

# Coventry Provider Welcome Pack

2025



**As a provider in Coventry, please see some key information in this welcome pack about Adult Social Care and Coventry City Council.**

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# Contact Adult Social Care

There are many ways in which you can get in touch with us to discuss the adult social care needs of people you care and support.

Our main point of contact during normal working hours is Adult Social Care Direct and this is available Monday to Friday 8.30am to 5pm.

Other areas you may wish to contact us about include:

- Reporting abuse or neglect
- Mental Health Support
- Make an Adult Social Care Referral

**The main contact details for Adult Social Care in Coventry are as follows:**

## **Adult Social Care Direct**

Speech impairment, deaf or hard of hearing? You can call using Next Generation Text (also known as Text Relay and TypeTalk):  
Call 18001 024 7683 3003

### **Address:**

Coventry City  
Council, PO Box  
7097,  
Coventry,  
CV6 9SL

**Telephone: 024 7683 3003**

**Email: [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)**

## Contacting us in an emergency – Outside of core hours

For [emergency situations](#) outside our standard line hours, after 5pm, Monday to Thursday, and from 4.30pm on Friday and over the weekend you can contact our Emergency Duty Team. These phone numbers are for use in a genuine emergency when there is an immediate threat to health or safety.

**If you believe someone is in immediate danger, call 999.**

Otherwise, report crimes to West Midlands Police by calling 101.

### Emergency duty team

For emergencies after 5pm Monday - Thursday and after 4.30pm Friday and over the weekend

**Telephone: 024 7683 2222**

Mental Health Recovery Team – 024 76 472662

Dementia Team – 02476 961242

Crisis Team – 02476 707968

Public line – 0300 200 0011

- [Adult Social Care and Health - Mental health and Wellbeing](#)
- **Crisis Resolution and Home Treatment Team Service Detail** | [Coventry and Warwickshire Partnership NHS Trust](#)

# Safeguarding Adults

## What to do if you want to share a concern

If you see/are told something or it doesn't seem right, report it to Adult Social Care on: 024 7683 3003 or email [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

Out of office hours: **Emergency Duty Team** on 024 7683 2222.

In an emergency, always call the emergency services on 999

## Telling us about harm or mistreatment if you are a provider or professional

Don't worry if you are not sure. All reports will be looked into, and no action will be taken unless it is needed.

## What will I be asked?

We will ask you for some information about;

- yourself (unless you wish to remain anonymous)
- the person you are concerned about
- the alleged abuser
- what you have seen or heard

We will let you know who needs to be told.

## What will happen next?

We will make sure the vulnerable adult is safe, and we will contact anyone we need information from. An important part is talking to the adult concerned, unless it would put them at risk. A decision will be made within 48 hours about what action is needed. Further enquiries would then be made to look into the issue. The length of time this takes will depend on the issues involved and the person's wishes. Depending on the nature of the concern and the person affected we may refer you to someone else for help. We will tell you what is happening as soon as possible.

For further information around Safeguarding Adults including the prevention of abuse and neglect: The Coventry Safeguarding Adults Board, Safeguarding Adults -

<https://www.coventry.gov.uk/safeguardingadults>

## Safeguarding Children –

If you support Children please use [Coventry Safeguarding Children Partnership](https://www.coventry.gov.uk/safeguarding-adults-1/worried-someone-know-harmed-neglected) and use the following reporting processes <https://www.coventry.gov.uk/safeguarding-adults-1/worried-someone-know-harmed-neglected>

# Adult Social Care Strategic Commissioning Team

Coventry City Council are proud in how we work to provide quality services, utilising the budgets and resources available. We are clear in the difference we are looking to make in people's lives and ensure services are meeting the diverse range of needs within the city.

We lead on the commissioning of support for adults with care and support needs, preventative support services including carers support, advocacy, and money management services. Our aim is to ensure that all adults with care and support needs and carers in Coventry can live happy lives, fulfil their potential and have choice and control over the services they receive.

