

Notice Periods for Community Care Services

If you have asked the Council to arrange and manage your homecare, you will be receiving care from a Domiciliary Care Agency chosen by the Council. The Care Agency will have received a timetable confirming the times and days you require support. The Council pays the Care Agencies based on the support delivered to you. To ensure the Council charges you correctly and pay the Care Agencies correctly, the table below details the amount of notice required.

Scenario	Customer
Care not required	You must provide 48 hours' notice to the Care Agency to cancel the care
Care not required but 48 hours' notice not given	You will be charged for the care even if the care was not provided
Care not required due to urgent or unforeseen admission to hospital or respite	You will not be charged for the calls not provided following admission
Care required but support reduced and agreed between the Council and customer	You must agree with the Care Agency to reduce the support. You must contact your Social Care Worker to request a review.
Care required but support reduced at customer's request .	You will be charged for the care required if the Care Agency disagrees to reduce the calls.
Care required but support reduced by the Care Agency . .	You will only be charged for the care provided where the Care Agency reduce the calls without your agreement. You are encouraged to contact Social Care to raise an alert
Additional Care provided	You will be charged for the additional care You will seek approval from your Social Care Worker to increase the care, where possible