

Moving house and moving care?

*Information for people in receipt
of social care support moving to a
new local authority*

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Introduction

This booklet provides information and suggestions for people who receive local authority (council) funded social care and are moving or considering moving house, to live in a new local authority area.

The information is based on a research project called “Relocation, Portability and Social Care Practice”, which was undertaken in England between 2012 and 2014. In this project we interviewed people who receive social care support and who had moved to a new local authority. We also talked with family members who had supported their relative to move to a new area. We asked people about the things that had been difficult and challenging when they moved, as well as the things that helped them.

From April 2015, there will also be some changes to the law that affect people moving house and moving their care and support in England. These changes reflect the provisions contained in the Care Act 2014 and are designed to help people to achieve greater continuity of care and support as they move. We have, therefore, incorporated what we believe to be the most important aspects of this new law into this information (see page 10 in particular).

Everyone’s situation and circumstances are different. However, we hope that this information will help you in planning your move, and enabling you to anticipate and prepare for some of the challenges you may experience. Five of the sections below suggest actions that you could take to help you, or your relative, to move house and move care and support. The final section identifies the steps that local authorities should be taking to support your move:

- Letting people and organisations know you are moving (Page 4)
- Finding out about your new local authority (Page 5)
- Managing direct payments and Personal Assistants as you move (Page 6)
- Preparing for new assessments (Page 7)
- Important things to think about (Page 8)
- The responsibilities of local authorities from April 2015 (Page 10)

These actions are underpinned by two central messages. First, plan and prepare for the move as far ahead and in as much detail as possible.

Secondly, expect the unexpected. However carefully you plan your move, it is likely that something will not go as smoothly as you hope. Having contingency arrangements and a 'Plan B' may prove to be essential.

Acknowledgements

We would like to thank everyone who took part in the research and shared their experiences of moving, or supporting a relative to move. We would also like to thank all the agencies across England who helped us publicise the study. All participant names have been changed.

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Letting people and organisations know you are moving

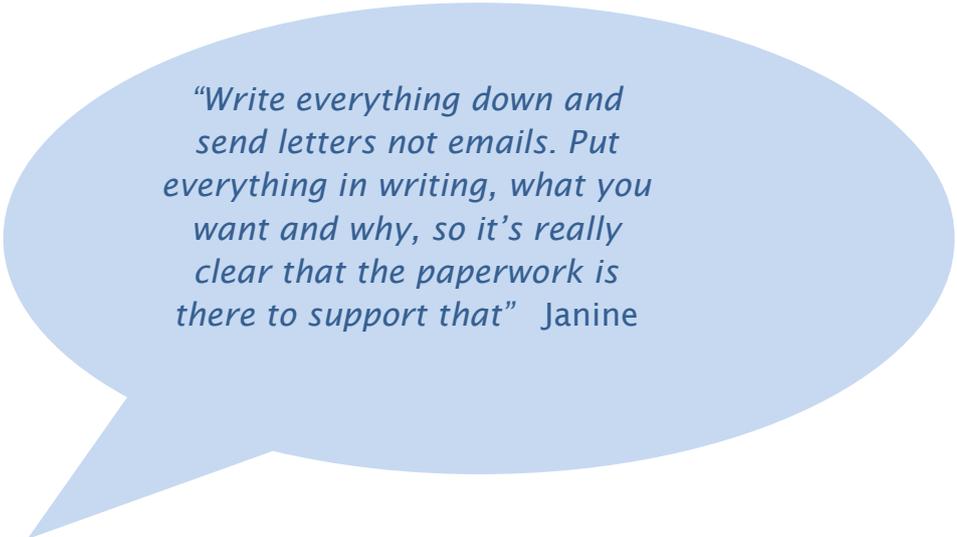
Inform both the local authority (council) you are leaving and the new local authority that you will be joining, that you are planning to move. As soon as you have made a provisional date for your move, it is helpful to inform both local authorities of this. Additionally, the local authority you are moving from should tell your new authority you are planning to move.

Think about all of the other agencies involved in your support and let them know that you are moving. This may include:

- Health professionals e.g. GP and Dentist / Housing provider / Equipment services
- Access to Work
- Student support services
- Direct payment agency
- Carers' organisations
- The Department for Work and Pensions

Ask about being referred to an equivalent service in your new area.