Our Market Position Statement includes an assessment of the current market, its assets, challenges, and gaps. There is also information on current and future demand and how we will meet this demand including potential business opportunities for providers.



We consider providers to be partners and greatly value the work they do daily to improve the lives of people locally. We listen to providers through a range of mechanisms, for example surveys and provider forums, to inform how we work in practice and can better support the market.

If would you like to meet a member of the team to further understand how we work, please contact [Socialcarecommissioning@coventry.gov.uk](mailto:Socialcarecommissioning@coventry.gov.uk) providing details of your organisation and a brief description of what you do. We will then contact you to arrange a meeting.

## Coventry Adult Social Care Provider Support

[Home](#) | [Adult social care and health](#) | [Adult Social Care commissioning](#) | Coventry Adult Social Care Provider Support



### → **Adult Social Care strategic commissioning**

[What we do](#)  
[What is commissioning?](#)  
[Ethos](#)  
[One Coventry Plan - our commissioning intentions](#)  
[ICB -Integrated Care Board](#)

### → **Provider zone**

[Business support services](#)  
[Care Home Information Pack](#)  
[Cost of living support](#)  
[Digital transformation](#)  
[Digital switchover](#)  
[Events forward planner](#)  
[Provider Support Pack](#)  
[Safe and Well visits - West Midlands](#)  
[Fire Service](#)  
[Safeguarding](#)

### → **Meeting the needs - our commissioning intentions 2025**

[Market Position Statement 2024 - 2029](#)  
[Carers' Action Plan 2024-2026](#)  
[Current services available in Coventry](#)  
[Coventry Joint Strategic Needs Assessment \(JSNA\)](#)  
[Improving Lives](#)  
[Market Development Plans](#)

### → **New to Coventry? - Planning to work with us?**

[Working in care jobs](#)  
[Meet our colleagues](#)  
[Quality and contract monitoring](#)  
[Community Resilience team](#)  
[DWP - Find A Job](#)  
[Tender opportunities at Coventry City Council](#)



# Expectation of quality of care and support in Coventry

We want everyone to receive care and support that is of the highest quality, prioritising safety, outcomes, dignity, choice and control and wellbeing. Our quality requirements relate to both the delivery of care and quality of accommodation and will be delivered through, clear standards, targets and support. We will provide support to help deliver these, with the aim of high satisfaction, respect for individuals and positive outcomes.

As a baseline we expect all providers to achieve a minimum 'Good' CQC rating or be proactively making progress towards achieving this. We will look for opportunities for new developments, working to ensure individuals in accommodation-based provision live in stimulating, positive environments which facilitate wellbeing and meet people's expectations. We expect services to ensure they are accessible, catering to the diverse cultural needs of the city.

Whilst the Council will strive to work in close partnership with providers, we will continue to challenge poor quality and maintain a "no tolerance" approach to quality that falls below acceptable standards, utilising contractual levers, including potential termination of contracts to ensure this.

# Opportunities to work with Coventry City Council

Coventry City Council use an e-tendering portal, [CSW-JETS](#). CSW-JETS is the sub-regional e-tendering portal run by In-tend. Since February 2010, Coventry, Solihull, Warwickshire, Nuneaton and Bedworth and Rugby Councils have been working together as a shared procurement service. Along with Solihull Community Housing and other local district councils, we have joined together to bring you a collaborative E-Tendering portal.

CSW-Jets enables us to advertise our opportunities across all authorities through the same system.

This means that there is a single point of contact for procurement in the sub-region, so you only have to register once to receive notifications for all authorities. Registering on the portal also will make it easier for local suppliers to find, respond to and be alerted to tender opportunities.

## CSW - JETS

Coventry | Solihull | Warwickshire  
Joint E-Tendering System



[Home](#) [Suppliers](#)

[Register Here](#)  
[Sign In](#)

### All Opportunities

Details of current and future tender opportunities

Welcome to Coventry, Solihull and Warwickshire's Joint E-Tendering System (CSW-JETS).

