

Moving into a Care Home

A guide to Financial Assessment and Charges 2025/2026

Fact Sheet 2

(November 2025)

Introduction

On 6th April 2016 the Social Services and Well-being Act (Wales) 2014 was introduced. Part of the Act aims to introduce more consistency in charging to reduce the wide variation in charging arrangements, and in the level of charges, that existed between Local Authorities in Wales. Local Authorities have the discretion to decide whether to charge for services, to decide which services to charge for and the amount to charge for each service.

How much will it cost?

The Council reviews the services that it charges for periodically and reviews the charge for each service at least annually.

The costs will depend on your assessed care needs and type of stay or placement. The different types of stays or placements are as follows:

- **Respite/Short Term Care** – Respite/Short Term care is a planned, or unplanned short stay in a care home, which at the point of admission is unlikely to exceed 8 weeks. The level and duration of care and support to be provided will be as a result of your needs assessment and the admission can be for any reason, e.g., to give your carer(s) a break. Respite/Short Term care is charged under the Non Residential charging rules for the duration required as a result of your needs assessment, up to 8 weeks (please see Fact Sheet number 1 - Non Residential Social Services - A guide to Financial Assessment and Charges) and if it exceeds 8 weeks, or it is determined before the end of the 8 week period that a temporary/permanent placement is required then the charging rules for temporary/permanent stays (whichever is applicable) in a care home are applied from this point (see overleaf).

The Local Authority has a duty to offer only one suitable care home, that has



availability and will provide the placement at the Local Authority's usual rate to meet your needs for a respite/short-term placement. If you do not accept the placement offered, then you can take a Direct Payment to meet your needs or arrange your own placement without involvement from the Local Authority. The Local Authority may offer more than one such placement if more than one is available, but it is not obligated to do so.

- **Temporary stay** - Temporary stays relate to a period of care where it is anticipated that you will be able to return to your own home sometime in the future. Your temporary stay is likely to exceed 8 weeks but can be less and can last for up to 52 weeks. The charge will be based on the same rules for permanent residents (see below), except that if you own a property, the value of your main residence will not be considered for as long as you remain temporary, up to a maximum of 52 weeks. If you remain at the placement longer than 52 weeks, your main residence will be considered in the financial assessment process. If you own another property or if you own land, then the value of this asset would be included in the financial assessment from the first day of the placement.

You can choose the care home that you wish to be placed at, and the Local Authority has a duty to offer a choice of two suitable care homes, that have availability and will provide the placement at the Local Authority's usual rate to meet your needs for a temporary placement. If you do not accept either of the placements offered, and you choose a placement that is more expensive, then an Additional Cost Contribution will be due – please see pages 8 & 9 of this Fact Sheet for further information on Additional Cost Contributions. The Local Authority may offer more than two such placements if more than two are available, but it is not obligated to do so.

- **Permanent stay** - a permanent stay is an admission to a care home when it is anticipated that you will need to remain a resident indefinitely. If you are subsequently able to return to your own home, then in certain circumstances, e.g. if you return to your own home to live there within 52 weeks, the temporary rules will be applied retrospectively.

You can choose the care home that you wish to be placed at, and the Local Authority has a duty to offer a choice of two suitable care homes, that have availability and will provide the placement at the Local Authority's usual rate to meet your needs for a permanent placement. If you do not accept either of the placements offered, and you choose a placement that is more expensive, then an Additional Cost Contribution will be due – please see pages 8 & 9 of this Fact Sheet for further information on Additional Cost Contributions. The Local Authority may offer more than two such placements if more than two are available, but it is not obligated to do so.

How much will I have to pay for my residential care?

There is no simple answer. It will depend on the type of care you are assessed to receive and the cost of providing this service. It will also depend on your capital (including property or land) for a permanent and temporary placement, if applicable, income and allowances/disregards/expenses and whether it is a permanent or temporary placement. The actual amount you will pay will be determined from the financial assessment (means test). Nobody will pay more than the full cost of the placement at the care home.

