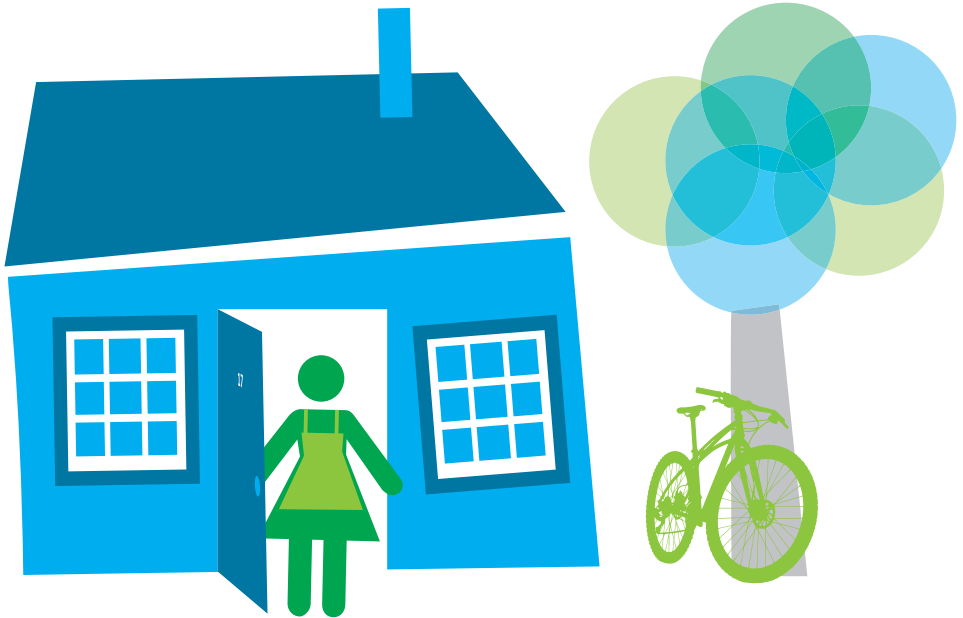


# Care and Support at Home

## Assessment and Funding



# Who we are

**Age Scotland is the national charity for older people. We work to improve the lives of everyone over the age of 50 so that they can love later life.**

**Our vision** is a Scotland which is the best place in the world to grow older.

**Our mission** is to inspire, involve and empower older people in Scotland, and influence others, so that people can make the most of later life.

**Our three strategic aims** are to:



**Help older people to be as well as they can be**



**Promote a positive view of ageing and later life**



**Tackle loneliness and isolation**

# How we can help

**We know that growing older doesn't come with a manual. Later life can bring changes and opportunities to your life and you may need to know about rights, organisations and services which are unfamiliar to you.**

That's why we provide free information and advice to help you on a range of topics including benefits and entitlements, social care, legal issues such as Power of Attorney, housing and much more. All of our guides are available to download for free from our website, or you can contact our helpline team to have copies posted to you for free.

The Age Scotland **helpline** is a free, confidential phone service for older people, their carers and families in Scotland looking for information and advice.

Later life can bring times when you just need someone to talk to. Our **friendship line** is part of our wider helpline and older people can call us for a chat. We're here to listen, provide friendship and offer support.

## For information, advice and friendship



**Call us free on: 0800 12 44 222**  
**(Monday – Friday, 9am - 5pm)**



**Visit [agescotland.org.uk](https://www.agescotland.org.uk)**  
**to find out more.**

# Care and Support at Home: Assessment and Funding

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# Assessment for care and support at home

Most people want to live independently and safely in their own home for as long as possible. Care and support may be available to help you remain at home for longer. You may need this support because you have mobility problems, nursing or care needs, are living with a condition like dementia or need help with everyday tasks. Financial help may be available towards your care costs too.

This guide explains how your council, or in some areas of Scotland your local NHS, will assess your care and support needs and whether you qualify for help. The council will need to look at:

- your individual needs and circumstances, including what support you already have
- which of your needs the council can meet
- how much your care will cost, and whether you will need to pay for some of it yourself

## What are social care services?

Social care (or community care) services include:

- help with your personal care
- respite care (including temporary residential care in a care home)
- community alarms and telecare
- day care (going to a day centre for support)
- lunch clubs
- night sitting services (if you need care at night)
- equipment to help you with everyday tasks and keep you safe, for example handrails and shower seats
- delivery of hot or frozen meals
- help with housework
- transport

Some services may be offered free of charge if you qualify for help. For others, you may be asked to pay.

