Payment: Up to 100% of your FIG rent.

Who To Contact: The Treasury on 28400.

Service Charge Rebate

Who Could Be Entitled: Service charge rebates are available to both FIG and private sector tenants, as well as home owners. You must be 18 years old or over.

Household savings must not exceed £15,682 (this does not apply to sheltered housing tenants and their savings from sale of a previous property).

Service charge rebates are means tested.

Maximum Possible Payment: 100% of service charge.

Who To Contact: The Treasury on 28400.



FINANCIAL ASSISTANCE AVAILABLE FROM FIG 2017/2018



Working Credits

Who Could Be Entitled: 16 years old and over. Resident in FI for Tax purposes, 25 hours + worked per week in the household. No more than £16,336 savings. Household earnings not above tax threshold (£15,000).

Maximum Possible Payment: Up to £1789 per year.

Who To Contact: The Treasury on 28400.

Pension Contribution Credits

Who Could Be Entitled: Individuals who earn less than £215 per week.

Maximum Possible Payment: Pension credits of up to £29.50 per week.

Who To Contact: The Treasury on 28400.

Attendance Allowance

Who Could Be Entitled: Individuals with medical conditions which hinders them with day to day tasks. Payments may be made to the service user or their carer. Levels are dependent on disability e.g. terminal patients would receive highest rate.

Maximum Possible Payment: Up to £99.90 per week.

Who To Contact: Social Services on 27296.



FINANCIAL ASSISTANCE
AVAILABLE FROM FIG
2017/2018

Employment Programme

Who Could Be Entitled: FI Status or PRP holders Individuals who have been unemployed (or earning less than £46.50 per week in part time work) for 6 weeks or more. Payments are in return for participation in 20 hour per week work scheme.

Maximum Possible Payment: Up to £123.40 per week.

Who To Contact: The Training Centre on 27133.

Family Allowance

Who Could Be Entitled: Parent or legal guardian of a child under 16 years old or still in education at FICS.

Either the claimant (parent) or child must be a FI Status Holder.

Child must have resided in the Islands for the previous 6 months (or since birth if under 6 months old).

Maximum Possible Payment: £68 per month.

Who To Contact: The Treasury on 28400.

Welfare Payments

Who Could Be Entitled: Individuals unable to work due to sickness/disability/advanced pregnancy; Single parents with children under school age; People of pensionable age whose earnings are less than the state pension; Carers; Low income families with dependent children.

Maximum Possible Payment: Up to £152 per week for a non-working person with one child, increasing for each subsequent child.

Who To Contact: Social Services on 27296.

Type of Payment Point of Contact	Maximum Payment Amount
Rent Rebate Contact the Treasury	Up to 100% of your FIG rent
Service Charge Rebate Contact the Treasury	100% of service charge.
Winter Fuel Allowance Contact the Treasury	Up to £460
Working Credits Contact the Treasury	Up to £1771 per year
Childcare Credits Contact the Treasury	Up to £1789 per χ 1 child/ £2276 per χ for 2 or more
Pension Contribution Credits Contact the Treasury	Pension credits of up to £29 per week
Attendance Allowance Contact Social Services	Up to £99.90 per week
Employment Allowance Contact the Training Centre	Up to £123.40 per week
Family Allowance Contact the Treasury	£68 per month
Welfare Payments Contact Social Services	Up to £152 per week for a non-working person with one child, increasing for each subsequent child.

Contact Numbers
Treasury: 28400
Social Services: 27296
Training Centre: 27133



Appendix B - Department of Health & Social Services Fair Charging for non-medical services

“Community Support Services – Fee Schedule”

