

Charging for home care and other non-residential services

Information for the public valid from 8 April 2013 until April 2014



Your contacts at Kent County Council or Kent and Medway Partnership Trust

Case Manager/ Care Coordinator/ Key Worker:	
Telephone no:	
Email address:	
Office address:	

KCC Assessment Officer: (the person who works out your charge)	
Telephone no:	
Email address:	
Office address:	

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1. Introduction

This booklet contains information about how Kent County Council works out charges for care provided in your home and other non-residential services.

Which services are chargeable?

- Personal care provided at home and away from the home
- Community support services
- Respite care provided in the home or other setting
- Day Care (except grant-funded)

Which services are not chargeable?

- Information and advice
- Assessment services
- Equipment
- Enablement - up to a maximum of six weeks
- Intermediate Care - up to a maximum of six weeks
- Section 117 (Mental Health Act 1983) After Care Services
- Telecare
- Transport
- Grant-funded Day Care
- Grant funded Employment Services

What about Direct Payments?

A Direct Payment is money given to you to arrange your own care and support. If the Direct Payment is for something that is usually charged for, then you will be assessed to see if you can make a financial contribution. The contribution (if any) will be deducted from the Direct Payment before it is given to you. Direct Payments for services that are not chargeable (e.g. equipment) will not be subject to a financial assessment.

2. Receiving support from Kent County Council/ Kent and Medway Partnership Trust

Before we can provide support to you, we must first establish what your needs are. This is done by completing a Community Care Assessment.

You have the right to a Community Care Assessment regardless of your financial circumstances. During the assessment process you will have an opportunity to discuss the needs you have and how you would like to meet them.

Once we have assessed your needs we will tell you whether you are eligible for community care services and support from Kent County Council or Kent and Medway Partnership Trust. If you have been assessed as eligible and would like our involvement in getting care and support, you need to be financially assessed. A Financial Assessment is an assessment of your ability to pay a contribution towards the cost of your care and support.

We make a charge for most of the services we provide. We do this in order to continue to help as many people as possible live safe and independent lives in their own homes.

Any charges we make for services are made to the service user, not the carer or relatives.

3. Financial Assessment

The financial assessment is carried out by one of our Assessment Officers who will arrange a time to complete the assessment. They have been trained to carry out these assessments and also to advise you on your entitlement to various benefits.

The financial assessment may take place in your home or over the phone.

We work out your contribution by looking at your capital (savings and other assets) and weekly income, including pensions and benefits.

Please note: the value of the home in which you normally reside is not used when calculating your charge.

If you have moved permanently to supported or extra-care sheltered accommodation and you still own your former home which has been left empty, its value is ignored for 6 months as long as you are taking reasonable steps to dispose of it. If it is still occupied by your partner, or an elderly or incapacitated relative, it may be ignored indefinitely.

Capital (savings and other assets)

Under our charging policy, people who have savings or investments of more than £23,250 will pay the full cost of their care and support.

When deciding whether your savings and investments exceed £23,250, certain things are ignored, including the value of your home. We cannot list all the things that are disregarded here, but this will be discussed in detail during your financial assessment. If you would like advice on this beforehand, please contact the Financial Assessment Team mentioned on page 21. Jointly held savings will usually be divided in two.

If you have savings under £23,250 you will be assessed to see if you are able to make a contribution to the cost of your support. If you have savings or investments between £14,250 and £23,250 we will take into account an assumed income of £1 a week

for every £500, or part of £500, between these figures. For example if you have savings of £15,750, we will assume a weekly income of £3; if you have savings of £16,400, we will assume a weekly income of £5. This will be added to your other income to see how much you should contribute towards your care.

If you have capital of less than £14,250, we do not take this into account when working out your contribution.

Income

When working out your charge we take into account most forms of income including pensions and most benefits. However certain types of income will be ignored. Including:

- Earnings and paid expenses from work
- Working Tax Credit
- Disability Living Allowance (Mobility Component)
- Carer's Allowance
- The Savings Credit part of Pension Credit
- Social Fund payments
- Christmas bonuses paid with many benefits
- Winter Fuel Payments
- Payments from the Independent Living Fund
- Child Benefit
- Child Tax Credit
- Housing Benefit
- Council Tax Support
- Gallantry Awards
- War Widows Pensions and War Widows Special Payments
- War Disabled Pensions (except Constant Attendance Allowance and Exceptionally Severe Disablement Allowance elements).