The services you need can be arranged in different ways. If your council agrees to help with the costs of your care, you may be given a budget you can use to arrange services yourself. You can also ask the council to arrange services for you. See page 19 for more information about ways your care services and budget can be managed.

You may be offered temporary care services to prevent you needing to go into hospital, or to support you after a hospital stay. This is sometimes called intermediate or reablement care, and can involve support from both the council and the NHS. See page 12 for more information.





## How does the council decide who qualifies for help?

If you 'appear to be in need' of social care services you are entitled to a care needs assessment from your local council.

Your care needs assessment will decide whether the current level of risk to your independence and wellbeing, without care services in place, is **critical, substantial, moderate** or **low**. These risk levels are defined in the Care and Support (Eligibility Criteria) Regulations 2015. Your assessment should consider whether social care services are the only way the risk can be reduced to an acceptable level, or whether your needs could be met in other ways.

In most council areas, pressure on budgets means services will only be provided when risk is assessed as being critical or substantial. However, councils should consider providing help for people at moderate or low risk if this could prevent their risk becoming greater in the future.

Some services will be provided free of charge while others may have a cost. Personal Care and Nursing Care are provided free of charge to anyone in Scotland assessed as needing them. There is more about this on page 9.

The government guidance says that older people at critical or substantial risk without Personal Care or Nursing Care should be given these services within 6 weeks of assessment, or sooner in urgent situations. However, this does not always happen. This guidance is called the National Standard Eligibility Criteria and Waiting Times for the Personal and Nursing Care of Older People 2015.



## How are your care needs assessed?

You can contact your council's social work department for an assessment of your care needs, or your GP or hospital could refer you.

The assessment may be simple if you need something straightforward, such as a hand grab rail for the bath. A more detailed assessment will be needed if you need a lot of help or specialist support.

The assessment will usually happen in your home. If you have a carer, it can be useful if they are with you during the assessment.

The assessor will be a social worker, occupational therapist or someone else representing the social work department. They will talk to you about what you can do, what you would like to be able to do and what you have difficulty with. This could include:

- washing and bathing
- dressing and undressing
- getting up and going to bed
- preparing meals
- eating and drinking
- getting around your home
- managing your medications
- housework and shopping
- social and cultural activities

They will ask about any care or support you already have in place. It is important to let them know if this help is not going to continue long term.



All councils and NHS Health Boards in Scotland have **Single Shared Assessments**. This means that just one assessment should look at your nursing care needs as well as your practical care needs.

Before the assessment, think about any problems you face and what you find difficult. You could keep a diary of what you can and can't do, and whether you have good and bad days or your condition stays about the same.

If you are living with a particular condition, such as dementia, cancer or Parkinson's, you should be advised about how to access specialist support.

## Your care plan

After the assessment, your council should send you a care plan (or support plan).

The care plan should include information about:

- your needs and any risks you may face
- the goals you feel need to be met to protect your wellbeing and independence; these are often referred to as **outcomes**
- any support you already have in place, e.g. help from a relative / friend
- the social care services needed to meet the outcomes you have listed
- which of the services the council will fund and how much they will provide to cover them
- who will be contacted to help you in an emergency
- the date your care plan will be reviewed



## Understanding your care plan

Your care plan should give clear information about the support the council will provide. If you are uncertain about anything, ask the person who wrote the care plan to add more detail.

You should be given your plan in a format you can understand. This could include arranging for it to be translated or produced in large print.

Your care plan may list several different types of services. These might include Nursing Care, Personal Care, equipment or adaptations for your home, or services to help any friends or family who support you. Personal and Nursing Care should always be provided free of charge, but you may be asked to pay towards some of the other services. There is more information about this on page 9.

## How your services will be arranged

You should be given a choice about who arranges and provides the services in your plan. This is called Self-Directed Support. There is more information about this on page 19.

The services listed in your care plan should be put in place without an unreasonable delay. If there is a waiting list for any services the council has agreed to provide, they may suggest other help you could get in the meantime. You can make a complaint using the social work department's complaints procedure if you feel your wait has been unreasonable.

## Reviewing your care plan

Your care plan will be reviewed regularly and you should always be told the date it will next be reviewed. However, you or your care provider can ask for a review at any time if your needs change.

The council might make changes to your care plan after a review. This may be because your needs have changed or because its own assessment rules have changed.