Service/ Resource provided	Cost based on	Fee set by	Fee Amount
1. Care and Support – (the cost of providing individual care and support services for a particular client)			
<u>NB: THE CARE AND SUPPORT CHARGES WILL NOT BE IMPLEMENTED AT THIS POINT.</u>			
<u>Home Care.</u> (Individual care provided in private housing, supported housing or extra care premises).	<ul style="list-style-type: none"> The Care & Support charges will not be implemented at this point 		
<u>Night support.</u> (Individual care provided at night in private housing, supported housing or extra care premises).	<ul style="list-style-type: none"> The Care & Support charges will not be implemented at this point 		
<u>Day Care.</u> A range of activities provided daily for all service users across the community	<ul style="list-style-type: none"> The Care & Support charges will not be implemented at this point 		
<u>Short Break.</u> (Respite Care)	<ul style="list-style-type: none"> The Care & Support charges will not be implemented at this point 		
<u>Carer.</u>	<ul style="list-style-type: none"> The Care & Support charges will not be implemented at this point 		
<u>Companions - Carers Replacement Services/ Sitting Service</u>	<ul style="list-style-type: none"> The Care & Support charges will not be implemented at this point 		

Service/ Resource provided	Cost based on	Fee set by	Fee Amount
2. Housing - (The cost of renting your home either in supported housing or extra care)			
<u>Accommodation Rental</u>	<ul style="list-style-type: none"> The charge will be based on the size of your home, number of occupants, and the range of resources within the home, communal services and resources that are provided. Any of the chargeable Community Support Services will also be accessible on an eligibility assessment basis for persons residing in the general government housing or non-government housing. 	Public Works Department sets standard FIG accommodation rental formula	As at April 2018, average rental starts from £300 per month for single occupancy in one bedroomed accommodation
<u>Communal Services</u> that relate to services provided within the wider accommodation facility e.g. cleaning of communal areas	<ul style="list-style-type: none"> The average charge of “Communal Services” that relate to the wider accommodation facility will be payable in addition to the rental cost of the housing. This amount may be added in to the rental fee rather than being shown as a separate fee. This will be based on actual costs of the communal services. 	“Department of HSS, Fair Charging Committee”	
3. Domestic Services - (The cost of services usually provided within the home e.g. cleaning)			
<u>Laundry.</u>	<ul style="list-style-type: none"> The charge will be based on the actual cost of the agreed service. Relevant proportion of combined cost of staffing and resources required for undertaking service per hour, or part thereof. 	“Department of HSS, Fair Charging Committee”	
<u>Cleaning.</u>	<ul style="list-style-type: none"> The charge will be based on the actual cost of the agreed service. Relevant proportion of combined cost of staffing and resources required for undertaking service per hour, or part thereof. 	“Department of HSS, Fair Charging Committee”	
<u>Shopping.</u>	<ul style="list-style-type: none"> The charge will be based on the actual cost of undertaking the agreed service. It will not include the cost of goods purchased, which must be 	“Department of HSS, Fair	

Service/ Resource provided	Cost based on	Fee set by	Fee Amount
	funded separately by the service user. <ul style="list-style-type: none"> • Relevant proportion of combined cost of staffing and resources required for undertaking service per hour, or part thereof. 	Charging Committee”	
4. Government Provided Services to individual homes, including supported housing and extra care apartments – (e.g. heating, water, electricity to your home)			
General comments relating to this category are:	<ul style="list-style-type: none"> • These service charges are payable directly to the FIG department that supplies the service e.g. water, electricity • The Department of Health and Social Services has no responsibility for the delivery of, or payment for these contracted or government regulated services. 	FIG	
<u>Electricity.</u>	<ul style="list-style-type: none"> • The charge will be based on the actual cost of the electricity used. It will be operated via a local metering system, specific to each home. E.g. pre-pay card system 	Public Works Department sets standard electricity tariffs	
<u>Electric Heating.</u>	<ul style="list-style-type: none"> • The charge will be based on the actual cost of the heating. This charge will automatically form part of the cost of the electricity bill, unless otherwise stated in a tenancy agreement. • This will be a metered service for each separate accommodation 	Public Works Department sets standard electricity tariffs	
<u>Water.</u>	<ul style="list-style-type: none"> • The charge will be based on the actual cost of the water used. • This will be a metered service for each separate accommodation 	Public Works Department sets standard water tariffs	
<u>Council Service Charge (Council tax).</u>	<ul style="list-style-type: none"> • This charge is regulated and set by FIG for each property. • Charges may vary based on size of property, and number of occupants within property 	FIG Treasury Department set standard Council service charge	

