



## Shaping the Future of Care Together

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Tell us what you think



Easy Read

# Important – read this first

This is a big booklet, but you don't have to read it all unless you want to.

Instead of reading it all, you could look at the list of contents on pages 1 and 2. The list shows what is in the booklet. Look down the list to find things you want to read about and what page it is on.

## Purple writing

In this easy-read booklet we sometimes explain what words mean.

The first time we use any of these words, it is in **bold purple** writing. Then we write what the words mean in a blue box.

These words and what they mean are also in a Words list at the back of the booklet.

If we use any of the words later in the booklet, we show them in **normal purple** writing. If you see words in **normal purple** writing, you can look up what they mean by looking for the blue box earlier in the booklet, or by looking at the Words list at the back of the booklet.

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# What this booklet is about

This booklet is about a **Green Paper** called Shaping the Future of Care Together.

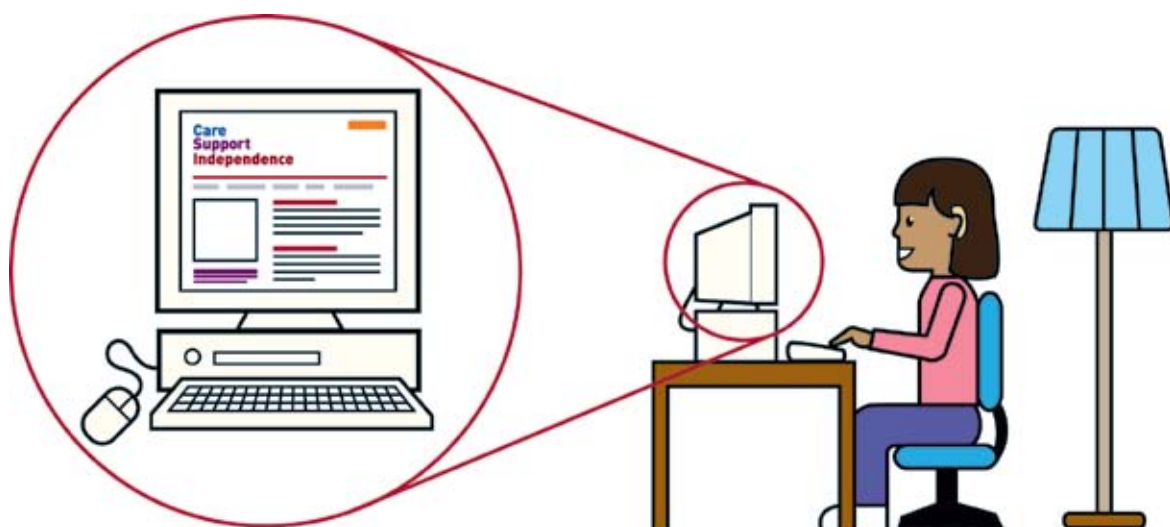
## Green Paper

A Green Paper is a **consultation** booklet about the government's ideas to change the law. It is written so you can talk about the changes, ask questions and say what you think about the ideas.

## Consultation or consulting

This is when government asks what people think about their plans, and for ideas about the best ways of doing things.

In this booklet we tell you in easy to read words about the main things in the full **Green Paper**. You can see the full **Green Paper** on our web site [www.careandsupport.direct.gov.uk](http://www.careandsupport.direct.gov.uk)



After you look at the booklet we want you to tell us what you think about the decisions we must make. See page 49 for more about how you can join in this **consultation**.

# 1 – About the Green Paper

Many people will need **care and support** at some time in their life.