If your services are withdrawn or reduced, your council must tell you about your right to appeal using the complaints system.



## Support for carers

A carer is anyone who provides, or intends to provide, unpaid help to someone who needs support due to illness or disability. This could include a family member, friend or neighbour.

If you are a carer you have the right to a Carer's Assessment. This may take place as part of the care needs assessment of the person you care for. The assessment should look at the support you need to manage your caring role and to look after your own health and wellbeing. Your needs should be set out in an **Adult Carer Support Plan**. Services agreed could include practical help, emotional support and respite care.

Services provided to meet your assessed needs as a carer should be free of charge.



See Age Scotland's **A Guide for Adult Carers in Scotland** for more information.





## Useful contacts for carers

### Carers Scotland

Offers general help and advice for all carers through its free Carers UK Helpline. Carers Scotland is part of Carers UK.

Helpline: **0808 808 7777**

**[www.carersuk.org/scotland](http://www.carersuk.org/scotland)**

### Carers Trust Scotland

The largest provider of comprehensive carer support services in Scotland. For details of local support:

Tel: **0300 772 9600**

**[www.carers.org/scotland](http://www.carers.org/scotland)**

### Coalition of Carers in Scotland

Website containing detailed information about your rights under the Carers (Scotland) Act.

**[www.carersnet.org](http://www.carersnet.org)**



# How care and support at home is paid for

You may be asked to pay towards some of the services in your care plan, while others will be paid for by your council, or in some cases the NHS. You should always be told how much services will cost before they are put in place.

## Free Personal and Nursing Care

In Scotland, **Personal Care** and **Nursing Care** are two types of care that are free for anyone who is assessed as needing them.

Personal Care is a type of social care, and can include help with dressing, washing yourself, eating and drinking or getting around. It can also be someone to watch over you to keep you safe, for example if you are unsteady on your feet.

Nursing Care is care involving specialist healthcare skills such as giving injections or managing pressure sores. If you need Nursing Care in your own home, this will be arranged and provided free by NHS Scotland, via your GP surgery.

## Social care not ordinarily charged for

The Community Care and Health (Scotland) Act 2002 describes in more detail the social care services that councils should not normally charge for. These services are mostly classed as personal care. We have included the relevant extract from the legislation on pages 10-11.

The full legislation is available at:

**[www.legislation.gov.uk/asp/2002/5/contents](http://www.legislation.gov.uk/asp/2002/5/contents)**.

If your council is asking you to pay for any of the services described on pages 10-11, you can challenge this decision.



## SOCIAL CARE NOT ORDINARILY CHARGED FOR

### As regards the personal hygiene of the person cared for:

- shaving
- cleaning teeth (whether or not they are artificial) by means of a brush or dental floss and (in the case of artificial teeth) by means of soaking
- providing assistance in rinsing the mouth
- keeping finger nails and toe nails trimmed
- assisting the person with going to the toilet or with using a bedpan or other receptacle
- where the person is fitted with a catheter or stoma, providing such assistance as is requisite to ensure cleanliness and that the skin is kept in a favorable hygienic condition

Where the person is incontinent:

- the consequential making of the person's bed and consequential changing and laundering of the person's bedding and clothing, and
- caring for the person's skin to ensure that it is not adversely affected

### If the person requires medical treatment, assisting with medication, as for example by:

- applying creams or lotions
- administering eye drops
- applying dressings in cases where this can be done without the physical involvement of a registered nurse or of a medical practitioner
- assisting with the administration of oxygen as part of a course of therapy





**As regards eating requirements, the preparation of, or the provision of any assistance with the preparation of, the person's food including (without prejudice to that generality):**

- defrosting, washing, peeling, cutting, chopping, pureeing, mixing or combining, cooking, heating or re-heating, or otherwise preparing food or ingredients
- cooking, heating or re-heating pre-prepared fresh or frozen food
- portioning or serving food
- cutting up, pureeing or otherwise processing food to assist with eating it
- advising on food preparation, and
- assisting in the fulfilment of special dietary needs, but not the supply of food (whether in the form of a pre-prepared meal or ingredients for a meal) to, or the obtaining of food for, the person, or the preparation of food prior to the point of supply to the person

**If the person is immobile or substantially immobile, dealing with the problems of that immobility.**

**With regard to the person's general well-being:**

- assisting with getting dressed
- assisting with surgical appliances, prosthesis and mechanical and manual equipment
- assisting with getting up and with going to bed
- the provision of devices to help memory and of safety devices
- behaviour management and psychological support



## Special situations when services may be free

Guidance from the Convention of Scottish Local Authorities (COSLA) recommends that councils should not normally charge for any social care services for people who are terminally ill.

