

Information on paying for residential care

If you are in a long-term care home placement, or are managing the finances for someone who receives care within a care home, from 8th April, 2019 you will need to pay the assessed contribution and any third party contribution direct to Cornwall Council.

If you or the person you represent is in a short-term or respite care home placement, you will receive invoices for the assessed charge. If the person is in a long-term care placement, we will send you a payment schedule detailing the amounts due, the dates we would expect to collect the amounts and the period the amount covers, for example, for 2019/20, the collection dates will be as detailed below:

Collection date	Charge period (inclusive)	Number of nights	Amount
08.05.19	08.04.19 to 22.05.19	45	£xxx.xx
05.06.19	23.05.19 to 19.06.19	28	£xxx.xx
03.07.19	20.06.19 to 17.07.19	28	£xxx.xx
31.07.19	18.07.19 to 14.08.19	28	£xxx.xx
28.08.19	15.08.19 to 11.09.19	28	£xxx.xx
25.09.19	12.09.19 to 09.10.19	28	£xxx.xx
23.10.19	10.10.19 to 06.11.19	28	£xxx.xx
20.11.19	07.11.19 to 04.12.19	28	£xxx.xx
18.12.19	05.12.19 to 01.01.20	28	£xxx.xx
15.01.20	02.01.20 to 29.01.20	28	£xxx.xx
12.02.20	30.01.20 to 26.02.20	28	£xxx.xx
11.03.20	27.02.20 to 25.03.20	28	£xxx.xx

Information on ways to pay the assessed contribution and/or third party contribution is overleaf. The Council offers a number of payment options, but the preferred method of payment collection is Direct Debit because this is a safe and convenient way for you to pay, and is cost effective for the Council to administer.

If you would like a Direct Debit mandate or for further information and advice, contact the Charging Income Team on (01209) 614266 or email

adultcarebilling@cornwall.gov.uk

Direct debit

To pay by Direct Debit, please complete and sign the enclosed Direct Debit Mandate and return to us at Adult Care Billing,
Council Offices(3E),
Dolcoath Avenue,
Camborne TR14 8SX.

Phone

You will need your debit or card and a reference number which we will provide to you shortly.

Call 01209 614266 between 8.45am – 5.15pm Monday to Thursday or 8.45am – 4.45pm on a Friday to pay this way.

Online

For information on setting up online payments, call us on 01209 614266 between 8.45am – 5.15pm Monday to Thursday or 8.45am – 4.45pm on a Friday.

Standing order

We are able to accept payments by standing order but you must quote the correct reference number on any standing order payments to ensure your payment is credited to the correct account. Contact us on 01209 614266 to discuss setting up a standing order.

Cheques and cash payments

If you wish to pay by cash or cheque you will need to call us on 01209 614266 between 8.45am – 5.15pm Monday to Thursday or 8.45am – 4.45pm on a Friday to request a barcoded invoice. This will enable you to pay by cash at any PayPoint store or Post Office, whilst cheques are accepted at all local Post Offices.

You will not be charged for using the PayPoint service.

For your own personal security, we do not recommend payment in cash.

Post

If you are unable to use any of the payment methods above you can pay by post. Make cheques payable to Cornwall Council. You must write the full name of the person receiving care on the back of the cheque and your name and address. Send your cheque to us at:

Adult Care Billing,
Council Offices(3E),
Dolcoath Avenue,
Camborne TR14 8SX.

Please enclose SAE if you require a receipt.

If you wish to discuss potential payment options please telephone the Charging Income Team on (01209) 614266.

Don't

Please do not send post-dated cheques as we are unable to accept these.
Please do not send cash via the post as this is not secure.