4. Failure to apply for benefits

If it appears that you are entitled to a means-tested benefit, such as Income Support or Pension Credit, we will expect you to apply for this. Your Assessment Officer can help with this.

If you fail to apply for such benefits, when we work out your contribution we will assume you have this income and take it into account.

This does not apply to benefits such as Attendance Allowance, Disability Living Allowance or Personal Independence Payment as there is never any guarantee these will be awarded.

5. Working out your contribution

STEP 1

We will work out the value of the Personal Budget that you require (that is the cost of your care and support).

STEP 2

We will calculate how much capital you have, for example savings, investments, etc. If you have over £23,250, you will be expected to pay the full cost of your care and support. If you have less than this, we will calculate your contribution as follows:

STEP 3

We will add up all the income you have which we are allowed to take into account.

STEP 4

We will deduct from your income certain amounts including the following:

- basic Income Support or Pension Credit plus 25 per cent (this is called a protected income level)
- certain housing costs, for example rent/

mortgage/council tax

- a standard amount of £17 a week for Disability Related Expenditure (see page 12 for more details).

We will be left with an amount that is income available for charging. This is called available income. In some cases, this figure will be nil.

STEP 5

We will then charge you the lesser of the following two amounts:

- 100 per cent of your available income **or**
- the value of your Personal Budget.

If you have decided to receive some or all of your Personal Budget as a Direct Payment we will deduct your assessed contribution from the amount we will pay you.

Couples

If you are one of a couple we will look at your income and half of any joint income and savings.

We will, if you wish, assess your contribution taking into account the financial circumstances of both you and your partner. We will then compare this to the contribution worked out solely on your own income and charge you whichever is the lowest amount.

6. Documents the Assessment Officer may need to see

Listed below are the sorts of documents we would like you to have ready for the Financial Assessment. Not all of these will be applicable to your circumstances.

If the Financial Assessment is conducted by telephone you may be asked to send some of these documents to the Assessment

Officer by post for verification purposes.

Income

- a document showing how much state pension you receive
- a document showing your occupational or work pension
- a document showing your War Pension
- recent payslips
- proof of payments from a Trust Fund or Annuity
- benefit books or details of any benefits you receive, for example Attendance Allowance, Disability Living Allowance, Pension Credit, Income Support, Incapacity Benefit, Employment Support Allowance, Child Benefit, Housing Benefit, Council Tax Support
- proof of any other income.

Savings and investments

- bank statements
- building society statements or books
- National Savings Bank or Post Office books
- stock and share certificates
- Premium Bonds and National Savings Certificates
- details of endowment policies
- evidence of Income Bonds
- evidence of Trust Funds
- evidence of any other savings.

Please note that some of the above income, savings and investments may be ignored, but we will still need to know about them in order to make a decision on this.

Housing Costs

- details of your rent and/or service charges
- details of your Council Tax
- a document confirming the interest payable on your mortgage
- a letter showing your outstanding mortgage

- details of any other loans.

In order to help you claim benefits to which you may be entitled, the visiting officer may need to see some additional evidence of your identity such as passport, marriage certificate, birth certificate, driving licence, etc.

If someone acts for you and is your enduring power of attorney, lasting power of attorney, deputy or appointee, the Assessment Officer will need to see proof of this, including a copy of the legal document where applicable.

Examples of how we work out the charge

Example One



Mr A is 75 and is severely disabled following a spinal injury. He needs visits from two carers every morning and evening. He owns his flat outright, with no outstanding mortgage. His Personal Budget is £250 a week and Mr A is assessed as contributing £60.80 a week towards it.

This is how we calculated Mr A's contribution

Capital and/or savings

Savings £20,000.00

Weekly Benefits and other income

Assumed Income from savings*	£12.00
Attendance Allowance (lower)	£53.00
Occupational Pension	£100.00
Retirement Pension	£110.15
Savings Credit	£7.96
TOTAL INCOME	<u>£283.11</u>

Weekly allowances to be deducted from Mr A's total income

Council Tax	£15.60
Disability Related Expenditure	£17.00
Protected Income Level	£181.75
Savings Credit Disregard	£7.96
TOTAL ALLOWANCES	<u>£222.31</u>

Net available income (Income minus Allowances)	£60.80
MR A's CONTRIBUTION	<u>£60.80</u>

* We assume an income of £1 a week for every £500 (or part of £500) in Capital and/or savings between £14,250 and £23,250.

