

# **Care home top up fees consultation**

**Report by Consultation & Engagement Team**

**Bolton Council**

**April 2024**

## 1. Introduction & methodology

### Objectives

- To gather feedback on a draft policy for care home top up fees.

### Methodology

- A questionnaire [appendix one] designed by the service was available electronically on the 'Active consultations' page of Bolton Council's website, with a paper version available on request.
- The survey was promoted via social media, sent to eView [the council's consultation panel for residents], and shared with stakeholders.
- The service was also asked to promote the consultation with their customer base.
- The consultation ran from the end of February to mid-April 2024.

## 2. Consultation responses

- Only 19 questionnaires were returned, 18 from the public and 1 from a care home provider.
- Due to the very low number of responses results are presented numerically, and all comments listed verbatim.
- Response categories with zero responses may be omitted.

## 3. Your response

### Are you a care home provider?

- One response from a care home provider with 18 from the public.

## 4. Public questions

### 4a. How strongly do you agree / disagree that the policy is easy to access and understand?

- 3 respondents disagreed, 7 agreed and 1 was neutral.

Care home top up fees consultation Bolton Council 2024	
Q2: How strongly do you agree / disagree that the policy is easy to access and understand?	
Response	No. of respondents
Strongly disagree	2
Disagree	1
Neutral	1
Agree	5
Strongly Agree	2
<i>Base</i>	<i>18</i>

**4b. Please advise what difficulties you had in understanding the policy, and what sections of the document you did not understand**

- All comments are given below verbatim.

<p><i>I read the summary document. It states: "A person may choose a care home setting to provide their care and support that is located out of the Bolton Council area. In these circumstances Bolton Council will calculate the personal budget to meet their needs at the local council rate of the area they will be moving to. A person may actively choose a setting that is more expensive than the amount identified for the provision of the care and support in the personal budget." IN my experience, we moved our moved one out of the area and into a care home in Manchester. t was emergency respite and there was no option in Bolton to due to a Covid outbreak. Thus, we moved our loved one closer to me (outside of Bolton) so we arrange urgent respite and it would be easier to see our loved one. When I enquired about which Local Authority my loved one came under, I was informed it was not Bolton. My question is, does the new Top Up Policy need to include whether the First Party funder actively chooses to move outside of Bolton. If they have dementia (do not have capacity to make this decision), is it classed as that they did not 'actively' choose to move outside of Bolton. We moved our loved on outside of Bolton for urgent respite which was ultimately in their best interests. I think the Policy shoud include informartion about whether someone has capacity to make their own decisions.</i></p>
<p><i>Needs plainer English in some parts. Could use more bullet points. Add picture information</i></p>
<p><i>Nothing is simple when it comes to care providers and fees.</i></p>
<p><i>ridiculous the price of basic care</i></p>
<p><i>Why do people who have never worked in their lives, don't own their own home no savings do not have to contribute to care home cost, yet people who have worked hard all their lives, saved and bought their own are made to pay much more for care when like me made contributions for over 50 years and continue to pay tax.?? This is unfair and disportionate.</i></p>

**4c. After reading the policy do you understand...?**

- **What a top up is....**



17  
respondents



1 respondent

Q4a: base 19

- 17 respondents said that they understood what a top up was, 1 didn't understand.

- What the difference is between a 1<sup>st</sup> party top up and a 3<sup>rd</sup> party top up



11 respondents



2 respondents



5 respondents

Q4b: base 18

- 11 respondents said they understood the difference between a first and third party top up, 2 didn't understand, and 5 weren't sure.

**4d. Are you aware that if you would like to move into a care home that costs more than your personal budget, you have the option of paying a Top Up fee?**



15 respondents



2 respondents



1 respondent

Q5: base 18

- 15 respondents said they were aware of the option to pay a top-up fee, 2 were unaware and 1 wasn't sure.

**4e. Is it clear that if a top up fee is required, the person paying the Top Up will need to provide financial information to prove that they can afford the fee?**



14 respondents



1 respondent



3 respondents

Q6: base 18

- 14 respondents felt that it was clear the person paying the top up would need to provide financial information to prove they could afford the fee, 1 felt this wasn't clear and 3 weren't sure if it was clear or not.