CSW-JETS is the sub-regional e-tendering portal run by In-tend. Since February 2010, Coventry, Solihull, Warwickshire, Nuneaton and Bedworth and Rugby Councils have been working together as a shared procurement service. Along with Solihull Community Housing and other local district councils, we have joined together to bring you a collaborative E-Tendering portal.

CSW-Jets enables us to advertise our opportunities across all authorities through the same system.



# Direct Payments

## What is a direct payment?

A direct payment is the sum of money that Coventry City Council will pay directly to the individual assessed as being eligible for care and support, so they can buy and arrange their own care and support, instead of the Council arranging it for them.

Direct payments are part of the Government's Personalisation agenda, which puts individuals central to the support they receive, helping them live as independently as possible and giving more choice and control. [Read our direct payments policy.](#)

## Who can have a direct payment?

Adults, children, parents of disabled children, young people and [carers](#) of any age who have had an assessment and have been told they are eligible for support from the Council with their social care needs.

For more information on Direct Payments please click [here](#).

### Direct payments

[Home](#) | [Adult social care and health](#) | [Assessing needs and paying for care](#) | [Direct payments](#)

#### Contents

1. What is a direct payment and who can have one?	7. What do I need to do when I get a direct payment?
2. How do I get a direct payment?	8. What happens when I am set up on a prepaid card and how does the prepaid card work?
3. Is there anyone who cannot have a direct payment?	9. Will it affect my benefits or the money I earn from a job?
4. How much will the Council pay towards direct payments?	10. How do I find out more?
5. How often will I get a direct payment and how can I spend it?	11. COVID-19 (Coronavirus) and managing your Direct Payment
6. What support can I get with my direct payment and how will it make my life better?	

# Self-Funders

## What is a self-funder?

Anyone who appears to have care and support needs is entitled to an assessment of their needs under the law.

Coventry City Council will complete an assessment to establish the extent of the person's needs and then consider if they are eligible for care and support. The person will be considered a self-funder if they are eligible to pay or are already paying the full cost of their care and support arrangements.

<https://www.coventry.gov.uk/money-legal-matters/paying-care-support-accessing-financial-advice/2>

Please see further Adult Social Care support for self-funders in PDF document on final page.

### Support for self-funders

Many people who use care and support services will pay for all of the costs. This is known as being a "self-funder".

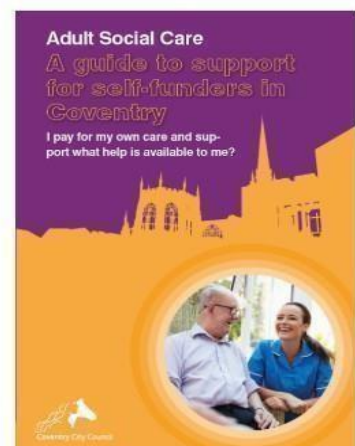
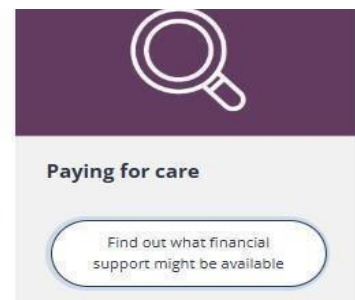
The cost of your care will vary depending on its type, intensity, specialty, location and duration. For example, a place in a residential care home will cost hundreds of pounds a week. To make decisions that have such major financial implications, you may want to seek independent financial advice. It is advisable that you research the cost of alternative arrangements for your care and support, for example, if you are considering a care home the cost should be compared against the cost of care and support that may help you remain in your current home, such as [homecare](#).

## What is a self-funder?

Anyone who appears to have care and support needs is entitled to an assessment of their needs under the law. Coventry City Council will complete an assessment to establish the extent of your needs and then consider if you are eligible for care and support. You will be considered a self-funder if you are eligible to pay or are already paying the full cost of your care and support arrangements.