The actual weekly amount of the Personal Budget	£250.00
The amount Kent County Council will contribute each week	£189.20
The amount Mr A will contribute each week	£60.80

Example Two



Mrs B is 88 and is often forgetful and confused. She has a carer visit every morning and two evenings a week. Her daughter goes in to help her for the remaining five evenings. Mrs B lives in a rented flat. Her Personal Budget is £120.00 a week, and Mrs B is assessed as contributing £59.15 per week towards it.

* We assume an income of £1 per week for every £500 (or part of £500) in Capital and/or savings between £14,250 and £23,250.

Capital and/or savings

Savings	£3,684.57
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Weekly Benefits and other income

Assumed Income from Savings*	£0.00
Attendance Allowance	£53.00
Retirement Pension	£66.00
Pension Credit (Guarantee Credit)	£138.90
TOTAL INCOME	£257.90**

Weekly allowances to be deducted from Mrs B's total income

Protected Income Level	£181.75
Disability Related Expenditure	£17.00
TOTAL ALLOWANCES	£198.75

Net available income (Income minus Allowances)	£59.15
MRS B's CONTRIBUTION	<u>£59.15</u>

**Mrs B also gets 100 per cent Housing Benefit and Council Tax Benefit, so pays no rent or Council Tax

The actual weekly amount of the Personal Budget	£120.00
The amount Kent County Council will contribute each week	£60.85
The amount Mrs B will contribute each week	£59.15

Example Three



Mr C is 37, lives alone in a one bedroom housing association flat and has severe depression and psychotic episodes. He has recently been discharged from hospital and is allocated to the Recovery Team. He receives care in his own home to help him deal with the effects of his mental health condition and is given support to promote social inclusion. His personal budget is £70 a week and Mr C is assessed as contributing £48.34 per week towards it.

This is how we calculated Mr C's contribution

Capital and/or savings

Savings	£500.00
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* We assume an income of £1 a week for every £500 (or part of £500) in Capital and/or savings between £14,250 and £23,250.

Weekly Benefits and other income

Assumed Income from savings*	£0.00
DLA Care Component (Middle)	£53.00
Employment Support Allowance	£159.65

TOTAL INCOME	<u>£212.65**</u>
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Weekly allowances to be deducted from Mr C's total income

Disability Related Expenditure	£17.00
Protected Income level	£147.31

TOTAL ALLOWANCES	<u>£164.31</u>
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Net available income (Income minus Allowances)	£48.34
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MR C's CONTRIBUTION	<u>£48.34</u>
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The actual weekly amount of the Personal Budget	£70.00
The amount Kent County Council will contribute each week	£21.66
The amount Mr C will contribute each week	£48.34

** Mr C also receives full Housing Benefit and Council Tax Benefit and DLA Mobility Component of £21.00, (all of which are ignored for charging purposes).

Example Four



Ms D is 45, lives alone in a rented flat and has severe depression. She receives similar services to Mr C, and like him has a Personal Budget of £70 a week. However, her income is much lower than Mr C's, therefore her contribution is assessed as nil.

This is how we calculated Mrs B's contribution

Capital and/or savings

Savings	£500.00
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Weekly Benefits and other income

Assumed Income from savings*	£0.00
DLA Care Component (Lower)	£21.00
Employment Support Allowance	£100.15

TOTAL INCOME	<u>£121.15</u>
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Weekly Allowances to be deducted from Ms D's total income

Disability Related Expenditure	£17.00
Protected Income level	£147.31

TOTAL ALLOWANCES	<u>£164.31</u>
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Net available income (Income minus Allowances)	£0.00
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MS D's CONTRIBUTION	<u>£0.00</u>
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The actual weekly amount of the Personal Budget	£70.00
The amount Kent County Council will contribute each week	£70.00
The amount Mrs B will contribute each week	£0.00

** Ms D also receives full Housing Benefit and Council Tax Benefit and DLA Mobility Component of £21, (all of which are ignored for charging purposes). If she was helped to get onto the same level of benefits as Mr C, she would receive an extra £91.50 a week. Even after paying the higher charge of £48.34, she would still be better off by £43.16 a week.