## Care and support

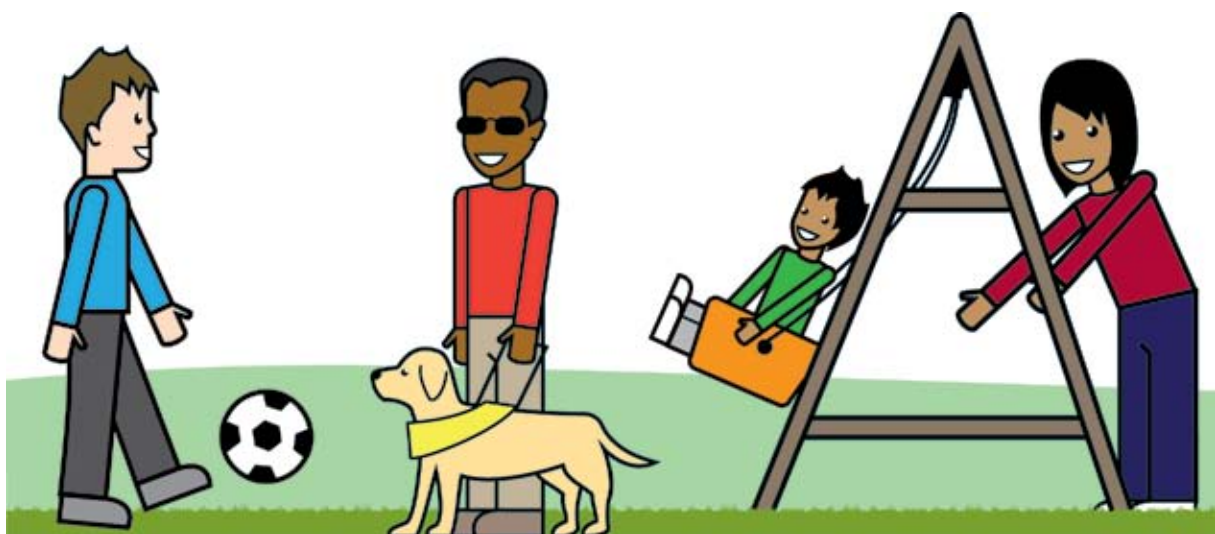
This is a mixture of money, services and other things that help disabled people and older people

- take care of themselves.
- live full, active and healthy lives.
- join in with other people.
- enjoy the good things that come from **independent living**.

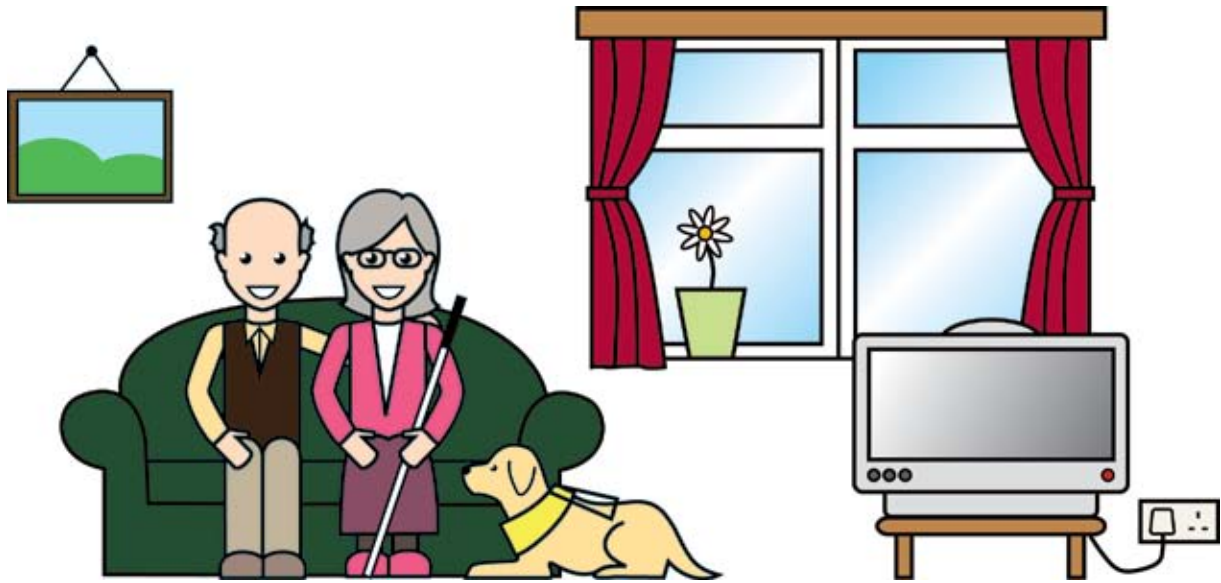
At its best, **care and support** can change people's lives for the better.

## Independent living

This means people having choice and control over the **care and support** services they need to live their lives the way they want to.



People are living longer. A man born in 1948 could expect to live until he was 66. A man born in 2008 can expect to live until he is 78. Because of this, there will be more older people needing **care and support**. And people who are born with a disability are now living longer too.



