

Charges relating to care

Explaining your 'Invoice for Payment'

Factsheet

You should read this factsheet if you are a Harrow resident, or manage the finances of someone who may need adult care and support at home or in a residential or nursing home on a permanent or short-term basis.

Why I have received an Invoice for Payment?

Below is an example of an Invoice for Payment, issued by Harrow Council. If you have received an Invoice for Payment or are expecting to receive one if your care has recently started, this factsheet aims to explain the invoice for payment, including how the monthly cost of care is calculated and payment options.

Invoice For Payment		Payment due date
Corporate Accounts Receivable P.O. Box 1361, Harrow, HA3 3QR Invoicepayers@harrow.gov.uk		12-06-2023
Your Name Your Address		Invoice Number 000000000
		Customer Number 000000000
Example		Tax Point / Date 02-06-23
		Reference Your Name-0000000
VAT Reg No. 222421318		
Payment by Card: 020 8424 1220 (automated 24hr line)		
If you have any queries please contact Phone No. : 0208 901 2680 Email: billing@harrow.gov.uk		
Description	Amount	VAT Rate
Care Charges for Your Name		
Client contribution – Description of service Provision/Charges (Adults) @£50.00 pw. From 01/05/23 to 31/05/23. Total £230.00 for billing enquiries: Tel: 0208 901 2680	230.00	0.00
Total	230.00	
VAT Due	0.00	
Amount Payable	230.00	
Balance brought forward	0.00	
Total amount due	230.00	
Details of How to Pay are shown on the back of this invoice		

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Why I have received an Invoice for Payment?

The invoice you have received (or will receive if your care has recently started) tells you how much you need to pay for your care. We call this the **client contribution**.

The description of care refers to the care and support agreed and detailed in your Care and Support Plan. You should have received a copy of your Care and Support Plan provided to you by your social worker/care manager who completed your social care assessment.

If you do not have a copy of your Care and Support Plan you can request one by contacting 'Access Harrow' on telephone number 020 8901 2680 or by emailing ahadults@harrow.gov.uk

Weekly client contribution

The amount of your weekly contribution is determined by the outcome of your **Financial Assessment** based on your financial circumstances. Please note that if your need for care and support increases, the amount of your contribution will stay the same. If your need for care support decreases, the amount of your contribution will only reduce if the cost of your care support becomes less than the amount of your contribution. If you are paying for the full cost of your care and support, then what you pay will be determined by the amount of care and support you receive.

If you are yet to have a financial assessment, or have been advised of the provisional contribution and require further information about the financial assessment, you can contact our financial assessment and monitoring team through Access Harrow.

Invoicing by calendar month

Invoices show the care charges in arrears. For example if your invoice is issued at the start of May, the charges for care will cover the previous month of April. Because the number of days in each month can vary, you will notice the amount may change each month.

For example, if your care costs £10 per day it will vary according to the number of days in the month, 28 days = £280, 29 days = £290, 30 days = £300, 31 days = £310.

Paying for your care by Direct Debit

You can pay your invoice by direct debit and there are many benefits to paying by Direct Debit, these include:

- An immediate money back guarantee in the event of a payment error
- Advance notice if the date or amount changes
- The right to cancel at any time.

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Payment by Direct Debit is hassle-free and once set up, requires no further action.

Because payments look after themselves, Direct Debit helps you to manage your money effectively and avoid falling into arrears.

With Direct Debit you can pay on either the 1st or the 15th of each month and you will be notified of money going out 10 days prior to this payment date.

To set up a Direct Debit, please email invoicepayers@harrow.gov.uk or call 0208 901 2615.

Electronic invoices

Go paper-free and your invoices will be emailed to you – it's quicker and better for the environment. To set up, please email invoicepayers@harrow.gov.uk or call 0208 901 2615.

Telling us about changes to the care you receive

If you do not receive care for any period during the month, for instance due to a hospital admission or at the request of your family, you will need to inform the council as soon as possible so that the amount you're charged can be adjusted. You will need to contact **Access Harrow**. Please note Billing Team cannot make any adjustments unless changes are reported to your social work team.

If you cancel or suspend care directly with your care provider, please make sure you also inform your social worker or our duty team as soon as possible.

If you don't make us aware of this kind of change you will continue to be charged according to the hours set out in your care plan.

You can contact the council's customer services team, **Access Harrow**, to advise us of changes to the care you have received.

Further information on invoices

All invoices are generated based on your financial assessment. You will have received a copy of this from our Financial Assessment and Monitoring team. If you do not agree with your charges or want to clarify how your financial assessment was carried out, please email jat@harrow.gov.uk

Email our Invoice Payers team on invoicepayers@harrow.gov.uk for:

- instructions on how to make payments or request a refund
- a breakdown of your invoice
- a statement of your account

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- information on outstanding balances
- copies of previous invoices.

Self-funders

Self-funder, is the term we give to someone who pays the full cost of their care and support. If you are a self-funder, you can request that Harrow Council assists in setting up your care arrangements with a care provider. Please be aware there are initial set up charges applied that will appear as one off cost within your invoice. In addition to this you will get annual management fees applied to your invoices each year.

Every year, around April, increase in care costs may be applied due to inflation. We call this an annual inflationary uplift. This increase will mean that as a self-funder, your care charges will increase in line with inflation.

Other factsheets on Paying for your care and support are available to cover the following:

You can view a full detailed guide on paying for care at:

www.harrow.gov.uk/payingforcare