If you are 65 or over and you are assessed as needing extra support after a hospital stay, the additional services may be provided free of charge for up to 6 weeks. This is called reablement care and may include help with laundry, shopping and housework. An assessment should be carried out before you are discharged so that the support is in place when you return home.

## Services you may be asked to pay for

You may need to pay towards any services in your care plan that are not Personal Care or Nursing Care. Your council will look at your income to decide whether you will be expected to pay for any additional services, or if the council will cover some or all of the costs.



## Social security benefits

You may be able to claim social security benefits to help meet the cost of the care and support you need at home. These include:

- **Adult Disability Payment** is a new payment from Social Security Scotland, for people aged 16 to 66, who have difficulty with daily living activities or getting around because of a health condition or disability.

Adult Disability Payment is replacing Personal Independence Payment and Disability Living Allowance in Scotland. The transfer of existing claimants to Adult Disability Payment began in summer 2022 and is due to be completed by August 2024. You don't need to do anything to transfer to the new benefit. You will get a letter telling you when it will happen, and another when your transfer is complete. Your payments won't change, and if you have a mobility vehicle under the Motability Scheme, that will also remain the same.

If you are receiving Adult Disability Payment when you reach State Pension age, your award will continue for as long as you remain eligible.

For a copy of our **Adult Disability Payment guide**, or for more information, call our helpline on **0800 12 44 222**.

- **Personal Independence Payment** is the current UK (excluding Scotland) benefit for people of working age who have a disability or long-term health condition, and need help with daily living or mobility. Any new claim for Personal Independence Payment in Scotland will be treated as an application for Adult Disability Payment, which is replacing Personal Independence Payment.
- **Disability Living Allowance** used to be the UK benefit for people of working age who have care or mobility needs. It is no longer available for new claimants, and existing claimants in Scotland are being transferred onto Adult Disability Payment.



- **Attendance Allowance** is for people not claiming another disability benefit, who have reached State Pension age and need help with care or supervision during the day, during the night, or both.
- **Carer's Allowance** is for people who are caring for someone for 35 or more hours a week; the person they care for must be receiving either Attendance Allowance, the middle or higher rate care component of Disability Living Allowance, or the daily living component of Adult Disability Payment or Personal Independence Payment. It doesn't matter how much you have in savings but it can be affected by earnings and other benefits, so have a benefit check if you are thinking about making a claim. If you claim Carer's Allowance this could reduce the benefits of the person you care for. If you receive Carer's Allowance and live in Scotland you will also receive a 6-monthly payment of Carer's Allowance Supplement from Social Security Scotland.



Call the **Age Scotland helpline** on **0800 12 44 222**, or see our **Benefits Maze** guide for more information.





# How costs for care and support are assessed

Once your care needs have been agreed, the council will add up the costs of any chargeable services in your care plan. They will then work out how much you can afford to pay towards the total, and they will cover the rest.

The Convention of Scottish Local Authorities (COSLA) gives guidance to councils about costs for different services. Councils can set their own rules for some services, so costs can vary between areas. You can ask to see your council's policy on service costs. This should also be available on their website.

When working out how much you need to pay, the council should take into account your income **after** you have met certain costs, including your housing and Council Tax costs. They may also consider other housing bills like water and sewerage, and house insurance payments.

You have the right to ask your council to reduce or waive the amount they ask you to pay if you feel it is not affordable. However, they do not have to agree to your request.

## Disability-related benefits

When assessing what you can afford to pay, your council will want to know about any benefits you receive. These may include the benefits listed on pages 13-14.

Councils cannot count the mobility components of Adult Disability Payment, Disability Living Allowance or Personal Independence Payment as income when working out what you have to pay. War Disablement Pension, some War Pension additions and payments from the Armed Forces Compensation Scheme should also be fully disregarded.