You will be charged from the first day of the placement, however the first invoice for care charges will not be issued until you are provided with a statement detailing how the charge has been calculated. *As a result, you will need to save your benefits and income from the date that you go into the care home, as most of these will need to be used to pay towards the cost of the care home.*

It should be noted that charges increase each April as residents' income and care home fees usually increase then and they may increase at other times during the year too.

How is the charge worked out?

Service users will be invited to have a personal financial assessment to determine how much they will be charged for the placement. Service users with capital (including land and property in most instances) above the maximum capital threshold (see page 17 of this Fact Sheet) will be assessed to pay the full cost of the placement, however, service users whose assets are below this level will always be asked to pay a charge and this will normally be based on all their income, less certain disregarded income and the Minimum Income Amount (please see pages 14 and 17 of this Fact Sheet) towards their care costs.

What if I do not want to disclose my assets?

You can choose not to disclose your assets, in those instances you will be asked to pay the full cost of the placement. The full cost will depend on your assessed care needs and type of stay and may include an Additional Cost Contribution which must be paid by a third party from their own funds (please see pages 8 & 9 of this Fact Sheet). You will be able to claim Attendance Allowance/ Disability Living Allowance – Care Component/Personal Independence Payment – Daily Living (usually at the higher rate) to help pay for your care and support if you choose not to

disclose your assets, as we assume that you have sufficient income/assets to pay the full cost of your placement.

We will charge a weekly flat-rate fee for arranging and maintaining your placement (see page 17 of this Fact Sheet) with the care home if you choose not to disclose your assets or have access to liquid capital (money in the bank etc.) above the capital threshold (see page 17 of this Fact Sheet), or sufficient weekly income to pay the full cost of the placement; this is because you, or your representative could arrange the placement without involvement from the Council. N.B. This does not apply to Local Authority owned Care Homes as you can only be placed in these Care Homes by the Council.

Capital

The Welsh Government announces a capital threshold each April and the current figure is shown on page 17 of this Fact Sheet.

If your assets (including savings, current accounts, investments, and property/land, if applicable) are over this figure then you will be asked to pay the full cost of the placement until the level of your assets falls below this figure at which time a new financial assessment will be undertaken, and a new charge will be calculated. The full cost will depend on your assessed care needs and type of placement. There may be an Additional Cost charge, paid by a third party from their own funds in addition to this amount, where your care home of choice has a higher charge than the Local Authority has agreed for the type of care you need (see pages 8 & 9 of this Fact Sheet). You will be able to claim Attendance Allowance/Disability Living Allowance – Care Component/Personal Independence Payment – Daily Living (usually at the higher rate) to help pay for your care and support if your assets exceed the capital threshold.

Some forms of capital may be excluded when determining how much capital you have and for further information on this, please contact the Financial Assessment Team (contact details as per page 15 of this Fact Sheet).

If your capital is under the threshold amount, then this will be ignored during the financial assessment and any charge will depend only on your income and expenses/allowances. If there is an Additional Cost at the care home chosen, then this charge will be in addition to your financially assessed charge and must be paid by a third party from their own funds.

Income

In most cases all your income from whatever source will be included in the financial assessment. *You will need to save your benefits and income from the date that you go into the care home, as most of these will need to be used to pay towards the cost of the care home.* In some circumstances however, elements of income may need

to be disregarded, or, allowances applied, to reduce the income that is included in the financial assessment. In all cases you will be able to retain the Minimum Income Amount (please see pages 14 and 17 of this Fact Sheet).

Allowances or Disregards

Within a personal financial assessment there is always an amount of money that cannot be available to pay a charge, known as the Minimum Income Amount – MIA (please see pages 14 and 17 of this Fact Sheet) and this is set by the Welsh Government every year.

