

Catherine Buntten
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Adult Care and Wellbeing Directorate
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Dear

I'm writing to tell you about improvements we are making to care and support services in Sheffield.

We wrote to you in January to let you know we care changing our home care services to a new service called the Care & Wellbeing Service, from June 2024.

What this means for you.

Your current home care provider will not change. Your home care will continue to be provided by:

We were asked to make sure your service was not affected by this work.

If you're unhappy with this decision and wish to have your service transfer to the Care and Wellbeing Service home care provider for your area, please contact us.

Contact us.

We know that you may have questions, and we are here to help with any you might have.

We have also included a Frequently Asked Questions document with this letter, which may answer some of your questions.

Please don't hesitate to contact us if there's anything that you don't understand.

Email: asc.crystalpeaks@sheffield.gov.uk

or call your local Living and Aging Well Social Work Team on: **0114 205 7326**.

Yours sincerely,

Catherine Buntten
Assistant Director, Commissioning & Partnerships, Adult Care & Wellbeing

Frequently asked questions about changing care providers.

We want to reassure you that you will not be left without care.

We recognise that changes to care can cause anxiety and we want to assure you that we are working hard to make sure that any transfer of care provider is as smooth for you as possible.

Below, we've tried to answer some of the questions you may have about how this will work and the reasons for this change.

1. What do I do next?

You do not need to take any action as your care provider will remain the same.

2. Will my current costs change?

The hourly rate may change after we have reviewed the rate we pay our home care providers. This review usually takes place in June each year. We will write to you if the review changes the hourly rate.

If the care you need changes, your charge may change because of this. Any change would be agreed with your social worker and discussed with you.

The way we calculate your weekly charge will change. Your charge will be based on the amount of care the home care provider plans to provide. This should mean you receive simpler, more consistent bills. It will also make sure your home care provider is focussed on providing care so you can meet your outcomes, not logging the exact times of each call each day.

Your maximum contribution will continue to be based on your financial assessment. This may change if you receive more state benefits when the Government reviews benefits each year. We will write to you if your maximum contribution changes because of the changes to state benefits