Service/ Resource provided	Cost based on	Fee set by	Fee Amount
5. Meals			
	<ul style="list-style-type: none"> The charge will be based on the actual cost of the agreed meals. Standardised meal costs will be determined by FIG, based on the actual cost of producing and delivering meals. Relevant proportion of combined cost of staffing and resources required for producing meals Meals on Wheels will also include relevant proportion of overall delivery costs per round 	"Department of HSS, Fair Charging Committee"	-Standard meal = £ -Small meal/ Sandwich/dessert = £ -Meals on Wheels = £ -Event catering, per head-snacks/cakes = £ Per head-drinks =£
6. Developmental/Social Activities and Events (These are usually on-the-spot electives per individual, often referred to as "Day Care")			
	<ul style="list-style-type: none"> The charge will be based on the actual cost of delivering these services. Standardised activity/event costs will be determined by FIG, based on the actual cost of providing the service. Relevant proportion of combined cost of staffing and resources required for undertaking service per hour, or part thereof. 	"Department of HSS, Fair Charging Committee"	
7. Transport			
	<ul style="list-style-type: none"> The charge will be based on the current standard FIG determined mileage rate per journey. A journey can be defined as getting from one place to another. Relevant proportion of combined cost of staffing and resources required for undertaking service. 	FIG Treasury Department set standard mileage rates	

Service/ Resource provided	Cost based on	Fee set by	Fee Amount
8. Assistive Technology e.g.Telecare			
	<ul style="list-style-type: none"> The charge will be based on the actual cost of the agreed weekly Assistive Technology e.g. "Telecare" service. 	Set by Assisted Technology Providers	
9. Equipment			
	<ul style="list-style-type: none"> The charge will be based on the actual cost of the agreed equipment. These charges would apply to items that are not included in the list of standardised range of community equipment that is exempt from charges, as indicated in the relevant departmental policies. 	"Department of HSS, Fair Charging Committee"	
10. Furniture and fittings			
<u>Rental Charge for furniture & fittings</u>	<ul style="list-style-type: none"> The charge will be based on the actual cost of the agreed furniture and fittings provided within accommodation. This will be calculated as a rental figure for individual or groups of items 	Public Works Department sets standard rental formula for FIG furniture & fittings	
11. Other Chargeable Services			
	<ul style="list-style-type: none"> Other chargeable services apply when a person receives a service that does not ordinarily fall into the chargeable services defined above i.e. home care, meals. The charge will be based on the actual costs of the staff and other resources required for delivery of the service to the customer. 	"Department of HSS, Fair Charging Committee"	



Appendix C - Eligibility Criteria for services provided in various settings

(Services users will be assessed to determine which type and quantity of service is required according to their community support needs, and this will be agreed in the form of a “Care Contract”. Fair Charging will apply to certain non-medical services that are requested over and above the basic provision as assessed by FIG health and social care personnel)