Keep a written record of your communication with the local authorities involved, and other agencies.



“Write everything down and send letters not emails. Put everything in writing, what you want and why, so it’s really clear that the paperwork is there to support that” Janine

Finding out about your new local authority

“Don’t assume anything. Don’t assume that what you had in one area or how one area works is necessarily going to be the same” Carla

Local authorities can be different in many aspects, and may not arrange and deliver care and support in the same ways. Try to find out as much as possible in advance about the new local authority and the range of services that is on offer in the area you will be moving to. The local authority you are planning to move to should send you information about the care and support available in your new area.

You may be able to get information, as well as advice and support from:

- Local disability and carers’ organisations
- Centres for Independent Living
- User Led Organisations
- Disability and Advice Lines (DIALs)
- Advocacy organisations

“Contact the local user led organisation” Clare

“Find out how to contact an advocacy service in the new area” Carla

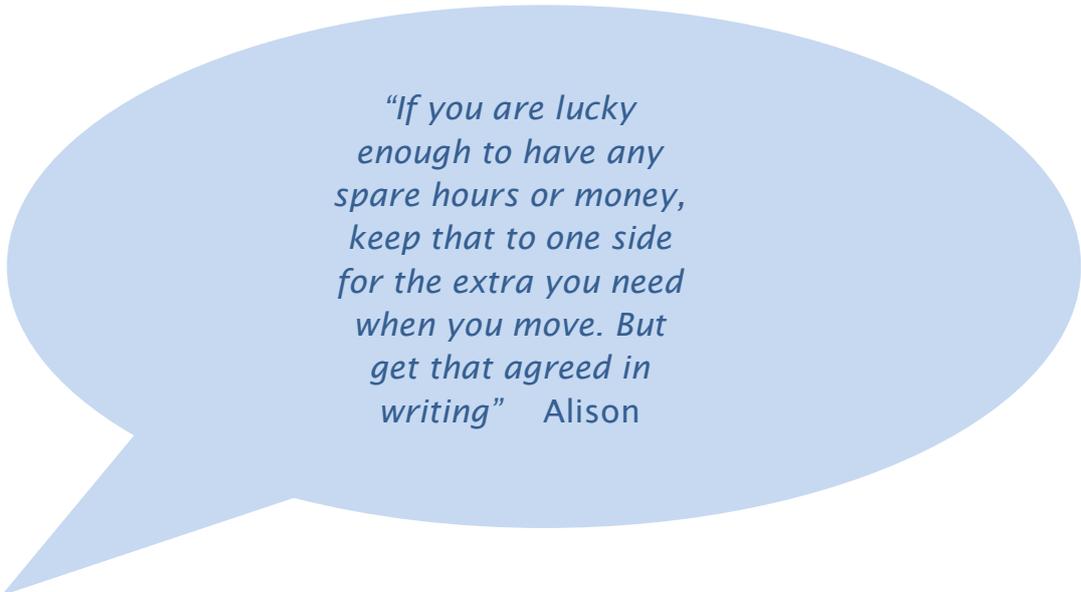
Before you move it may be useful to find out the following information about your new local authority:

- What services are available in your new local authority? Are these services similar to those you have been receiving in the authority you are moving from?
- What support is available to help people manage direct payments? What is the usual hourly rate for Personal Assistants? Does the local authority provide any funding to help with recruitment expenses or help with the cost of background checks?
- What support is available for carers? How can carers access these services?

Managing direct payments and personal assistants as you move

Direct payments

If you receive direct payments, you may be able to use them differently at the time you move to support you with the tasks, costs and extra support needed when moving. You could discuss this with your local authority or direct payments agency.



“If you are lucky enough to have any spare hours or money, keep that to one side for the extra you need when you move. But get that agreed in writing” Alison

Personal assistants

If your personal assistant is not moving with you, they may wish to hand in their notice and move into new employment before you are ready to move yourself. Consider how you will manage if this happens. You could identify agencies which could provide short term support, or identify family members and friends who could provide support if necessary.

If you will be making personal assistants redundant, seek advice on your responsibilities as an employer. Direct payments agencies, user led organisations and disability groups may be able to offer information about this. It is important to get this right.

