

The Wellbeing Charge

The Wellbeing Charge is a contribution tenants pay to the 24 hour emergency background support that is provided in Extra Care housing schemes.

This fact sheet only relates to KCC commissioned extra care services.

What is the background support?

An important part of extra care housing is care staff are on site 24 hours a day. This gives you the peace of mind of knowing that, in an emergency, there is someone on site to provide you with the care and support you need. A small contribution is required for this service. This is called the **Wellbeing Charge**.

What can I expect to pay?

All tenants living in extra care housing schemes will need to be financially assessed to work out how much you can afford to pay towards the Wellbeing Charge. Your contribution will be worked out by a KCC Financial Assessment Officer.

From 12 April 2021, the most that you have to pay is £16.28 per week. But many people will pay less than this or nothing at all, depending on their circumstances.

Will the amount I pay change?

The Wellbeing Charge will be reviewed annually and you will be notified if it increases. Your contribution covers a small proportion of the real cost of providing this 24 hour background support.

If you are a couple and you both need care then you will both be financially assessed and the cost of the Wellbeing Charge will be shared. If only one of you needs care then only one of you will contribute.

What service can I expect?

The care staff can help you if you were to fall or you needed urgent support. The carers are on duty 24 hours a day and provide help outside of your normal care package, if you have one.

What is not covered by the wellbeing charge?

It does not replace your normal care package. Your usual carers are responsible for this and if your care needs change, then Adult Social Care will review your care.

The background support does not cover things like: making a cup of tea, picking up items that are out of reach or helping you at lunch. It is only intended for emergencies.

When do I pay it?

The Wellbeing Charge is paid even if you are away from the extra care housing scheme, either due to hospitalisation or any other planned absence. The contribution will cease when your tenancy or lease ends.

If you need more information about this fact sheet or you would like a large print copy, then please contact accommodationsolutions@kent.gov.uk or tel 03000 418345.