## Disability-related expenses

Councils should take into account any extra costs you have because of your condition or disability. You should explain these costs when you are being assessed. These costs could include:

- any care services you already pay for, which are not included in your care plan
- extra laundry, or special washing powder and conditioner if you have sensitive skin
- cleaning, if this is not part of your care plan
- a community alarm
- any special diet you need
- special clothing or footwear, or extra wear and tear
- additional bedding
- extra heating costs
- gardening and household maintenance, if this is work you would otherwise have done yourself
- buying and maintaining equipment which helps you to manage your disability
- transport costs to get to appointments and to maintain social contacts

Other costs may be accepted, but these are usually decided on an individual basis. You need to explain your own costs to see if they can be taken into account.



## Savings and capital

If you are over State Pension Age, guidance from the **Convention of Scottish Local Authorities** (COSLA) says that councils should ignore the first £10,000 of your savings. Where your savings are over £10,000, the council assumes that you have a weekly **tariff income** of £1 for each £500 above £10,000. So if you have savings of £12,000 you would be assessed as having a weekly tariff income of £4.

If you are below State Pension age, only the first £6,000 of your savings will be ignored and the tariff income rate will be £1 per £250. So for savings of £12,000 in this case, your weekly tariff income would be £24.

The value of your home is not counted as capital and should not be included in the council's calculations. If some of your savings have been earmarked for a specific item such as funeral costs or a repair to your home, you should explain this and ask if it can be ignored.



## Charges for respite care

Respite care is temporary care outside of your regular care arrangements, which allows the people normally involved in your care to take a break. Periods of respite care can be arranged in a number of ways. You may have respite care at a day centre, in a care home, in your own home or in hospital. Respite care in hospital is free, but other types of respite care can be charged for. Charges depend on the type of care included in your care plan.

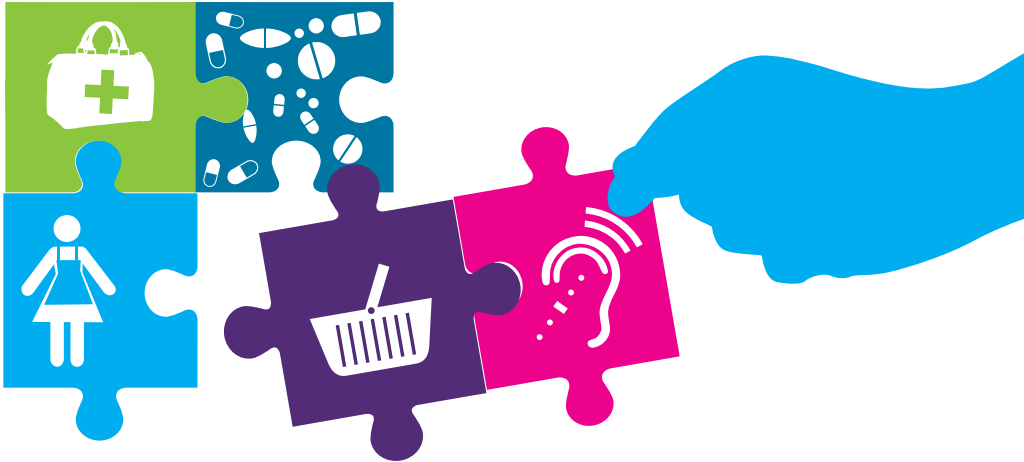
If respite care is provided in a care home for less than eight weeks, the council can ask you to contribute towards the cost in one of two ways. They may apply the normal care home financial assessment to you straight away, or they can ask you to pay an amount they think is reasonable for the first eight weeks. If you disagree with the amount you are being asked to pay you can use the council's complaints procedure.

If care is provided in a care home for more than eight weeks, the council must carry out a formal financial assessment to work out the amount that you can afford to pay.

For more information see Age Scotland's guide **Care Homes: Funding**.

Depending on the length of each period of respite care in hospital, and how often these stays take place, entitlement to some social security benefits may be affected.





# Self-Directed Support

Self-Directed Support is intended to offer you choice and control over who provides and arranges the services in your care plan. The details of Self-Directed Support are laid out in the Social Care (Self-Directed Support) (Scotland) Act 2013.

Your council will decide on a budget to cover any services it has agreed to fund, or part-fund. The budget will always include the full cost of any Personal and Nursing Care services. If you choose to manage your own budget and arrange your own care, your budget must be used to pay for services that will help meet the outcomes in your care plan.

## The four Self-Directed Support options

You should be given a choice of four options for how your care plan budget is managed.

### Option 1

You get a Direct Payment of the budget the council has agreed to pay towards your care costs. You use this to arrange your own services, which may include employing care professionals or personal assistants directly.