In addition to the MIA some other sources of income may be fully or partially disregarded. Please see examples below:

- Any employment earnings
- Child Benefit
- Christmas Bonuses
- Disabled Person's Tax Credit
- Income Tax and National Insurance
- Mobility component of Disability Living Allowance and Personal Independence Payment (as opposed to the care component) and War Pensioner's mobility supplement
- Paid expenses at work
- Payments to Far Eastern former POW's and Vaccine damage payments
- The first £10 of War Widows/Widowers pensions, survivors Guaranteed Income Payments from the Armed Forces Compensation Scheme, Civilian War Injury pension and payments to victim of National Socialist persecution
- The value of your home/main residence (for Short Term stays and for Temporary stays for up to 52 weeks)
- War Widows Supplementary Pension
- Winter Fuel Payments
- Working (families) Tax Credit
- War Disablement Pension
- Up to the first £5.75 of Savings Credit
- 50% of a private/occupational pension where you give at least 50% of the pension to your spouse/partner for their living expenses

Can I give any of my assets away?

If you gave away savings, money or other assets, including property, sold a property at less than its market value, or put a property into trust/ transferred it to someone else or severed a joint tenancy before receiving care, or whilst receiving care, then we may assess you as though you still have the full value of the asset. The person who benefits may become liable for any unpaid charges.

We will ask you about the timing, reason, recipient, and monetary value of the transfer and use this information to base our decision on whether a deprivation of assets has occurred; we will make a determination on whether the asset is included or disregarded from the financial assessment.

We will look at Social Care records and may request Medical Records to determine whether Care and Support could have been reasonably foreseen at the time that the assets were given away and assist in our determination about deprivation of assets.

We have a duty to safeguard vulnerable people and therefore some cases may lead to a referral to the Safeguarding Team for investigation.

Do I need to tell you about any change?

You should inform us if you get an increase or decrease in your benefits/income, if you get any new benefits/income, if you benefit from an inheritance or any other transfer, or if your savings/capital has gone above or falls below the maximum capital threshold (see page 17 of this Fact Sheet for current capital threshold) or if you incur new or additional expenses as a result of a change in your care needs as this could affect the amount you pay towards your Care Home placement.

Arrangements for Financial Assessments

Everybody who is placed in a Care Home by the Council will be offered a financial assessment to calculate the charge for the placement. You have the option to decline, in which case, you will be asked to pay the full cost of the placement current at the time, along with a charge for arranging the placement if you reside at a private home.

If you agree to a financial assessment then this may take place in your own home, or at the care home to ensure privacy or a private interview can be arranged at a convenient council office. A relative or friend can be present or represent you if you wish. If you do not handle your own money matters, then the person who does this for you can complete the form on your behalf.

It is important that you do not pay more than you should for the placement. By looking at your finances we can make sure that your charge is correct and that you are receiving all of the benefits that you are entitled to. Help, if needed will be given to complete any form(s) that is/are required to claim any Department for Works and Pensions/Job Centre Plus benefit entitlement.

We will ask to see any supporting financial documents and we will need to make and retain copies of the financial documents that we use so that we have an accurate record of your finances at the time of your financial assessment. We have procedures in place to make sure your privacy is protected.

If you knowingly make a false statement on the assessment form to reduce or avoid liability to pay charges, or, if not all financial circumstances are disclosed, you may be charged the full cost of the placement provided.

After-care services provided under Section 117 of the Mental Health Act 1983 may not be charged for, however if there is an Additional Cost Contribution at the chosen care home then this will be charged.

Service users placed into a Care Home who suffer from any form of CJD, which has been diagnosed by a Registered Medical Practitioner, will not undergo a financial assessment and will be treated as automatically exempt and receive a free service.

Will my husband/wife/partner have to pay anything towards my care?

The financial assessment is based only on your own assets including your share of joint assets.

The financial assessment will be carried out on the person who is to be placed at the Care Home. Only income and capital to which that person has a right are considered. Where capital/investments etc. are held jointly with another they will *normally* be apportioned equally, or on the basis of entitlement if the information provided reflects something different. Where benefits are paid in respect of a 'couple' then the amount paid for the person who receives a service will be taken into account in the financial assessment process. We will disregard 50% of a private/occupational pension where you give at least 50% of the pension to your spouse/partner for their living expenses.