7. Disability Related Expenditure

Disability Related Expenditure is **additional expenditure**:

- incurred as a **direct result** of a person's disability or illness
- **over and above** what a non-disabled person of the same age would spend
- incurred as a direct result of activity **identified in the Support Plan** to achieve a particular outcome.

Councils are required by Department of Health guidance to assess disability-related expenditure specifically for all users whose disability-related benefits are taken into account as income.

Disability benefits for the above purpose are:

- Attendance Allowance
- Disability Living Allowance Care Component (middle or higher rates only)
- Constant Attendance Allowance
- Exceptionally Severe Disablement Allowance.

A person with less than £23,250 in assets is already allowed a standard disability related disregard of £17 a week.

If a person who is on a disability benefit believes they have Disability Related Expenditure of more than £17 a week, they have the right to request an individual assessment. If the figure arrived at is higher than the £17 standard disregard, then the higher figure is used. If lower, the £17 standard figure is used.

The individual assessment is done by carrying out a more detailed Disability Related Expenditure Assessment.

Any additional need which may incur additional expenditure will be identified in the person's Support Plan.

When a person asks for an individual Disability Related Expenditure Assessment, they will need to provide comprehensive information and documentation to evidence their additional expenditure. It is important to note that unless the assessment results in a figure higher than the standard £17 disregard, their contribution will **not** be reduced.

7.1. Examples of items that may be taken into account

The items listed below are to be used as a guide to help complete a Disability Related Expenditure Assessment. This list is not exhaustive and provides examples only. There may be other items not on the list. For any of the following items to be included, **the costs must come under the definition of additional expenditure outlined above.**

- Heating Costs

The difference between standard cost and the actual cost incurred as a result of disability is the amount which is allowed for Disability Related Expenditure. For example if the standard cost of heating is £1,094, and an individual can evidence £1,203, the disability related amount is £109 per year.

2013/14 figures* (annual standard amounts)

Single person – flat/terrace	£1,094
Couple – flat/terrace	£1,442

Single person – semi detached	£1,162
Couples – semi detached	£1,530
Single – detached	£1,413
Couples – detached	£1,862

* Source: National Association of Financial Assessment Officers.

- Laundry costs for example due to extra washing required
- Domestic chores/cleaning
- Reasonable costs of basic garden maintenance.
- Community alarm
- Wheelchair purchase - if a second powerchair is needed. The cost is spread over 10 years
- Wheelchair insurance
- Annual wheelchair service
- Specialist bed - the cost is spread over 10 years.
- Car insurance/maintenance
- Petrol or paying a driver
- Saving for a deposit on a Motability Vehicle (not all vehicles are deposit free)
- Extra transport costs in addition to DLA (e.g. taxis if you don't drive).
- Additional costs of extra dietary needs
- Specialist clothing or footwear or additional clothing due to wear and tear
- Additional costs of bedding (for example due to incontinence)
- Guide communicator (for a blind person)
- Voice recognition software for computer (for dealing with correspondence, such as using email).

8. Organising your support

8.1 Personal budgets

Everyone who is eligible for ongoing support from us will be allocated a personal budget. A personal budget is a statement of how much we think it should reasonably cost to meet the support needs identified during your community care assessment. Initially, this figure will be an estimate, and is called your estimated personal budget.

We tell you how much we think your support will cost, so you can decide how you want this money to be spent. It gives you choice and control over your support. Your financial assessment will tell us how much you can afford to contribute to your personal budget. If we need to contribute towards the cost of your support you may want to take our contribution and organise your support yourself, or you may want us to arrange and manage your support. How much involvement you want in your support is up to you – it's your choice.

If we contribute towards the cost of your support you can take this money as a Direct Payment. A Direct Payment is a cash alternative to having services or support provided for you by us. We can give you the equivalent money we would spend on your support, and you can use it to make your own support arrangements, enabling greater freedom, flexibility, choice and control over your life.

You may not want to be this involved in your own support, and instead may want us to arrange and pay for your support. If you choose this option, and you are assessed as being able to contribute towards the cost of your support, we will invoice you for your contribution.

8.2 Receiving your personal budget as a direct payment

If you would like to arrange and manage some or all of your support yourself, and we contribute to the cost of your support, you can receive our contribution in a number of ways:

- You can have the money transferred to a bank account set up specifically to receive your direct payment
- We can regularly transfer the money onto your Kent Card. The Kent Card is like a regular VISA debit card that you can use to pay for support or services. The Kent Card is not a credit card, so you cannot get into debt using the card
- There may be other suitable organisations or people who can receive and manage the money for you and we can discuss this with you.