## How much will care cost?

If you are thinking about your future care needs or are facing immediate decisions about care options, it can be helpful to get an idea how much care can cost. Inevitably, the price you would pay will depend on your particular circumstances and needs. The costs also vary depending on where you live. Unfortunately, care homes and homecare agencies tend not to provide this information publicly but you may find it helpful to search for and contact [care services in your area](#) – to get some idea of likely costs.





# Carers Support

## Adult carers:

A range of carers support is commissioned in partnership with the third sector, through both contract and grant arrangements. This support includes:

- Delegated provision of Carers Assessments (contract)
- Carers Emergency Response Service and Significant events
- Carers Short Breaks
- Information, Advice and Support / Emotional Support
- Group and training opportunities
- Support through GP and hospital-based settings

A further range of support is also available to carers via the wider third sector and information on the [Carers' support webpages](#). Further expansion of our support offer is planned through use of the Accelerating Reform Fund.

Following a period of engagement with local carers we published our refreshed Coventry Carers Action Plan 2024/26 which outlines our 3 target areas to improve carer support. These priority areas are:

- Empower carers with flexible respite options, ensuring they can take breaks.
- Deliver the right support, at the right time, and in the right place.
- Maximise the reach of carers assessments to benefit more carers.

## E Bulletin for Carers:

<https://www.coventry.gov.uk/downloads/download/4473/e-bulletins-for-carers>

# Useful Links

- [Coventry Adult Social Care Provider Website](#)
- [Events Calendar](#)
- [Adult Social Care Provider Support Pack](#)
- [Market Position Statement 2024 - 2029](#)
- [Workforce support](#) – including international recruitment
- [Sign up to the ASC Provider Bulletin.](#)
- [One Coventry Plan 2022- 2030,](#)
- [Social Value and Sustainability Policy](#)
- [Local Account](#)
- [Coventry and Warwickshire Health and Wellbeing Strategy 2023- 2026](#)
- [Joint Strategic Needs Assessment](#)



# Adult Social Care

**There are many ways in which you can get in touch with us to discuss your adult social care needs. Our main point of contact during normal working hours is Adult Social Care.**

## Adult Social Care Direct

Speech impairment, deaf or hard of hearing? You can call using Next Generation Text (also known as Text Relay and TypeTalk): **Call** 18001 024 7683 3003

**Address:** Coventry City Council, PO Box 7097, Coventry, CV6 9SL

**Telephone:** 024 7683 3003

**Email:** [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

## Report abuse or neglect

If you have concerns about abuse or neglect. [www.coventry.gov.uk/adultsafeguarding](http://www.coventry.gov.uk/adultsafeguarding)

## Mental Health Support

If you need some help because of mental health issues you should contact the Mental Health Access Hub run by Coventry and Warwickshire Partnership NHS Trust (CWPT).

**Tel: 080 8196 6798**

## Emergency Duty Team

For emergency situations outside our standard line hours, you can contact our Emergency Duty Team.

[www.coventry.gov.uk/emergencycontact](http://www.coventry.gov.uk/emergencycontact)

If you believe someone is in immediate danger, **call 999**.

Otherwise, report crimes to West Midlands Police by **calling 101**.

For emergencies after 5pm Monday - Thursday and after 4.30pm Friday and over the weekend

**Address:** Coventry Central Police Station, Little Park Street, Coventry CV1 2JX

**Telephone:** 024 7683 2222

## Complete a self-assessment

If you think you need help or you care for someone who needs support. By answering some quick questions about your current situation, we can direct you towards information, advice and services that could help you to live independently and improve your wellbeing. We can also tell you how likely you are to be eligible for care and support and whether or not you would have to pay for some or all of the support you may receive. [www.coventry.gov.uk/ascsselfassessment](http://www.coventry.gov.uk/ascsselfassessment)

# Are you, or someone you know, being abused or neglected?



# What is abuse or neglect?

Abuse or neglect is when someone does or says something which harms you; everyone has a right to be treated with dignity and respect. No-one has the right to abuse you.