If your spouse/partner continues to reside at home then the property will be disregarded for assessment purposes whilst they continue to live there (unless you are estranged), however this decision would be reviewed should their circumstances change, and you should inform us if the situation changes as any change to your

charge as a result of this will be backdated to the date the change occurred. The Council will endeavor to ensure that your spouse's/partner's income does not fall below a certain level set by the Department for Works and Pensions/Job Centre Plus. A financial assessment will be offered for the other person(s) living in the house.

How much will I have to pay if I am assessed as needing Nursing Care?

If you have been assessed as needing nursing care the National Health Service will pay a weekly amount towards your nursing care fees, and this amount will be paid to the Council to pass on to the care home. This amount is shown on page 17 of this Fact Sheet. This only applies to care homes in Wales; arrangements are different if you move into a care home in England or Scotland.

You will be offered a financial assessment to determine the charge for the 'Social Care' element of your placement and the amount you are assessed to pay will depend on your income, assets, and expenses, as described previously.

How much will I have to pay if I am assessed as needing Continuing Health Care?

In some circumstances, your health care needs will be such that the Health Authority (HA) will accept responsibility for the full cost of the placement under the Continuing Health Care (CHC) arrangements, in this situation you would not be asked to make any financial contribution.

If the Council has arranged the Care Home placement whilst the Health Authority assesses your eligibility for CHC funding, then a financially assessed charge will be due for this period; this will be re-imbursed to you for any period that the HA determines that the placement should have been funded under CHC funding.

Additional Cost Contributions (ACC) – (sometimes known as AVC or Top Up)

The authority has standard fees which it pays a care home, depending on your assessed care needs.

If you choose a more expensive care home than the two care homes the Local Authority has a duty to offer you at the time of placement, i.e. where the care home chosen charges a weekly fee that is higher than the fees required by the two care homes offered to you, then an Additional Cost Contribution will be due. Please see the link on page 17 for further information.

You can only fund the Additional Cost Contribution yourself if you have property which is included in the financial assessment process and can enter into a Deferred Payment Agreement. Please see pages 12 and 13 of this Fact Sheet, link on page 17 of the Fact Sheet and Fact Sheet 6 – ‘Deferred Payment Scheme’.

If for any reason you cannot enter into a Deferred Payment Agreement (e.g. your property is not registered with the Land Registry, or you do not own a property, or the property you own is not included in the financial assessment process, or you cannot provide evidence of your identity for Land Registry requirements etc.) and you have insufficient disregarded income to meet the cost of the placement, then a third party must agree to pay the Additional Cost Contribution and they will be responsible for paying this amount from their *own* funds. If there is no third party willing and able to fund the Additional Cost then you must accept one of the two placements offered to you by the council or make your own arrangements for a care home placement, without involvement from the council.

The third party will be required to undertake a financial assessment, providing evidence of their own means to determine whether they can afford to fund the Additional Cost Contribution from their own funds for the duration of the placement *and* to sign an agreement with the local authority to pay the Additional Cost Contribution. *The placement will not go ahead until the evidence of affordability for the third party has been evidenced and the signed Additional Cost Agreement has been received.*

The Additional Cost payment will be in addition to your means tested charge for the placement.

What if I have sufficient income or savings to pay the full cost of my placement?

If your savings are above the maximum capital threshold (including land/property) or your weekly income is sufficient to pay the full cost of your placement then you can ask the Local Authority to arrange the placement for you and you will be charged the full cost of the placement. You will be able to claim Attendance Allowance/ Disability Living Allowance – Care Component/Personal Independence Payment – Daily Living (usually at the higher rate) to help pay for your care and support if you have sufficient income/assets to pay the full cost of your placement.

We will charge a flat-rate weekly fee for arranging and maintaining your placement (see page 17 of this Fact Sheet) with the care home if you have access to liquid capital (money in the bank etc.) above the capital threshold (see page 17 of this Fact Sheet), or sufficient weekly income to pay the full cost of the placement; this is because you, or your representative could arrange the placement without

involvement from the Council. N.B. This does not apply to Local Authority owned Care Homes as you can only be placed in these Care Homes by the Council.

You will not be able to pay any Additional Cost Contribution due from your own income and assets.

What if my money is tied up in my house?