If you choose to receive your personal budget as a Direct Payment, and would like assistance to plan how this money is spent, and ensure you get the correct support, we can help you with this. We can also put you in contact with other organisations which can give you assistance.

8.3 Support planning

We will discuss with you the support you need and how you want to receive this support. This will be documented in your support plan. Your support plan describes what you want to change or improve about your life and how you will use your personal budget to make these changes happen. It sets out the support you want, the cost of this support and how it will be managed. If you need assistance to put together your support plan friends or family can help you, we can help you, or we can put you in

contact with suitable organisations which can support you to do this.

Once your support plan is complete, we will know the actual cost of your support – this is called your Actual Personal Budget. This might be made up of a financial contribution from you and a financial contribution from us. Once everything is agreed, if you are receiving your personal budget as a direct payment, we will release our financial contribution to you, so you can organise your support. If you are not receiving your personal budget as a direct payment, we will arrange the support you require.

8.4 Care Providers

If we are providing a service to you we will use either our own staff or contract the work to a care provider. All care providers must be registered with the Care Quality Commission (CQC). If you are using a Direct Payment to purchase services from a provider you will need to assess the quality of the care provider you choose.

9. Benefit information

The main social security benefits that you may be entitled to are listed briefly below. More detailed information is available from your local case management team, or Assessment Officer.

Attendance Allowance is available to ill or disabled people aged 65 or over who need help or encouragement with personal care.

Disability Living Allowance is available to ill or disabled people under 65 years of age who need help or encouragement with personal care, or who have problems with mobility. It has two parts – a Care Component and a Mobility Component.

From June 2013 DLA for people between the ages of 16 and 65 is being gradually replaced with a new benefit called Personal Independence Payment (PIP). People making new claims from June will have to apply for PIP instead of DLA.

People already in receipt of DLA will be reassessed in stages between now and 2018. Between October 2013 and October 2015 people who report a change in their condition, who reach the end of a fixed-period claim or who reach the age of 16 will be invited to make a claim for PIP.

From October 2015 this will be extended to all remaining claimants. The peak period for reassessments will now be between October 2015 and October 2018. These changes do not affect Attendance Allowance claimed by people over the age of 65.

Neither Attendance Allowance, Disability Living Allowance or Personal Independence Payment is taxed or means-tested, and neither allowance depends on you having paid any National Insurance contributions.

Carers Allowance is paid to carers who look after people getting either Attendance Allowance (any rate), or Disability Living Allowance Care Component (at the middle or higher rate).

Employment and Support Allowance, is paid to people who are assessed as incapable of working.

Industrial Injuries Disablement Benefit is paid to those people who have suffered disablement caused by an industrial accident or prescribed disease.

The War Pensions Scheme provides benefits for disablement caused by, or worsened by, armed forces' service. You can claim for any medical condition providing you can show a link to your service - it can be psychological as well as physical. Civilians injured physically during the Second World War may also be able to claim. For more information, contact the Veterans Helpline on 0800 169 2277 or www.veterans-uk.info or email veterans.help@spva.gsi.gov.uk

Income Support is a means-tested benefit for people who are not in full-time work.

Pension Credit has two parts - Guarantee Credit and Savings Credit.

- 1. Guarantee Credit** tops up a pensioner's income to certain minimum levels. It can include help with mortgage interest payments
- 2. Savings Credit** is extra money paid to reward people who have savings or additional pensions.

Housing Benefit is a means-tested benefit for people who live in rented accommodation.

Council Tax Support is a means-tested benefit for people who have to pay council tax.

You can claim Housing Benefit and Council Tax Support whether or not you are working.

Working Tax Credit provides a top-up to the wages of low-income workers. Those with dependent children, or a disability, or in some cases people over 60 years

of age need to be working for 16 hours a week to be eligible. Otherwise, claimants need to be aged 25 or over, and work at least 30 hours a week. Childcare costs can be taken into account in the assessment.

Child Tax Credit is a means-tested benefit paid to people with children whether they are in work or not.

Universal Credit - in October 2013 this new benefit is being introduced to replace the main means-tested benefits and tax credits for people of working age. People already in receipt of these benefits will be gradually transferred over to Universal Credit between October 2013 and the end of 2017. This does not affect people of pension age.