NURSING CARE	EXTRA CARE HOUSING	SUPPORTED HOUSING
<ul style="list-style-type: none"> For service users who need 24 hr care onsite at facility. Registered nurses employed to give nursing care to patients with complex needs and polypharmacy. Not for acutely unwell patients who would be cared for at KEMH 	<ul style="list-style-type: none"> For service users who need 24 hr care based on a needs assessment that considers their physical, social, emotional and cognitive ability. Onsite at facility, but within individual apartments which are the users home Able to be supported for some nursing need by the district nursing team Unable to stay in own home due to need (e.g., wheelchair user who’s own house couldn’t be adapted or dementia patient who’s risk is too high to stay in own home) - OR Service user who needs the security of being able to summon help quickly and easily. 	<ul style="list-style-type: none"> Service users with greater independence Continent (or able to manage incontinence themselves) Mobile (either in a wheelchair, powered chair or ambulant) Able to perform simple ADLs (wash, dress, make a hot drink) ‘Supported’ in terms of visits to check they are ok and help to with more complex ADLs As person’s level of care needs increases people may need to move into an extra care apartment based on a further assessment
PALLIATIVE	RESPIRE	COMMUNITY CARE
<ul style="list-style-type: none"> Nursed end of life care In community housing or in extra care facility 	<ul style="list-style-type: none"> To provide a break to the service users main carer Limited availability based on assessed needs of service user and their carer/s May prevent lengthy admissions due to Carer/ Family break-down 	<ul style="list-style-type: none"> Care service to allow a person to stay in their own home after an event or illness which means the person needs increased care and/or support Simple nursing care under 10 ½ hrs per week provided by Community Support Services
REHAB/ RE-ENABLEMENT	STEP-UP/STEP-DOWN CARE	DAY CENTRE
<ul style="list-style-type: none"> Time limited service (approx. 6/52 weeks) Users with assessed potential to regain function Needs assessment to be undertaken and agreed 	<ul style="list-style-type: none"> To prevent hospital admission if someone is at risk of having a crisis at home or To allow someone to regain function and independence after a period of illness or lengthy hospital stay. Would work hand in hand with rehab service Needs assessment to be undertaken and agreed 	<ul style="list-style-type: none"> Activities For all service users in the wider community Need for transport link to new facility



Appendix D

Eligibility Criteria & Access Processes for Community Support Services,

Extra Care Provision & Supported Housing Purpose

The delivery of Community Support Services, Extra Care Provision and Supported Housing must be provided as a professional and equitable service to all eligible, older and vulnerable persons who require these services, enabling them to live as independently as possible.

General Principles of Eligibility

- Eligibility for Supported Housing/ Extra Care housing will be established by the completion of a Community Care Assessment including a Risk Assessment by the Community Support Services.
- The Supported Housing/ Extra Care apartments will be available for people who can no longer live independently in the community. Each person referred will be considered individually.
- To apply to live in Supported Housing/ Extra Care housing, the applicant's present living situation can no longer be suitable because care, support and other facilities cannot practicably or economically be provided there, including being too far from Stanley to receive required levels of support.
- For Extra Care provision, a person will require a minimum of ten and a half hours of care and/or support each week (e.g. 1 ½ hrs support per day).
- The needs of relatives and/or partners who are formal carers will be considered in the assessment for a Supported Housing/ Extra Care apartment.
- Tenants living in Supported Housing/ Extra Care will have care and support needs related to a range of difficulties, disabilities or problems including dementia, mental health problems, physical disability and/or learning disability.
- It is envisaged that individuals will be referred to Supported Housing/ Extra Care Housing at the most appropriate stage for them. This may be in the early stages of dementia, during recovery from an episode of depression, when coming out of hospital after a long-term illness, or when they are no longer able to reside in their current accommodation without significant community support. It is at this period in the individual's life when the advantage of a flexible, around the clock staffing service becomes most beneficial and appropriate.
- Applicants for Supported Housing/ Extra Care Housing may currently be living in a range of housing, including private residential care, long term hospital beds or supported housing. For each tenant, Supported Housing/ Extra Care Housing will provide a care and support service, and purpose designed living premises that would not be available in his

or her current accommodation. A more independent lifestyle may be facilitated for some, or a continually supportive community may be the key factor for others.

- Tenants may have restricted mobility and may be able to cope more independently in a supportive environment.
- Aids and equipment to enable tenants to function positively may be sourced from the Occupational Therapy service attached to the Community Support Service, and accessed via a Community Care Assessment and/ or Care Plan.
- Tenants in Supported Housing/ Extra Care housing may have:
 - A functional or organic mental health problem
 - The effects of social isolation
 - A physical disability
 - Learning disability
 - Young adults (16+) transitioning from being looked after children to independent, confident young adults
- Applicants for Supported Housing/ Extra Care Housing will not be exhibiting current violent or severely challenging behaviour
- Applicants for Supported Housing/ Extra Care Housing may, be in the early stages of dementia, but will still be able to make relationships, function within a daily routine, have some knowledge of their surroundings and/or be in a supportive relationship within the scheme.
- Existing tenants whose personality/ health deteriorates or worsens and those who develop symptoms of dementia will be able to be supported within the scheme following constant review of their needs. If behaviour is severely challenging or anti-social and/or people become a danger to themselves or others, then a further review and subsequent risk assessment will be undertaken.