**4f. Is there any other information that should be included in the policy to help you or your family / representative?**

*Clearer information on funded and non funded care. A large number of relatives assume that they are entitled to "free care"*

*Fairness for all.*

*I'm a little concerned that the top up always has to be paid by a 'third party'. Why can't the service user be allowed to top up from their own savings?*

*It is paramount that more information is included about the funding adult social care for someone who moves out of Bolton. Which Local Authority should the family contact for a financial assessment. I applied for a financial assessment for my loved one and took Bolton Local Authority approx. three months to respond. In the end I had to chase it up myself, only to be told that my loved one no longer fell under Bolton's jurisdiction.*

*waive the fees*

## **5. Care home provider questions**

### **5a. Is the Policy easy to read and understand?**

- The only care provider who responded felt the policy was clear.

### **5b. If not please advise what difficulties you had in understanding it, or what sections of the document you did not understand?**

- Not asked as the respondent felt the policy was clear.

### **5c. Is it clear whose responsibility it is to pay the top up fee and when they should pay it?**

- The respondent felt it was clear whose responsibility it was to pay the top-up fee and when it should be paid.

### **5d. Are you aware that the person paying the top up fee would need to provide their financial details to prove that they can afford the top up fee?**

- The respondent was aware of the requirement for the person paying the top-up fee to prove they could afford it.

### **5e. Looking at points 7.4 - 7.11 in the policy, are your responsibilities as a provider clear?**

- The respondent felt that their responsibilities were clear.

### **5f. Is there any other information that you would like to include in the policy?**

- The respondent didn't feel any further information was necessary.

## **6. Your interest**

**Which one of the following best describes you / your family's interest in this consultation?**

- 16 people were responding as Bolton borough residents, 2 as people who worked in the borough and there was 1 official response, which was from the Registered General Manager of Farnworth Care Home.

Care home top-up fees consultation Bolton Council 2024	
Q14: Which one of the following best describes you / your family's interest in this consultation?	
Response	No. of respondents
Live in Bolton borough	16
Work in Bolton borough	2
Official response from a care home provider	1
<i>Base</i>	19

## 7. About you

### 7a. Please give your full postcode

- 4 respondents were from BL2, 4 from BL4, 3 from BL1, 2 from BL3, 2 from BL5 and 1 from M26.

Care home top-up fees consultation Bolton Council 2024	
Q15: Please give your full postcode	
Postcode area	No. of respondents
BL1	3
BL2	4
BL3	2
BL4	4
BL5	2
M26	1
<i>Base</i>	16

### 7b. Are you...?

- 12 respondents were female and 6 male.



12 female



6 male

Q16: base 18

### 7c. Which age group are you in?

- 17 respondents were aged 45 or over.
- The youngest respondent was in the 35-44 age group and the oldest was 85 or over.

Care home top-up fees consultation Bolton Council 2024	
Q15: Please give your full postcode	
Postcode area	No. of respondents
35 - 44	1
45 - 54	4
55 - 64	5
65 - 74	3
75 - 84	4
85 or over	1
<i>Base</i>	<i>18</i>

**7d. What is your ethnic group?**

- 16 respondents were White British. There was only 1 respondent from another ethnic group, namely Black, Black British, Caribbean or African.

Care home top-up fees consultation Bolton Council 2024	
Q18: What is your ethnic group?	
Response	No. of respondents
White British	16
Black, Black British, Caribbean or African	1
<i>Base</i>	<i>17</i>

## **Bolton Council Care Home Top Up Policy - consultation**

### **Consultation closes 2nd April 2024**

The purpose of the Care Home Top-up Policy consultation is to get your views on the proposed policy.

If the council is funding a care home placement, they will allocate an amount of money, known as a personal budget, to meet assessed needs.

This policy relates to when an individual chooses a care home which is more expensive than their personal budget allowance.