10. Frequently asked questions

Will my partner's income be used in my charge calculation?

Only your income and capital and half of any income or capital held jointly, will be taken into account. However, if it would leave you better off, we can assess you as a couple.

What happens if I am struggling to pay?

If you are in serious financial hardship you should speak to your case manager to discuss what options are available to you.

Will I have to sell my home to pay for my support?

No, the value of your home is not used to calculate your charge for home care and other non residential services.

What happens if I refuse to tell you how much money I have?

If you do not wish to discuss your financial situation with us you will have to pay the full cost of your care.

What happens to the information that I give to Kent County Council?

Any information you give us will be treated as confidential. However, with your permission we may discuss your benefit entitlement with the Department for Work and Pensions and the District Council.

What should I do if my income changes?

Changes to your income may affect your contribution. You must inform us if your income, benefits, savings or investments change. All charges are reviewed on an annual basis to take account of annual changes to benefits, pensions, etc.

What happens if I receive less than my usual service?

If you are paying less than the full cost, then your contribution will only reduce if the cost of your service falls below your charge. If you are paying the full cost of your service, then you will be charged for the actual service you receive (unless you haven't given us sufficient notice of a planned absence).

Will my charge ever be backdated?

If you receive backdated payments of a benefit (for example Attendance Allowance/Disability Living Allowance Care Component), and this will affect your contribution, then any increase will also be backdated. You may be asked to give us a proportion of the lump sum you receive in backdated benefit, but you will still be better off by claiming.

What happens if I refuse to pay?

We will take legal action to get back any money you owe us.

Can I give money or capital assets away?

If you give money or capital assets away to avoid paying care fees, this is seen as Deprivation of Assets and will mean that the assessment of how much you will have to pay may still include the value of the assets that have been given away.

11. Paying for support services

You will be sent a Kentcare account covering the four weeks of care you have just received. Your first bill could be for longer than four weeks, as there could be a delay in getting your details entered onto the billing system or calculating your actual contribution - refer to Section 5 (page 6).

You will be expected to settle your account within 10 days of receiving your bill.

How do I pay?

We would prefer that you set up a Direct Debit. Direct Debits are a cost-effective and efficient means of payment collection. If you choose this option, we will send you a Direct Debit form to complete and return to us.

If the amount to be paid or the payment date changes, Kent County Council will notify you via your Kent Care account.

You can also pay:

- over the counter by cash or cheque at any Post Office or bank
- via the internet.

Do not send us cash through the post.

If you have any other queries about methods of payments or charges please telephone us on the number printed on your bill.

12. What if I do not agree with the outcome of the assessment or the services offered?

If you disagree with the results of your care assessment or with your financial charge, you should speak first to the person who completed the assessments. If this does not resolve the problem you can challenge the decision by using our complaints procedure, via our customer care teams. The details are on page 21 of this booklet. Our leaflet entitled Comments, complaints and compliments describes how to do this.

For a copy, call 08458 247 101 or go to: www.kent.gov.uk/sscomplaints

For more information contact your nearest Kent County Council or Kent and Medway Partnership Trust Office

Kent County Council Offices:

Ashford

Civic Centre
Tannery Lane
Ashford TN23 1PL
Tel: 0300 333 5433
Fax: 01233 205 700

Canterbury

Brook House
Reeves Way
Whitstable CT5 3SS
Tel: 0300 333 5433
Fax: 01227 762 218

Dover

Thistley Hill
Melbourne Avenue
Dover CT16 2JH
Tel: 0300 333 5433
Fax: 01304 224 312

Gravesham/Dartford

Joyes House
New Road
Gravesend DA11 0AT
Tel: 0300 333 5433
Fax: 01474 320 741

Maidstone

Bishops Terrace
Bishops Way
Maidstone ME14 1LA
Tel: 0300 333 5433
Fax: 01622 691 135

Shepway

Queen's House
Guildhall Street
Folkestone CT20 1DX
Tel: 0300 333 5433
Fax: 01303 220 751

Swale

Avenue of Remembrance
Sittingbourne ME10 4DD
Tel: 0300 333 5433
Fax: 01795 420 016

Thanet

St Peter's House
Dane Valley Road
Broadstairs CT10 3JJ
Tel: 0300 333 5433
Fax: 01843 864 874