The Process:

Allocation of Supported Housing/ Extra Care Apartments

1. Vacant Supported Housing/ Extra Care apartments will be allocated via the “Supported Housing/ Extra Care Housing Panel” (Hereafter referred to as the “Panel”).
 - a. The Panel will comprise of representatives from Community Support Services, Social Services, relevant specialist Health Services and Public Works Department, as follows:
 - i. Head of Social Services (Chairperson)
 - ii. Social Worker
 - iii. Community Services Manager
 - iv. Social Worker Assistant (CSS)
 - v. Occupational Therapist (CSS)
 - vi. Senior Community Support Worker (Estates)
 - vii. Housing Officer (PWD)

2. The panel will determine which Supported Housing, or Extra Care accommodation (if any) best meets the support needs of the Service User, using relevant standardised assessment tools to determine physical, social and emotional criteria.
3. The Panel will take into consideration four main criteria when selecting a nomination to a vacancy, namely:-
 - a. Care and support needs of nominees, using standardised assessment tools,
 - b. Whether Supported Housing/ Extra Care is the most appropriate solution, versus other types of housing options,
 - c. The nominees connection to the Falkland Islands e.g. immigration status,
 - d. Any other factors which might influence the allocation process, e.g. Carers needs.
4. On the basis of the above criteria, the Panel will decide which nominees should be offered the vacancy/vacancies and which nominees should remain on a reserve list for when future vacancies occur.
5. When a new vacancy occurs, the Panel will determine whether there are any new nominations for vacancies in Supported Housing/ Extra Care that can be considered for suitability.

Nomination for Supported Housing/ Extra Care Apartments

6. Any relevant government service or individual members of the public can refer a request for Supported Housing/ Extra Care housing for a service user to the Community Support Services e.g. social services, specialist health services, acute health services, family or friends of a service user.
7. The Community Support Services will in the first instance undertake the relevant “service user assessments” to identify the best accommodation option for supporting the service user.
8. The Community Support Services will use standardised assessment tools to establish eligibility based on social, emotional, physical cognitive indicators of need. These indicator tools of need will be varied according to relevant industry norms based on research findings. These tools may include the following, and/or any other more current methodologies:
 - a. FACS (The UK standard for Fair Access to Care Services)
 - b. Barthel Index of Activities of Daily Living
 - c. Clinical Frailty Scale
 - d. Co-morbidity Index
 - e. Care Act (2014) Eligibility Threshold score
9. If considered appropriate, a nomination will then be submitted by the Community Support Services to the “Panel” for a decision.
10. The “Panel” will make a decision on the suitability of an Supported Housing/ Extra Care accommodation solution for the identified service user, by applying a standardised set of criteria (as listed above) which determines the service users:
 - a. ability to manage their lives independently with some degree of community support in private or supported housing, versus

- b. an on-going requirement for an accommodation solution that has “around the clock” nursing support and/or secure environments available, to support their needs
11. If applications are not deemed appropriate for supported housing/ extra care housing at this stage, the referrer and the applicant will be informed in writing with reasons as to why the application has been denied, and alternative recommendations may be made instead.

Multiple occupation of a single Supported Housing/ Extra Care accommodation unit

1. Where an applicant for Supported Housing/ Extra Care accommodation has a partner who desires to share this accommodation, this will be taken into account when being considered by the “Panel”.
2. If the Supported Housing/ Extra Care accommodation identified as most relevant for the applicant is suitable for dual occupation, this dual accommodation solution may be offered to the applicant and their partner.