If your total capital is over the maximum capital threshold, but is not accessible, because your capital is tied up in your main property/land and you do not wish to or are unable to sell it at this time, then the Council will enter into a Deferred Payment Agreement with you or your representative and you will be able to defer an element of your charge including the Additional Cost Contribution, if appropriate, until the deferred payment agreement comes to an end (see 'What is a Deferred Payment Agreement?' on page 12 and 13 of this Fact Sheet). You will be able to claim Attendance Allowance/ Disability Living Allowance – Care Component/Personal Independence Payment – Daily Living (usually at the higher rate) to help pay for your care and support if you have sufficient income/assets to pay the full cost of your placement.

We will charge a one-off Administrative Charge for this arrangement – see 'What Is a Deferred Payment Agreement?' on pages 12 and 13 of this Fact Sheet, the link on page 17 of this Fact Sheet and Fact Sheet 6 – Deferred Payment Scheme

What will I be charged if I am admitted to hospital during my stay at the Home or temporarily discharged from the Home?

If you are in a Care Home on a temporary or permanent basis and you are admitted to hospital or temporarily discharged from the placement, we will normally keep your placement available until it is decided that the placement is no longer needed or is unable to meet your future needs. The Local Authority must pay the care home in full whilst the placement is retained. During the time that you are in hospital/temporarily discharged from the care home, you will still be charged your usual financially assessed charge for your placement. If there is an Additional Cost at the placement, this will also be charged.

What if I own a property?

For the purposes of the financial assessment, property can include land, a house, a shop, a caravan, a flat, etc. which is owned or partly owned by you.

For all Service Users admitted *permanently* into a care home the value of your main residence is not taken into account for the first 12 weeks following your admission into care. If, however, you were to sell your property during this initial 12-week period then the sale proceeds will be taken into account from the date of the sale.

For all Service Users admitted *temporarily* into a care home the value of your main residence is not taken into consideration for up to the first 52 weeks following your admission into care. If, however, you were to sell your property during this initial 52-week period then the sale proceeds will be taken into account from the date of the sale. The property will be taken into consideration after 52 weeks, or from the date that your placement is made permanent, whichever is the sooner.

If you own land, then the value of the land would be included from the first day of admission to the care home for temporary and permanent residents.

We will arrange to have your property/land valued for financial assessment purposes.

The value of your house is not taken into account at all if it is also the main residence of any of the following people:

- Your partner (this means husband, wife, civil partner, or someone you live with as husband/wife or partner, unless estranged);
- A relative who is aged 60 or over;
- A relative who is incapacitated (this means they are receiving or could be receiving disability benefits);
- A child who is aged under 18;
- A carer who has given up their own home to care for you;
- A lone parent with dependent child, who is the resident's estranged or divorced partner;
- A relative who does not own another home and lived with you before you moved to live in a care home

We may make checks, such as checking Council Tax records to confirm who resides at the property.

If the value of your house has been ignored because someone else is living there, and that person subsequently moves out or dies, then the value will normally be taken into account from the date they leave the property. You should inform us if the situation changes, as any change to your charge as a result of this will be backdated to the date the change occurred.

What if someone jointly owns my property?

We would examine documentation to confirm that the property is jointly owned, and we would normally only take into account the value of your share of the property.

You could only enter into a Deferred Payment Agreement under certain circumstances and if the joint owner consents to this.

What if my property has been transferred to someone else?

We would examine the documentation confirming this. If your property has been transferred to someone else, we will normally ask you to provide information relating to the terms of the transfer. We will also consult with our legal department for a decision about whether your property will be included in your financial assessment and consider whether the transfer should be treated as a deprivation of assets.

Will I have to sell my property?

If you own your property, you can choose whether or not to sell it. If your savings, investments, and other capital is less than the capital threshold (please see page 17 of this Fact Sheet) and your income is not sufficient to cover the full cost of the placement then you will be offered a Deferred Payment Agreement (DPA) – please see Fact Sheet ‘Deferred Payment Scheme’ and link on page 17 of this Fact Sheet. We will charge a one-off Administrative Charge for a Deferred Payment Agreement. If a DPA cannot be entered into the same Administrative Charge will apply for a Legal Charge to secure debt.