Tunbridge Wells /

Tonbridge / Sevenoaks

Montague House
9 Hanover Road
Tunbridge Wells TN1 1EZ
Tel: 0300 333 5433
Fax: 01892 549 804

Kent and Medway Partnership Trust offices:

Community Mental Health Teams

Ashford and Shepway

Access and Recovery Team

1 Elwick Road
Ashford TN23 1PD
Tel: 01233 204 150
Fax: 01233 204 165

Access and Recovery Team

Royal Victoria Hospital,
Radnor Park Avenue
Folkestone CT19 5BW
Tel: 01303 852 706
Fax: 01303 852 713

Canterbury, Coastal and Swale

Access Team

Laurel House
41 Old Dover Road
Canterbury CT1 3HH
Tel: 01227 597 111
Fax: 01227 597 120

Recovery Team

Durham House
69 Canterbury Road
Herne Bay
CT1 3HH

Access and Recovery Team

Sittingbourne Memorial
Hospital
Bell Road
Sittingbourne ME10 4DD
Tel: 01795 418 359
Fax: 01795 418 340

Dover, Deal and Thanet

Access and Recovery Team

The Beacon
Manston Road
Ramsgate CT12 6NT
Tel: 01843 855 200
Fax: 01843 855 262

Access and Recovery Team

Coleman House
Brookfield Avenue
Dover CT16 2AH
Tel: 01304 216 666
Fax: 01304 216 677

Access and Recovery Team

Deal Mental Health Centre
Bowling Green Lane
Deal CT14 9UB
Tel: 01304 865 463
Fax: 01304 865 481

Maidstone

Access Team

Pagoda CMHC
Hermitage Lane
Maidstone ME16 9PD
Tel: 01622 724 200
Fax: 01622 724 201

Recovery Team

Kingswood CMHC
180/186 Union Street
Maidstone ME14 1EY
Tel: 01622 766 900
Fax: 01622 766 901

South West Kent

Access and Recovery Teams

Highlands House
10-12 Calverley Park
Gardens
Tunbridge Wells TN1 2JN
Tel: 01892 709 211
Fax: 01892 526 371

Dartford, Gravesend and Swanley

Access Team

Elizabeth Raybould Centre
Greenacres
Bow Arrow Lane
Dartford DA2 6PB
Tel: 01322 622 222
Fax: 01322 622 154

Recovery Team

Arndale House
18-20 Spital Street
Dartford DA1 0DL
Tel: 01322 622 230
Fax: 01322 284730

East Kent Early Intervention in Psychosis Service

Eastern and Coastal Area Office

Littlebourne Road

Canterbury

CT1 1AZ

Tel: 01227 812 390

Fax: 01227 479 169

West Kent Early Intervention in Psychosis Service

Canada House

Barnsole Road

Gillingham, Kent

ME7 4JL

Tel: 01634 854 547

Kent Forensic Psychiatry Service

Trevor Gibbens Unit

Hermitage Lane

Maidstone

ME16 9PH

Tel: 01622 723 101

If you would like to comment or complain, please contact one of our Customer Care Teams.

Kent County Council

Customer Care
Brook House
Reeves Way
John Wilson Business Park
Whitstable CT5 3SS
Tel: 0300 333 5920

Customer Care
3rd Floor
Brenchley House
123-135 Week Street
Maidstone ME14 1RF
Tel: 0300 333 5903
Email: customercareadults@kent.gov.uk

If you have a query regarding your financial assessment please contact the Financial Assessment Team at Kent County Council.

Financial Assessment Team
St Peter's House
Dane Valley Road
Broadstairs
CT10 3JJ
Tel: 08458 247 101
Fax: 01843 866 305

Kent and Medway Partnership Trust Patient Experience Teams

Complaints Co-ordinator (West Kent)
Priority House
Hermitage Lane
Maidstone
ME16 9PH
Tel: 0800 5876757

Complaints Co-ordinator (East Kent)
Eastern and Coastal Area Office
Littlebourne Road
Canterbury
CT1 1AZ
Tel: 0800 7839972

If you have any questions regarding the information in this booklet please contact your case manager or financial assessment officer.

This publication can be made available in alternative formats and can be explained in a range of languages. Please call 0300 333 5433 for details.

Text relay: 18001 0300 333 5433

Families and Social Care
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