### Option 2

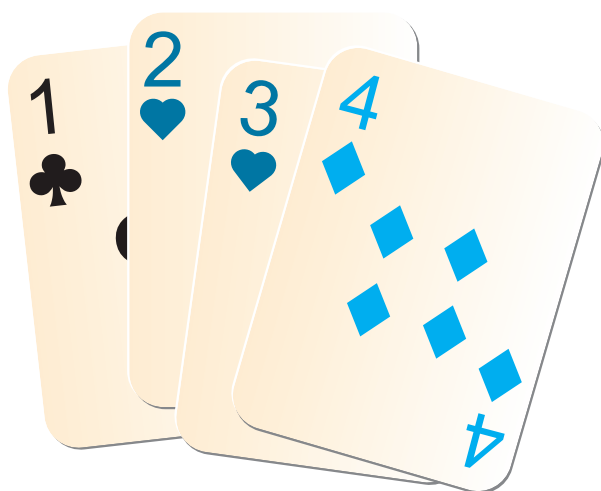
You choose the service provider and the council arranges and manages the service.

### Option 3

The council chooses the service provider and arranges and manages the service.

### Option 4

A mixture of the other options (different parts of your care plan are managed by different options).





## Who can receive Self-Directed Support?

Anyone assessed as needing care or support at home, or any other type of social care, should be offered the four Self-Directed Support options. Councils must treat everyone equally and must not discriminate between the different groups of people who can receive Self-Directed Support.

You might be able to receive a Direct Payment (Option 1) even if you can no longer manage your finances. Payments can be made to someone who has Power of Attorney or Guardianship and can act on your behalf. If someone else is managing your Self-Directed Support for you, whichever option you choose, they should involve you in making decisions as much as possible.

For more information see Age Scotland's **Guide to Power of Attorney in Scotland**.

If you are refused any of the Self-Directed Support options but believe that you should be offered them, you can use the council's social work complaints procedure to challenge the decision.

## Self-Directed Support and Carers

If you provide or intend to provide unpaid support to a family member or friend with a long-term health condition or disability, you are a carer.

You have a right to be supported, both in your caring role and with taking care of your own health and wellbeing. You can ask the council to assess your needs as a carer, and provide you with an **Adult Carer Support Plan**.

The council must offer the Self-Directed Support options to carers. A contribution should not be required for services that meet your assessed needs as a carer.



**Care Information Scotland**

Tel: **0800 011 3200**

**[www.careinfoscotland.scot](http://www.careinfoscotland.scot)**



# Arranging your own care services

You may be arranging your own care because you have chosen to pay for it yourself, or because you have selected Option 1 of Self-Directed support. You will spend a lot of time with the carers who support you so it is important to plan and choose carefully.

There are a number of ways to arrange your own care. You could enter into a contract with a home care agency, who will listen to your requirements and arrange the carers and equipment you need. See the next page for the different ways you can do this. You could also employ carers who work independently, and buy any equipment yourself.

If you have chosen Option 1 of Self-Directed Support, check with your council if you are not sure whether a service you want to arrange is covered by your care plan budget. If you are arranging your own care and need help urgently, the council may be able to put temporary services in place whilst you are making your own arrangements.

## Home care agencies

You may be able to buy home care services directly from your local council, or from a private care agency or charity. Services provided by carers may include help with activities like bathing, getting in and out of bed, getting dressed, preparing a meal or collecting medication. The number of visits you arrange will depend on your needs and what you can afford within your budget.

To find a home care agency you could:

- Ask your local council for recommendations.
- Contact the Care Inspectorate for a list of agencies and their care service and inspection reports. Call them on **0345 600 9527** or see their website **[www.careinspectorate.com](http://www.careinspectorate.com)**.
- Contact the UK Home Care Association for details of home care agencies that follow its code of practice. Call them on **020 8661 8188** or see their website **[www.ukhca.co.uk](http://www.ukhca.co.uk)**.
- Ask friends, relatives or neighbours if they have had good or bad experiences with local agencies.
- Search online or check your phone book for local agencies. Shop around to make sure you get the best deal and the service that is right for you. Always check that a service is properly registered with the Care Inspectorate: see **[www.careinspectorate.com](http://www.careinspectorate.com)** or call **0345 600 9527**.

Ask any agencies you are interested in to send you a brochure and their price list, or have a look on their website for details of the service they provide.