## Why we need a new care and support system

**Care and support** is a hard thing to get right because many more people will need it in the future, and they want more and better services. Because of this, the old **care and support** system cannot keep up.

So we need a new system which gives **adults** the **care and support** they need, and helps them to live their lives the way they want to.

### Adults

These are people who are aged 18 or over.

We started talking to people a year ago about what they wanted in a new **care and support** system. A lot of people and groups told us about the changes they thought were needed to make a **care and support** system that is there for everyone who needs it.



Here are some of the changes people told us must happen.

- Making the most of tax money

**Care and support** will cost more in the future, so we must make the most of tax money and find fair ways to pay for everyone's **care and support** needs in the future.

- Helping people stay well

We must put more money into **care and support** services which help people to stay well. This is better than only giving services when someone already needs help. And the **care and support** services need to work together to help people look after themselves for longer.

- Making the most of our successes

We already have many very good **care and support** services. And the government, local councils and care businesses are working hard to speed up changes to build services around each person's needs.



But some changes can only be made by the government. For example, changes in the law and changes that affect the whole country. That is why we are asking people what they think about our ideas for a new **care and support** system. The new system would be called the National Care Service.



## What we did to find out what people think

Until last year, people had never talked very much about the **care and support** system in England.

This is why in May 2008 we started talking to people about the really hard decisions we have to make soon. Hundreds of people talked to us. And everyone had their own thoughts about how a new **care and support** system should be run.

Here are some of the ways people told us what they thought.

- We had 14 big meetings about the **care and support** system.



- People used our web site to answer our questions.
- People sent us letters and emails.

What people said has really helped us to understand what people want from a new **care and support** system. It has changed the way we think about **care and support**, and helped us write this **Green Paper**.

More about what people told us is in a report that goes with the full **Green Paper**.

## What people want in a new care and support system

This is what people said they want in a new **care and support** system.

- People want services that work together to help them stay well, to be in control of their lives and to live at home for as long as possible.
- People want a simple way of knowing what **care and support** services they can expect, and how much help they will get to pay for them.
- People want to get the same kind of **care and support** services everywhere in England.
- People want a fair system so they are sure they will not be left without the help they need when they need it.
- People want more money for the **care and support** system, sharing the costs fairly between the government and themselves.

Later in this **Green Paper** we show the choices that we think can give people what they want.



Some of the choices will be hard to make. But they must be made to make sure we have a **care and support** system for the future that is simple and fair, and that does not cost too much.

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## 2 – Why we need to change things

This chapter is about why we must change the way **care and support** services are paid for in England.

People can get **care and support** services from a lot of places.

- People get **care and support** from their family or friends.
- People get **care and support** services from their local council.

**Care and support** services from councils and the government are part of the **care and support** system. It pays for things like

- help to sort out how and when to pay rent and bills.
- help at home after being ill or in hospital.
- Meals on Wheels.



- help to get out of bed, get washed and dressed, and to get to work.

But the **care and support** system is already struggling to keep up

- with people living longer and being ill for more of their last years.
- with people expecting more from the **care and support** system.
- with more disabled people living longer.

And things will get more difficult in the future. For example, by 2026, an extra 1.7 million **adults** will need **care and support**.

So we think the time is right to start asking people about the big changes that are needed to the way we all pay for the **care and support** system.



At the same time, we need to sort out many other things. For example

- we think it is unfair that some people get no help from the **care and support** system at all.



- we think it is not good to wait until someone needs a lot of **care and support** when a little support given earlier may be enough to keep a person well and independent for longer.
- we understand why it seems unfair that the **care and support** services people get change if they move from place to place around the country.
- we think the different parts of the **care and support** system do not work together very well.
- we think the **care and support** system is hard to understand.
- we think **care and support** services should help people take control of their own lives.
- we think the **care and support** system must use tax money well.

The next chapter shows our ideas to make a new **care and support** system that is fairer to everyone, that works well and that everyone can afford.

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## 3 – What we want for the future

This chapter is about our ideas for a new National Care Service.