Abuse or neglect can be a single one off act or something that happens over weeks, months or years. It can be accidental or deliberate.

**Abuse or neglect can happen in lots of different ways. Abuse or neglect can be defined in many ways and there can be no exhaustive list, however the most recent guidance from Government identifies the following:**

- **Physical abuse:** hitting, slapping, pushing, kicking, misuse of medication, restraint and force feeding
- **Financial or material abuse:** theft, fraud or using a person's money, possessions, wills or property without their consent, internet scamming, coercion
- **Emotional/psychological abuse:** includes threats of harm or abandonment, isolation, humiliation, blaming, controlling, intimidation, harassment, verbal abuse, threats, bribes or cyber abuse
- **Organisational abuse:** includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or where the care is provided within their own home. This may range from one-off incidents to on-going ill treatment. It can be through neglect and poor professional practice as a result of the structure, policies, processes and practices within an organisation
- **Neglect:** failure to provide appropriate care (e.g. food, medication, heating, cleanliness and hygiene) or denying religious or cultural needs
- **Sexual abuse/exploitation:** includes sexual assault, rape, sexual acts to which the adult at risk has not consented or could not consent or was pressured into consenting
- **Discriminatory abuse:** includes racism, sexism, ageism and discrimination based on a person's disability or sexual orientation. This category of abuse could also constitute hate crime
- **Domestic Abuse:** an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality. Includes psychological, physical, sexual, financial, emotional abuse, honour based violence, female genital mutilation and forced marriage
- **Modern Slavery:** through mental or physical abuse or threat of abuse forced to work, owned or controlled by an 'employer', dehumanised, treated as a commodity or bought and sold as 'property', physically constrained or has restrictions placed on their freedom of movement. Includes human trafficking

- **Self-neglect:** covers a wide range of behaviour, neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding, inability (intentional or nonintentional) to maintain a socially and culturally accepted standard of selfcare with the potential serious consequences to the health and well-being of the individual and sometimes to their community

## • What is adult safeguarding?

The Council has responsibility, under the Care Act 2014, for coordinating work to protect the most vulnerable from abuse and neglect. Those affected would be:

- People who are old, particularly the very old
- People who are frail
- People with a learning disability, physical or sensory impairment
- People with mental ill health
- And who are or maybe unable to take care of themselves, or unable to protect themselves against abuse or neglect

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any actions.





## ● Telling us about the abuse or neglect

If you or someone you know is being abused or neglected, the social work team (or the police if someone is at immediate risk) should be informed immediately (see contact details at the end of this leaflet).

We call this a safeguarding concern. They will then:

- Contact you and listen to you to find out details and ask what you want to happen; we may identify that an advocate would be helpful to support you
- Offer immediate help and advice to keep you safe
- They will keep you informed and whenever possible will respect your wishes. If you do not want any action to be taken this will be respected except in the following circumstances:
- If other adults or children are at risk when there is a duty to act to protect them
- If the person thought to be causing the harm works or volunteers with vulnerable people or children there is a duty to act to ensure their safety

## ● What will happen after I've reported my concerns?

As well as the information you provide other people who know you well may be contacted. Exactly who is contacted will depend on your individual circumstances, for example a doctor, family members, care agency, police.

Be reassured information shared will be in line with the law and will only be that which is necessary to prevent harm.

Information and advice will be offered so that choices can be made and help can be provided.

Based on the information you and others provide a decision will be made about what to do next in line with locally agreed procedures which can include a safeguarding enquiry (as per Section 42, Care Act 2014).