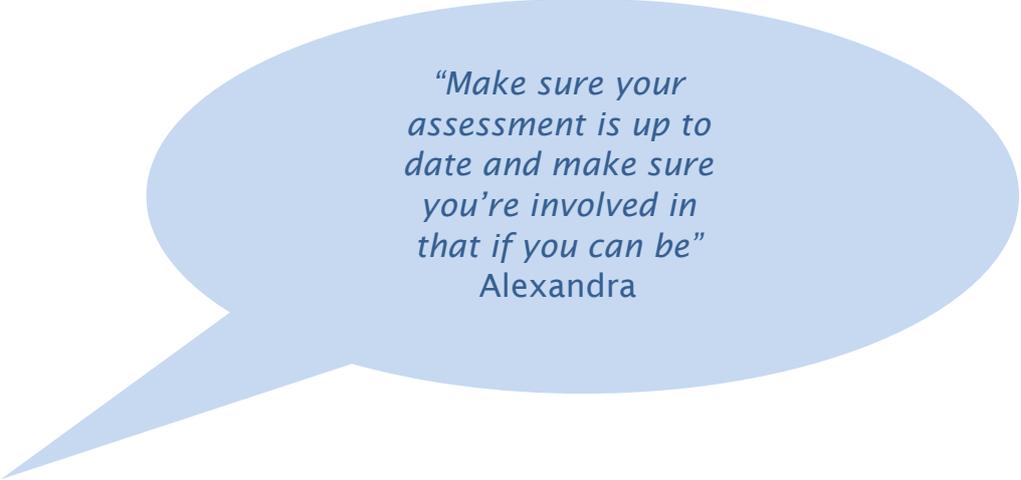
If you need to find personal assistants in your new authority it is advisable to start the recruitment process as soon as possible. You may need to write new job descriptions and contracts, and begin advertising as soon as possible.

Think about how you will manage in the short term if there are delays in finding and recruiting new personal assistants. Find out in advance about care agencies in your new local authority which could provide short term support until you have found new personal assistants. Local disability groups, a direct payment agency or the local authority may be able to provide advice and information about this.

Preparing for new assessments

The local authority you are moving to will carry out an assessment of your needs for care and support. This may take place before you move, but most often will be completed when you are living in the new area. See page 10 for further information about assessments as you move.

Make sure that you have copies of your most recent assessments, support plans and other important documents that might need to be shared with professionals in your new area.



“Make sure your assessment is up to date and make sure you’re involved in that if you can be”
Alexandra

To help inform your assessment make a detailed list of all the support you currently receive (from family, friends and as well as paid workers), which you can share with your new local authority.

Think about whether your support needs may change as you move; this may include needing more or less support, or different kinds of support. For example your support needs may change if:

- You are moving away from family members who have provided support (or are moving closer to family)
- Your new accommodation will be more, or less, accessible
- You are starting a new job or going to college

If you are moving with a carer, moving in with a partner who will provide support or are moving closer to a family member who intends to provide support, remember to ask about support for carers and ask for a carers’ assessment.

Important things to think about

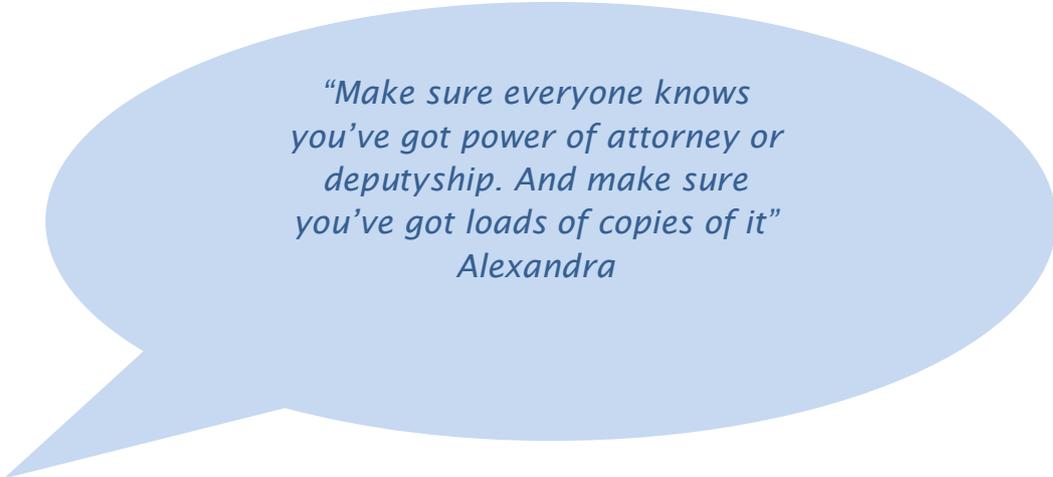
Keep a list of useful contacts. Before you move make sure you know who to contact if there are any last minute hitches, questions, problems or emergencies concerning your care and support. This may include getting contact details for out of hours support teams, your social worker or social work team, and any care agency which will be providing support to you.