Agreeing to a Deferred Payment allows a proportion of your charge, including an Additional Cost Contribution, if applicable, to remain unpaid until a later date. We would expect you to contribute any income you receive, including any rental income if the property is rented and the shortfall between your income and the full cost of the placement would be the amount which is deferred. The department will put a “Legal Charge” on the property until it has been sold. This means that we can recover the amount that you owe us from the money you get in the future when you sell your house. If your property is not registered with the Land Registry, then you will need to do so to enter into a Deferred Payment Agreement.

You would need to contact us prior to the sale of the property, confirming the expected net proceeds from the sale so that we can confirm the amount outstanding, including any interest due and arrange to remove the charge from the property to enable the sale to be completed.

What happens if I put my property up for sale?

If you choose to put your property up for sale, we will continue to help you pay for your care costs until your property is sold. Once the property is sold you must tell us, and we will then calculate how much you will have to pay back for the financial help that you have been given up to that time, based on the net proceeds of sale and other capital/income you have. We will also tell you how much you have to pay in the future.

If, after paying any accrued charges to the Local Authority, your liquid capital assets (money in the bank etc.) remain above the capital threshold (see page 17 of this Fact Sheet), or sufficient weekly income to pay the full cost of the placement, we will charge a flat-rate weekly fee for maintaining your placement (see page 17 of this Fact Sheet) with the care home; this is because you, or your representative could arrange the placement without involvement from the Council. N.B. This does not apply to Local Authority owned Care Homes as you can only be placed in these Care Homes by the Council.

What happens if I do not put my property up for sale?

If you choose not to put your property up for sale, we will continue to help you pay for your care costs. You will continue to contribute from your income (including any rental income if you rent out your property), but the shortfall between what you pay us from your income, and your assessed charge can be deferred under the Deferred Payment Scheme (see below) and you will repay the accrued debt when the property is sold.

What is a Deferred Payment Agreement?

Where you have insufficient monies to pay your weekly charge because your capital is tied up in your main residence, or your income is not sufficient to meet the cost of the placement then the authority will agree for part of the debt to accrue. You will be expected to pay your income (including any rental income received), less Minimum Income Amount with the balance of the charge being deferred against your property. You or your estate will have to pay back the deferred charge when you sell your home or leave residential care. The authority will not charge interest while payments are being deferred. However, interest will be charged 90 days after the sale of the property if the property is sold, or to your estate on the amount outstanding 90 days after you have passed away.

Should you wish to defer your payments, you will be required to enter into a written legal agreement with the authority. We will charge a one-off Administrative Charge for a Deferred Payment Agreement.

Can I keep any money from my income for myself?

You will be entitled to a Minimum Income Amount (MIA) every week. This is a sum of money you are entitled to retain from your own income and can be used as you wish and can never be used to pay towards your care unless you choose to do so. The Welsh Government sets the amount of the Minimum Income Amount (MIA) each year and the current amount is shown on page 17 of this Fact Sheet. The Council can pay the MIA to the care home to pass on to you, so that there is money available for your own use and if this is the case the MIA will be added to invoices issued for care home charges.

How are Care Home fees paid?

There are several ways in which you can pay for your fees, and you can choose which option suits you best. Often, more than one option is used where it is the most convenient for you. The most popular options are:

- **Re-direction of pensions/benefits** - it is possible to have your State Retirement pension and other benefits re-directed under an Appointeeship with the Department for Works and Pensions/Job Centre Plus so that they are paid directly to the local authority instead of to you. The Council will charge a weekly flat-rate fee for this arrangement which will be allowed as an expense against your financial assessment. See page 17 of this Fact Sheet.
- **By invoice** - We can send you an invoice periodically for the part of the charge that you are able/have elected to pay this way. The invoice will relate to a service that you have already received.
- **Direct Debit** - you can set up a direct debit agreement so that all, or part, of your charge is taken directly from your bank account. You will be sent an invoice to show you how much is owed before the payment is taken from your account.