You may want to check:

- Have they cared for anyone with similar needs to yours?
- Are their carers trained in managing your medical condition?
- Do their carers understand the needs of people with your religious beliefs?
- What ongoing training do their carers receive?
- Have their carers had criminal record checks with Disclosure Scotland, and are they members of the PVG (Protecting Vulnerable Groups) scheme?
- What happens if your regular care worker is off sick or on holiday?
- What happens if you are away or go into hospital?
- How do you contact the agency in an emergency?
- Do the prices include VAT and travel costs?
- What happens if you need to cancel the contract at short notice?
- Do they charge extra for evenings or weekends?
- How do you make a complaint if you are unhappy?

The agency you choose will work with you to agree a contract for your care package. Most agencies will have standard contracts you can adapt. The final contract should give details of when they will arrive, what they will do, how long they will stay and any other relevant information. The contract should be reviewed every year, or more often if your needs change.

## Employing someone yourself

You may want to employ someone to help you directly. To do this you would need to set up an employment contract, deal with tax, National Insurance and possibly a pension. It is important to understand your responsibilities as an employer, for things like sick pay and holiday pay. You would also need insurance as you are responsible for the carer's health and safety whilst they are working for you.

You should ensure that anyone you employ has had the appropriate criminal record checks from Disclosure Scotland. A local support service or payroll company may be able to do this for you, and may offer other training and support - ask your council if they can recommend one.

In certain circumstances you may be able to employ a partner or relative if the council agrees it is the best or only solution. This may be for reasons of religion, culture or language, or because there are no other options for suitable care locally.

Before you employ a partner or relative, think carefully about how being their employer could affect your relationship and also any benefits they claim.



**HMRC** can give advice to new employers. Call them on **0300 200 3211** or visit **[www.gov.uk/employing-staff](http://www.gov.uk/employing-staff)**.

**Self Directed Support Scotland (SDSS)** provides information about employing your own carers (or personal assistants). Visit **[www.handbook.scot](http://www.handbook.scot)** to view the SDSS Personal Assistant Employers Handbook.





## Making a contract with someone who is self-employed

You can use your Self-Directed Support payments to make a contract with a person who is self-employed. You should ask them about their training, experience and insurance and check they are registered with the Care Inspectorate.

It is not always clear whether someone is self-employed or could be considered to be employed by you, particularly if they only provide care for you. If you are making a contract with someone who is self-employed, ask them for HMRC documentation to show that they are self-employed for tax purposes. You can find more information about the differences between being employed and self-employed at [www.gov.uk/employment-status/selfemployed-contractor](http://www.gov.uk/employment-status/selfemployed-contractor).

## Buying equipment

Direct Payments (Option 1 of Self-Directed Support) can be used to buy equipment or adaptations that your council has agreed to fund. If you are choosing equipment, get advice to ensure that the equipment you are buying is safe, appropriate and that the price is reasonable.

Once you have bought the equipment, it will belong to you and you will be responsible for its care and maintenance. Ask your council whether it can help with maintenance costs.



You can find more information about equipment from **Disability Information Scotland**; call them on **0300 323 9961** or see their website [www.disabilityscot.org.uk](http://www.disabilityscot.org.uk).



## Dealing with emergencies

Whatever care services you arrange for yourself, there may be times when the arrangements break down. You should plan back-up arrangements in case you need emergency cover. You could discuss these with your council and ensure that your back-up arrangements meet the needs identified by your care needs assessment. These will be listed in your care plan.



# If you disagree with a council decision

If you are not happy with a decision made by your council, such as the level of support you are assessed as needing, you can make a complaint.

You should ask the council for a written statement of its decision and the reasons for it. The council's response should include a contact number for complaints and should explain what you can do to challenge the decision.

A local Citizens Advice Bureau or advocacy service can help you with this if you are not sure how to explain what you think is wrong with the decision.



**The Scottish Independent Advocacy Alliance** has information about local advocacy services. You can call them on **0131 510 9410** or see their website **[www.siaa.org.uk](http://www.siaa.org.uk)**.



## The social work complaints procedure

Social work complaints follow a three-stage process:

### Stage one – frontline resolution

You should make your complaint to the social work department, by telephone, email or letter, within six months of the time you become aware of the problem. They should respond within five working days. If you are not happy with their response you can ask them to move your complaint to stage two.

