

# Adult Social Care

# How to Pay for Care

Published April 2010  
By Adult and Community Services

## A Guide to Non-Residential Care Charges

### What you can pay for

You can pay for home care, day care attendance; meals and transport charges using any of the methods mentioned on this page, you cannot pay for WRVS meals in this way.

There are various ways you can make payments, depending on what suits you. You can ask a representative to make payments on your behalf, for example a relative or close friend.

### How to pay

- **Direct Debit**

If you choose to pay by this method, you will be given 10 working days notice of the amount to be requested from your bank. Your payments will be automatically. Payments are covered by the Direct Debit Guarantee, details of which can be found on the direct debit mandate. Please contact the Client Changing Team on 01905 766936 to request a direct debit mandate.

- **Pay Online**

Pay your invoice online at any time using your debit or credit card. We accept Delta, JCB, Maestro, MasterCard, Solo, Switch, Visa Electron & Visa. To make a payment online go to [www.worcestershire.gov.uk](http://www.worcestershire.gov.uk) homepage and select **Pay For It**. Your privacy and security online is our prime concern. Our payments system encrypts your personal information and does not store any card details.

- **By Phone (24 hour)**

Pay your invoice quickly and easily over the telephone anytime by calling our automated 24 hour payments line on **01905 362400**. You will need your invoice number and debit or credit card details to hand. Your privacy and security is our prime concern, therefore our telephone payments system does not store any debit or credit card details.

- **Telephone or PC banking, BACS**

To pay using one of these methods, you will require the following information:  
**Our Bank Sort Code: 40-47-17 Our Bank Account Number: 31807439**

If you are paying a single invoice, quote your invoice number as your reference. If you are paying more than one invoice, quote your customer number as your reference.

- **In Person**

Payment can be made at the following Worcestershire Hub Customer Service Centres:  
Droitwich, Evesham & Pershore: Debit & credit card, cash or cheque over the counter.  
Malvern & Worcester: Debit & credit card or cash using our payment kiosk.

- **By Post**

Cheques or postal orders should be made payable to 'Worcestershire County Council' and crossed 'A/C Payee', with your invoice number and customer number written clearly on the reverse. Complete the bank giro credit slip on your invoice, then put this and your payment in an envelope and post it to: Worcestershire County Council, Financial Services, PO Box

## Adult and Community Services – How to Pay for Care

374, County Hall, Spetchley Road, Worcester WR5 2XF. Please do not send cash through the post. Receipts will only be issued if requested.

- **Bank Giro Credit**

Payment can be made at any bank although they may charge a fee for this service. Complete the bank giro credit slip on your invoice and present this with your payment. Cheques or postal orders should be made payable to 'Worcestershire County Council' and crossed 'A/C Payee', with your invoice number and customer number written clearly on the reverse.

More details on how to make payments to Adult Social Care services can be found on the back of your invoice. If you need further information or to request a direct debit mandate contact the Client Charging Team on 01905 766936.

### Monthly Billing Advice Documents

Once service has started and you have been notified of your weekly assessed charge, you will be issued with a monthly billing advice document detailing the service you have received and an invoice confirming how much you have to pay.

The billing advice and the invoice will be sent about 3 weeks after the end of the month that they are for.

### If your charges change

If your weekly hours vary, your charge may vary.

If there is a permanent change to the help you receive each week, you will be told what your new charge is in writing.

### If you are away from home

If you are away from home and are not receiving any help during the week, you should make sure your Care Provider knows in advance. Your Home Care visit can then be cancelled and you will then not have to pay for that time.

### Any queries

If you have any queries concerning payment for your Home Care Services, please contact the

#### Client Charging Team.

Worcestershire County Council  
Adult and Community Services  
County Hall  
Spetchley Road  
Worcester  
WR5 2NP

Tel: 01905 766936

E-mail: [clientchargingteam@worcestershire.gov.uk](mailto:clientchargingteam@worcestershire.gov.uk)

[www.worcestershire.gov.uk/socialcare](http://www.worcestershire.gov.uk/socialcare)