## ● Who to contact

If you are worried about your safety, or you think you or someone you know is being abused or neglected contact:

In an emergency dial **999** or urgent situations report it to the police, call **101**. Adult Social Care on **024 7683 3003** or email [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

For further general information about Safeguarding Adults visit:

[www.coventry.gov.uk/safeguardingadults](http://www.coventry.gov.uk/safeguardingadults)

## ● Links to other sources of support

**Age UK** 0800 055 6112 [www.ageuk.org.uk](http://www.ageuk.org.uk)

Advises and supports adults aged 60+, their families, carers and friends

**Safe to Talk** 0800 111 4998 [www.safetotalk.org.uk](http://www.safetotalk.org.uk)

Support and information from Coventry Domestic Violence and Abuse Partnership

**Coventry Drug & Alcohol Service 'Change, Grow, Live'**

0800 7830447 [www.changegrowlive.org/drug-alcohol-service-coventry/info](http://www.changegrowlive.org/drug-alcohol-service-coventry/info)

Support and advice for people experiencing problems with drugs or alcohol

**Care Quality Commission** 03000 616161 [www.cqc.org.uk](http://www.cqc.org.uk)

Advice about care providers

**Safeguarding children**

024 7678 8555 [www.coventry.gov.uk/safeguardingchildren](http://www.coventry.gov.uk/safeguardingchildren)

Reporting any concerns about a child or young person under 18

## ● Contact Adult Social Care Direct

Call **024 7683 3003**

or email [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

or visit [www.coventry.gov.uk/health-social-care](http://www.coventry.gov.uk/health-social-care)

Speech impairment, deaf or hard of hearing? You can call using Next Generation Text (also known as Text Relay and TypeTalk): **18001 024 7683 3003**

If you require this information in another language or format, please email [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

Jeśli potrzebujesz zawartych informacji w innym języku lub formacie, prosimy o wiadomość e-mail na adres [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ

[ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk) 'ਤੇ ਈਮੇਲ ਕਰੋ

اگر آپ کو یہ معلومات کسی دوسری زبان یا فارمیٹ میں درکار ہوں تو براۓ مہربانی [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk) پر ای میل کریں۔

إذا اردت الحصول على هذه المعلومات بلغة أو تنسيق آخر، يرجى إرسال بريد إلكتروني إلى: [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

Dacă aveți nevoie de aceste informații într-o altă limbă sau format, vă rugăm trimiteți email la:

[ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

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[ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

**Worried that someone you know is being harmed or neglected? Report it here**





# Adult Social Care

## A guide to support for self-funders in Coventry



# ○ Adult Social Care A guide to support for self-funders in Coventry.

## ○ I pay for my own care and support what help is available to me?

**Many people who use care and support services will pay for all the costs. This is known as being a self-funder.**

**This leaflet tells you about what self-funding means, what support is available to you from Coventry City Council and what will happen if your finances are above or fall below the capital threshold limit.**

## ○ What is a self-funder.

Anyone who has care and support needs is entitled to an assessment of their needs under the law. Coventry City Council will complete an assessment to establish the extent of your needs and then consider if you are eligible for care and support. You will be considered a self-funder if you are eligible to pay or are already paying the full cost of your care and support arrangements.

## ○ How do I know if I qualify for means tested support?

The council will complete a financial assessment to work out if you should pay for any care and support you need. This assessment will calculate your potential contribution to care costs using information regarding your income, savings, and other capital.

Regardless of whether you are living at home or within a care home, when completing a financial assessment, the local authority will apply the upper capital limit of £23,250 and the lower capital limit of £14,250 as set out by the Government. If you are a self-funder, then the financial assessment will conclude that you have more than the upper capital limit. Therefore, you will be required to pay for services in full, also known as self-funding.

However, once your savings reach £23,250, you can contact the council to review the funding arrangements.



## ○ Self-funders and Local Authority responsibilities

If your capital is above the financial limit, your entitlement to local authority support in meeting your needs will depend on the request being made.

If your request is to meet needs by care and support (not a request of a care home). Then the local authority has a duty to meet your needs even if your resources are above the capital limit and you are not entitled to financial support.