### What we want

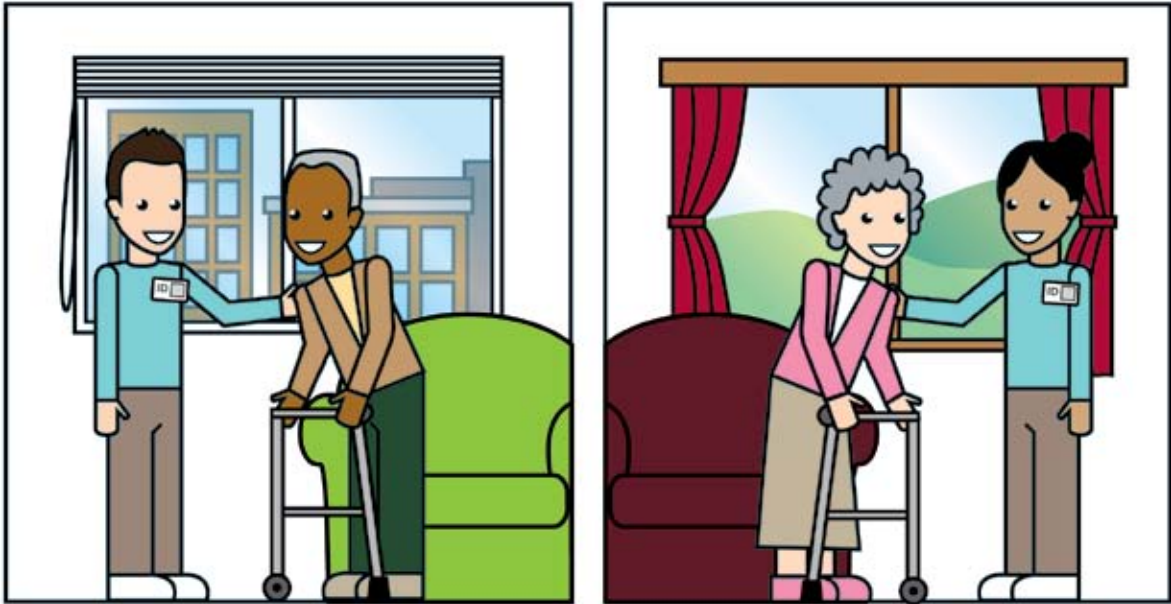
Here is what we want in the new National Care Service.

- We want a fair system for everyone. Everyone with **care and support** needs should get some help to get the services they need, and they may get some help to pay for them.
- We want people to get help to stay well for as long as possible. If people get **care and support** early enough, they may never need a lot of care. But if they do need more help, they want to know it is there for them.





- We want people's **care and support** needs to be worked out the same way all over England. This way, people can move to a new area knowing what **care and support** they will get from their new local council.



- We want services that work together. **Care and support** services should work together to make it easier for people to get the services they need.
- We want the new **care and support** system to be easy to understand. And people who need it should get help to use the system.
- We want people to get the help they need to live their lives the way they want to. The new **care and support** system will put people first so they can live their lives the way they want to.



- We want to make sure tax money is spent well. The new care and support system will work with **service providers**
  - to find new and better **care and support** services and new ways of getting them to the people who use them.
  - to make sure tax money is spent well.

### Service providers

These give the support that disabled people and older people need. Examples of service providers are local councils, some voluntary groups and **care and support** businesses.



Many people have told us

- They find today's **care and support** system very hard to understand.
- They want to know what help they can expect from the government and what they need to do in return.

So as a first step, we think it is important to say what people can expect from the new National Care Service.

## What you can expect from the new system

Everyone can expect 6 things from the new National Care Service. What each of them means is explained in the next few pages.

- 1 Prevention services
- 2 National assessment
- 3 Easy assessment process
- 4 Information
- 5 Personalised care and support
- 6 Fair funding



### 1 – Prevention services

You can expect to get the right support to help you stay independent and well for as long as possible, and to stop your care needs getting worse.

We will give more help to stop people needing **care and support** in the first place. And we will do more to stop people's **care and support** needs getting worse.

Many services are already helping to keep people well. For example

- local councils look after the pavements in their area – this helps to stop people from falling.
- doctors tell people about how to live healthy lives.
- families and friends support each other to stay well.

But if we can do things now so people need less **care and support** in the future, they will enjoy a better life and the system will save money.

Here are some of the ways we will do this.

- **Re-ablement.** This is up to 6 weeks support for people who need help to get back on their feet after being in hospital. We think this would help a lot of people to get back to their usual life quickly and would save them needing more **care and support** services in the future.