If you do not have the capacity to manage your finances and there is no-one with legal authority to do so on your behalf, then it may be appropriate for a Deputy to be appointed by the Office of Public Guardian. In exceptional circumstances the council may apply to become Deputy and if this is the case then a flat-rate fee will be charged for the application. Please see page 17 of this Fact Sheet.

What happens if I don't pay?

If you do not pay your charge, we will contact you to find out whether there is a problem. If there is a problem, we will try to help you sort it out. If there is no problem and you still do not pay your bills, then we will need to take appropriate action to recover any debts.

What can I do if I think you have incorrectly calculated my charge?

If you believe that your charge has been assessed incorrectly, then please contact the Financial Assessment Team. An Officer will go through your assessment to re-check that all the figures are correct and that there is no relevant information missing. If you are still unhappy with the outcome, then you can ask for a manager to check the assessment. If after this, you are still unhappy then you can request a formal review of the decision and the staff in the Financial Assessment Team can explain the steps you should follow next.

You can also ask someone outside the Council to check the calculations (e.g., the Citizens' Advice Bureau).

What if I am unhappy with the service or want to make a complaint?

Although most people have a very positive experience of living in a care home, the process around choosing the right home, moving in, and paying the fees can sometimes be complicated.

If you are unhappy with our services, you have a right to complain and you should contact our Resolution and Complaints Team. You won't lose your services as a result of complaining.

You can contact the Resolution and Complaints Team in the following ways:

- By phone on 01267 224488
- By email complaints@cararthenshire.gov.uk
- By completing the online complaints and compliments form available at: www.cararthenshire.gov.uk/complaintsandcompliments

Where can I get more information?

This booklet is for general advice only. If you need clarification on any of the information, please contact:

Residential Financial Assessment Team,
Department for Communities, Carmarthenshire County Council,
3 Spilman Street, Carmarthen, SA31 1LE

Telephone: 01267 228903/228632/228997

Email: SCHfinancialassess@cararthenshire.gov.uk

Who should I contact to discuss my needs?

You should contact our **Information, Advice and Assistance Service – Delta Wellbeing** on 0300 333 2222, or your Social Worker, if you have been allocated one.

How we use your information

To find out about how we use your information, you can view our privacy notices at: **www.carmarthenshire.gov.wales/privacy-notice**. If you are unable to access the privacy notices online and you wish to receive a copy, please contact 01267 228703.

Other useful contact addresses:

| | |
|---|---------------|
| Age Cymru Sir Gâr | 01554 784080 |
| Care and Social Services Inspectorate for Wales | 0300 7900126 |
| Carers Information Service | 0300 0200 002 |
| Citizens Advice Bureau | 03444 772 020 |
| Independent Age | 0800 3196 789 |
| Department for Work and Pensions (DWP) | 0800 882 200 |
| Job Centre Plus (JCP) | 0800 055 6688 |

Please note that any charges contained within this booklet are liable for change. Changes usually apply from April each year.

Moving in to a Care Home 2025/26

NHS contribution towards nursing care fees:

£225.88 per week

Maximum Capital Threshold for 2025/26 (set by Welsh Government):

£50,000.00 – capital under this threshold is not included in financial assessment

Minimum Income Amount for 2025/26 (set by Welsh Government):

£44.65 per week

Flat-Rate Charges for 2025/26 (this charge applies, irrespective of the outcome of the residents' financial assessment):

DWP/JCP Appointeeship - £5.00 per week

Administration charge for Residents with liquid capital above the threshold (private homes only) - £10.00 per week

Deputyship Application fee - £944.00 one-off charge

Deferred Payment Agreement/Legal Charge Fee - £200.00 one-off charge

Please see below link to the council's website for further general information on charging for Residential Care placements:

www.carmarthenshire.gov.wales/financialassessment

www.carmarthenshire.gov.wales/payingforresidentialcare

www.carmarthenshire.gov.wales/care-home-placement-additional-cost

www.carmarthenshire.gov.wales/deferredpaymentscheme

This factsheet is also available in Welsh.
If you would like this factsheet in any other
format telephone 01267 228703 or
email: socialcare@carmarthenshire.gov.uk