You will be charged the total cost of the care package to meet your needs plus a one-off charge of £246.60 to Coventry City Council for putting the arrangements in place and an annual fee of £134.50 for as long as Coventry City Council arranges this support, and your capital limit remains above £23,250.

If you are asking Coventry City Council to meet your needs within a care home placement. Then we may choose to use our discretionary powers, but we are not under any duty to do so.

## ○ What other support is available to me as a self-funder?

As a self-funder Coventry City Council will still support you in various ways. This could include access to information advice and guidance, equipment and assessment of a carers needs. Coventry City Council has a safeguarding responsibility for any person who has presenting eligible care and support needs and where there are concerns raised.

Coventry City Council will follow the appropriate process and steps to ensure you are safe regardless of your financial circumstance. For further information about the support available to you please visit [www.coventry.gov.uk/healthandsocialcare](http://www.coventry.gov.uk/healthandsocialcare) or call Adult Social Care Customer Service on 024 7683 3003.

## ○ What should I do to help make my savings last?

You should consult an independent financial adviser who can give you professional independent advice on financial matters. The adviser can talk to you about your money and the financial products and services they think can help you get more for your cash. For example, an independent financial adviser can:

- **recommend ways to protect your money.**
- **reduce your risk of running out of money.**
- **help protect your capital, such as your savings.**
- **review your assets, such as your property and personal goods, to see if you can boost your income.**
- **make sure you are receiving all the benefits to which you are entitled.**



Will the council pay the same amount for my care and support that I have paid as a self-funder.

Not necessarily. Following your care and support assessment, you will be notified of your personal budget. This is the total amount that we have agreed can be spent on your social care and support needs. The personal budget may be less than the amount that you have been paying for your care and support. However, we will provide you with at least one care provider who can deliver your care and support needs within your budget. If you wish to remain with your chosen care provider, you will need to find someone to pay the shortfall, this is known as a top up. You need to consider that if you cannot make up the shortfall in some way, you might have to move to a less expensive care provider or care home that sits within your personal budget. However, please be assured that the council will work with you to ensure that your care and support needs are met.

How do I pay for my care.

If you are self-funding and you have requested Coventry City Council to arrange this care and support. You will be sent an invoice every four weeks. Coventry City Council can receive payments by:

- a) Direct Debit
- b) Automated telephone: 024 7678 7778
- c) Via the internet: www.coventry.gov.uk/payonline
- d) Payment machines available at Broadgate House, Coventry City Centre

If Coventry City Council have made any payment errors, then we will ensure you received a full and immediate refund of the amount paid. Equally if you receive a refund, you are not entitled to then this must be paid back.

Where can I get more information.

For further information about the types of support and services that Coventry City Council provides, please go to www.coventry.gov.uk/healthandsocialcare.

For further information about independent financial advice, please go to www.coventry.gov.uk/independentfinancialadvice



Contact Adult Social Care Direct

Call 024 7683 3003

or email [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

or visit [www.coventry.gov.uk/health-social-care](http://www.coventry.gov.uk/health-social-care)

Speech impairment, deaf or hard of hearing?

You can call using Next Generation Text (also known as Text Relay and TypeTalk): 18001 024 7683 3003

If you require this information in another language or format, please email [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

Jeśli potrzebujesz zawartych informacji w innym języku lub formacie, prosimy o wiadomość e-mail na adres [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk) 'ਤੇ ਈਮੇਲ ਕਰੋ

اگر آپ کو یہ معلومات کسی دوسری زبان یا فارمیٹ میں درکار ہوں تو براۓ مہربانی [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk) پر ای میل کریں۔

إذا اردت الحصول على هذه المعلومات بلغة أو تنسيق آخر، يرجى إرسال بريد إلكتروني إلى: [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

Dacă aveți nevoie de aceste informații într-o altă limbă sau format, vă rugăm trimiteți email la: [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

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