This policy will be supplementary to the policy "Paying for Residential and Nursing Care" - which can be found on the council website:

[www.bolton.gov.uk/directory/13/consultations/category/195](http://www.bolton.gov.uk/directory/13/consultations/category/195)

The council must show there is at least one place available at a care home in your area that meets your care needs and is within your personal budget. If you choose to live in a home that has more expensive fees you may still be able to live there if someone pays the difference between the fees and your personal budget. This is a top-up fee.

The top up policy intends to set a clear policy for all parties involved, to facilitate good working arrangements, and ensure everyone has a clear understanding of Bolton Council's approach.

### **Keeping your data safe**

Most questions are optional; just miss out any that you don't want to answer.

The results of this consultation may be made public. If you're responding as an individual you won't be identified in any report as your responses will be anonymised and grouped with those from other people.

If you're responding in an official capacity your response may be published but no personal details will be included.

Any personal data you provide will be held securely, in line with our retention schedule and privacy policy [www.bolton.gov.uk/data-protection-freedom-information/privacy-notices](http://www.bolton.gov.uk/data-protection-freedom-information/privacy-notices)

We use Snap Surveys professional software to collect and process your data. Their privacy policy can be found here [www.snapsurveys.com/survey-software/privacy-policy-uk/](http://www.snapsurveys.com/survey-software/privacy-policy-uk/). Snap Surveys Ltd. follow the UK General Data Protection Regulation.



## Your response

1. Are you a care home provider?

Yes

No

## Public questions

2. How strongly do you agree / disagree that the policy is easy to access and understand?

Strongly disagree

Agree

Disagree

Strongly Agree

Neutral

3. Please advise what difficulties you had in understanding the policy, and what sections of the document you did not understand

No difficulties / no comments

4. After reading the policy do you understand...?

	Yes	No	Not sure
What a top up is	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What the difference is between a 1st Party Top Up and a 3rd Party Top up	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Are you aware that if you would like to move into a care home that costs more than your personal budget, you have the option of paying a Top Up fee?

Yes I'm aware

No I'm not aware

Not Sure

6. Is it clear that if a top up fee is required, the person paying the Top Up will need to provide financial information to prove that they can afford the fee?

Yes

No

Not sure

7. Is there any other information that should be included in the policy to help you or your family / representative?

No comments

## Care home provider questions

8. **Is the Policy easy to read and understand?**

Yes

No

9. **If not please advise what difficulties you had in understanding it, or what sections of the document you did not understand**

10. **Is it clear whose responsibility it is to pay the top up fee and when they should pay it?**

Yes

No

Not sure

11. **Are you aware that the person paying the top up fee would need to provide their financial details to prove that they can afford the top up fee?**

Yes

No

Not sure

12. **Looking at points 7.4 - 7.11 in the policy, are your responsibilities as a provider clear?**

Yes

No

Not sure

13. **Is there any other information that you would like to include in the policy?**

No further information

## Your interest

14. **Which one of the following best describes you / your family's interest in this consultation?**

Live in Bolton borough [Bolton Council area]

Work in Bolton borough

Study / have children at school in Bolton borough

Visitor to Bolton

Official response from Parish / Bolton borough Councillor / Elected Member

Official response from a care home provider

Official response from another business / organisation / community group. You must have their permission to submit an official response on their behalf

None of the above - please explain below

**Please say what your interest is**

**Please say which care home, ward, business organisation or community group you represent**

**Please say what your role is - in what official capacity do you represent the care home, ward, business, organisation or community group?**

## About you

Your answers in this section help us to make sure we are getting views from different types of people.  
They won't be used to contact or identify you.

15. **Please give your full postcode**

16. **Are you...?**

Female

Male

Identify in another way

17. **Which age group are you in?**

Under18

35 - 44

65 - 74

18 - 24

45 - 54

75 - 84

25 - 34

55 - 64

85 or over

18. **What is your ethnic group?**

White British

Asian or Asian British

White other

Black, Black British, Caribbean or African

Mixed or Multiple ethnic group

Other ethnic group

**Thanks! Please click 'submit' to send your response through to us**