Keeping pets within Supported Housing/ Extra Care accommodation

1. Where an applicant for Supported Housing/ Extra Care accommodation chooses to have a pet to share this accommodation, this will be taken into account when being considered by the “Panel”.
2. The type and number of pets allowed within Supported Housing/ Extra Care accommodation will be restricted. A maximum of one pet is allowed within each accommodation. An exception may be considered by the Panel where the applicant has owned and housed more than one pet for a continuous period of at least one year prior to moving into the allocated supported housing/ extra care accommodation, in which case a maximum of two pets will be allowed.
3. Pets will only be allowed where the relevant “Risk Assessment” has been undertaken, and the applicant has completed and signed an individual, assessed “Pet Care Plan” for each pet, to agree that: they have the means to provide the required daily pet care including meals and exercise as required, provide general and emergency pet health care, ensure pet hygiene that will not have a negative effect on the accommodation or premises or the neighbours, have an alternative future-care plan for the pet should the resident no longer be in a position to care for the pet.
4. Types of pets will be restricted to small species and breeds that can be contained within the accommodation, without need for physical alterations to the property or that may pose as a danger or nuisance to others in or near the property.

Finalising the Legal and Moving-In processes for allocated Supported Housing/ Extra Care accommodation

1. It is good practice and advisable that prior to the allocation of an accommodation solution, applicants should have viewed the scheme, and the Supported Housing/ Extra Care property leasing terms and conditions, and they should have expressed their confirmation and support of the application.
2. A pre-tenancy letter will be sent upon the decision of the “Panel” followed by an offer of the tenancy.

- a. The tenancy letter will cover all aspects of landlord and tenancy timeframes and responsibilities, including relevant accommodation related costs.
3. In situations where the accommodation solution is offered by the “Panel” for multiple occupation by the applicant and their partner, a separate offer of the tenancy will be issued to both the applicant and their partner.
4. In the circumstance of discontinued tenancy by the primary applicant e.g. due to change in personal preference, health or death, the applicant’s partner will be required to make a new application in their own right. If the “Panel” deems that the partner is not considered eligible for Supported Housing or Extra Care accommodation, the partner will be issued with six month’s notification to vacate the premises.
5. In these circumstances, the partner will be offered advice and support on how to identify and apply for alternative accommodation within the community.

Predicted weekly Charging

“Appendix 2”

Resides at	Support Type Provided by CSS	Support Hrs Additional	Support Hours per week from CSS	Payable Hrs (Minus First 10.5 Hrs)	FEE Amount (No. of Hrs x Staff Rate)	CAP Applied (Cap of £250 applied)	Difference made by CAP?
ward	Ward x 7 Persons	<i>(7 persons who require more than 10.5 hrs/per wk)</i>	40	29.5	360.20	250.00	-110.20
ward	ward		45	34.5	421.25	250.00	-171.25
ward	ward		45	34.5	421.25	250.00	-171.25
ward	ward		49	38.5	470.09	250.00	-220.09
ward	ward		40	29.5	360.20	250.00	-110.20
ward	ward		49	38.5	470.09	250.00	-220.09
ward	ward		49	38.5	470.09	250.00	-220.09
sh	sh: Sheltered Housing x 37 Persons	<i>(17 persons who require less than 10.5 hrs/per wk)</i>	10	0	0.00	0.00	0.00
sh	sh + care plan through day		24	13.5	164.84	164.84	0.00
sh	sh + daily care plan		13	2.5	30.53	30.53	0.00
sh	sh + care plan through day		20	9.5	116.00	116.00	0.00
sh	sh + care plan ds & cpn		54	43.5	531.14	250.00	-281.14
sh	sh+ meds ds; ass bath; respite		15	4.5	54.95	54.95	0.00
sh	+ 20 hours employment programme support		14.5	4	48.84	48.84	0.00
home	Individual Patient Homes x 24 persons	<i>(20 persons who require less than 10.5 hrs/per wk)</i>	7	0	0.00	0.00	0.00
home	multi agency care plan through day		33	22.5	274.73	250.00	-24.73
home	prn dn		11	0.5	6.11	6.11	0.00
home	meds ds + prn		12	1.5	18.32	18.32	0.00
home	cpn		15	4.5	54.95	54.95	0.00
			691.5	350	4273.50	2744.51	-1529.00
			CSS Suppt Hrs per wk	Payable Hrs	Fee Amt	Cap Applied	Diff made by CAP