### Stage two – investigation

Your complaint should be acknowledged within three working days. The council should investigate your complaint and give you a full response within twenty working days, unless they let you know that they need more time to look into it. If you are still not happy with the council's response, you can ask the Scottish Public Services Ombudsman to look at the decision.

### Stage three – the Scottish Public Services Ombudsman

The Scottish Public Services Ombudsman (SPSO) can review decisions independently and make recommendations for actions that organisations are expected to carry out. These could include:

- asking the council to look at their decision again
- asking the council to change their decision
- recommending the council improve their services in a particular way
- recommending that the council apologises to you

You have 12 months to complain to the SPSO from the time you become aware of the problem. You can contact the SPSO on **0800 377 7330** or see their website **[www.spsso.org.uk](http://www.spsso.org.uk)**.

You may also wish to discuss your complaint with your local councillor or MSP. If you do not know their contact details, call the **Age Scotland helpline** and we will find this information for you.



# Who can help?

## Age Scotland helpline 0800 12 44 222

The Age Scotland helpline provides information, friendship and advice to older people, their relatives and carers.

If you need an interpreter call **0800 12 44 222** and simply state the language you need e.g. Polish or Urdu. Stay on the line for a few minutes and the Age Scotland helpline will do the rest.

You can call us on **0800 12 44 222** for a copy of our publications list or download copies from our website at **[www.agescotland.org.uk](http://www.agescotland.org.uk)**.

## Citizens Advice Bureau (CAB)

Find your local CAB: **0800 028 1456** / **[www.cas.org.uk/bureaux](http://www.cas.org.uk/bureaux)**

## Care Information Scotland

Information and advice about care in Scotland.

Tel: **0800 011 3200** / **[www.careinfoscotland.scot](http://www.careinfoscotland.scot)**

## Care Inspectorate

The regulator for all care services in Scotland. You can search their website for local services that can provide care at home.

Tel: **0345 600 9527** / **[www.careinspectorate.com](http://www.careinspectorate.com)**

## MECOPP

MECOPP provides information and advice to Black and Minority Ethnic community members, in English, Urdu, Punjabi, Bengali, Hindi, Nepali, Cantonese, Mandarin, Arabic, Odiya, and Madi. They cover a range of topics including carers' rights, dementia and Self-Directed Support.

Tel: **0131 467 2994** / **[www.mecopp.org.uk](http://www.mecopp.org.uk)**

# How you can help

## Our vision is a Scotland which is the best place in the world to grow older.

All the information and advice we provide is free and completely impartial and in helping people access their rights and entitlements, it can be life changing.

We are an ageing population and more people than ever are coming to us for support. You can help us be there for those that need us most.



### Make a donation

No matter how small or large, donations make a massive difference and help us continue our important work.

- ▶ Call **03330 15 14 60**
- ▶ Visit **[age.scot/donate](https://age.scot/donate)**
- ▶ Text **LATERLIFE** to **70085** to donate £5.\*



### Fundraise

Whether it is having a bake sale, running a marathon or knitting small hats for the Big Knit, there are so many ways to raise vital funds to support our work. To find out more, call **0333 323 2400** or visit **[age.scot/fundraise](https://age.scot/fundraise)**.



### Leave us a gift in your Will

By choosing to leave us a gift in your Will, you can help Age Scotland to continue being there for vulnerable older people in the years to come. To find out more, call **0333 323 2400** or visit **[age.scot/legacy](https://age.scot/legacy)**.

\* Texts cost £5 plus one standard rate message

# Let's keep in touch



## Sign up to our newsletter

Our regular newsletters by email contain details of our campaigns, services and how you can support our work.

Sign up today by visiting **[age.scot/roundup](https://age.scot/roundup)**



## Follow us on social media

Our social media channels are a great way to keep up to date with our work and issues that affect older people.



**[/agescotland](https://www.facebook.com/agescotland)**



**[@AgeScotland](https://twitter.com/AgeScotland)**



**[@age\\_scotland](https://www.instagram.com/age_scotland)**



**[/Age-Scotland](https://www.linkedin.com/company/age-scotland)**

**Age Scotland is the national charity for older people. We work to improve the lives of everyone over the age of 50 so that they can love later life.**

**Our vision is a Scotland which is the best place in the world to grow older.**

**Contact us:**

**Head office**

0333 323 2400

**Age Scotland helpline**

0800 12 44 222

**Email**

info@agescotland.org.uk

**Visit our website**

www.agescotland.org.uk

**Follow us on social media:**



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