Consider using a broker. You could consider paying for a broker to help you manage the move and contact the different agencies concerned on your behalf. Brokers may carry out a range of roles which include:

- Helping you to develop and coordinate your care and support plan
- Helping you to identify organisations that could provide support and find out how much they cost
- Help you to choose services which meet your needs and preferences
- Help you to negotiate and contract with services or support providers

Think about the best time to move. Try and move early in the week or at least try to avoid a Friday - if there are any problems, emergencies or last minute hitches, it may be harder to contact social workers, health professionals, care agencies or trades people over the weekend.

Consider getting Lasting Power of Attorney or Deputyship. You may wish to consider taking out a Lasting Power of Attorney in case, in the future, you become unable to make decisions yourself or develop a crisis plan or advanced care plan. If you are supporting a relative to move it may be helpful to secure Lasting Power of Attorney or Deputyship to ensure that you are involved in making decisions if they are unable, or become unable, to make decisions themselves. (You can get information about Lasting Powers of Attorney from <https://www.gov.uk/power-of-attorney/overview> and about Deputyship from <https://www.gov.uk/become-deputy/overview>).



*“Make sure everyone knows you’ve got power of attorney or deputyship. And make sure you’ve got loads of copies of it”
Alexandra*

The Responsibilities of Local Authorities from April 2015

The Care Act 2014 (due to be implemented in April 2015, in England) outlines responsibilities for local authorities to ensure that people's care and support are not interrupted as they move. The Care Act talks about the 'first authority', which is the authority the person is leaving, and the 'second authority', which is the local authority they are moving to.

The first authority should:

- Tell the second authority that you are planning to move
- Share your assessment, care plan and any other information requested with the second authority
- Keep in contact with the second authority about the progress they are making and involve you in that contact
- Keep you informed and up to date about progress
- Enable you to take with you any equipment they have provided (the second authority may wish to reassess you with regard to this equipment)

The second authority should:

- Provide you with information about the care and support available in the area
- Carry out an assessment of your needs for care and support. They should take into consideration the care and support you received from the first local authority
- Carry out an assessment of carers' needs where relevant
- Give you a written explanation of any differences in your assessment or care and support plan
- Involve you, and any carers, in your assessment

If the second authority has not completed the assessment when you move then they must continue to provide the support package delivered by the first authority, until a new assessment has been completed and an updated care plan has been agreed.

Further information

We hope that this booklet will help to plan your move and we hope that your move goes as smoothly as possible. Please let us know if we have missed anything important about your experiences.

If you would like more information about moving, relocation and portability to a new area please go to our website:

<http://www2.hull.ac.uk/fass/carehull/portability-of-social-care.aspx>

This includes further information about the research project on which this booklet was based, and information about a range of agencies and organisations which may be able to provide useful information as you move.

Please note

Care has been taken to ensure that all information provided and links to external sources of information are correct at the time of writing. However, there is potential for this information to change or be updated over time. The University of Hull and King's College London cannot accept liability for any losses, injuries or damages arising as a result of reliance on the material contained within this document.

The research (and therefore the information here) was about people with social care support who make a permanent move to a new local authority, this is known as changing their 'ordinary residence'. In these situations the person's care and support are usually paid for by their new local authority (who may assess them to decide if they are eligible for support).

However, there are other possible situations in which the person's social care will continue to be paid for by the original local authority they are moving from, for example if:

- The person is moving to a new area to study during term time only
- The person is moving to an 'out of area placement' in a residential or nursing home
- The person receives aftercare under section 117 of the Mental Health Act 1983

In these cases, or where you are moving from, or to, local authorities outside England, we recommend that you seek information and advice from your local authority, Citizens Advice Bureau or a disability or carers' organisation.