- We will give **good information** so people can stop a need before it starts, or take quick action so a need does not get worse.
- **Telecare.** These are machines that are put into people's homes to help them stay in their own homes for longer. For example, some machines will send a message if a person falls in their home.

- We are thinking about setting up a group of **experts to tell us what care and support** works best, and what is a good use of tax money.
- **Housing support** services will continue to help keep people safe and slow down their need for **care and support**. For example, making changes to people's houses so they can still live in their own home.

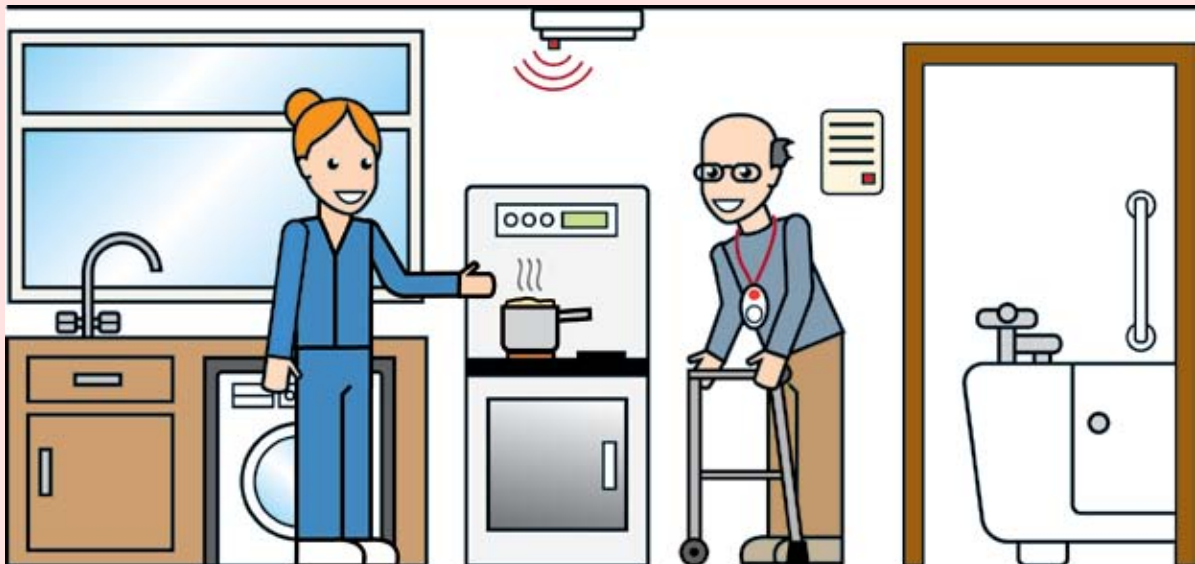
This **case study** shows how prevention could work in real life.

## Case study

These are stories to show how **care and support** can affect people.

### Case study: Terence

Terence was in hospital and could not go home because he might fall. He wanted to leave hospital, so he went into a special flat that had all the support he needed to learn how to live on his own again.



At the special flat, Terence was supported by care workers and had telecare machines in case he had a fall or left the gas on. After a few weeks in the special flat he was able to return to his own flat and did not need any more **care and support**.

## 2 – National assessment

Wherever you live in England, your care needs will be worked out in the same way and you will have the same part of your care paid for.

Every local council in England will work out people's care and support needs in the same way. This means that if they move, they should not need to have their needs worked out again by their new local council.

Even so, people might not get the same services with a different council. This is because councils set up their services to meet the needs of the people in their area and these can change from place to place.

But people will know that they will get services in their new area, and they will know what help they will get to pay for them.



This means that people who are thinking about moving home will have less worry about what **care and support** services they will get from the council in the area they are moving to.

### 3 – Easy assessment process

All the services you need will work together smoothly.

We want the new **care and support** system to work smoothly. To make this happen, service providers must have **joined-up services**.

#### Joined-up services or joined-up working

This is when a **service provider** makes sure their service links well with the services of other **service providers**.

**Joined-up services** will help us move towards a system where a person's needs for all the different **care and support** services they use can be worked out more simply.

When it is time to look at a person's needs again, their support worker will always check to see if there are new or better ways to meet their **care and support** needs.





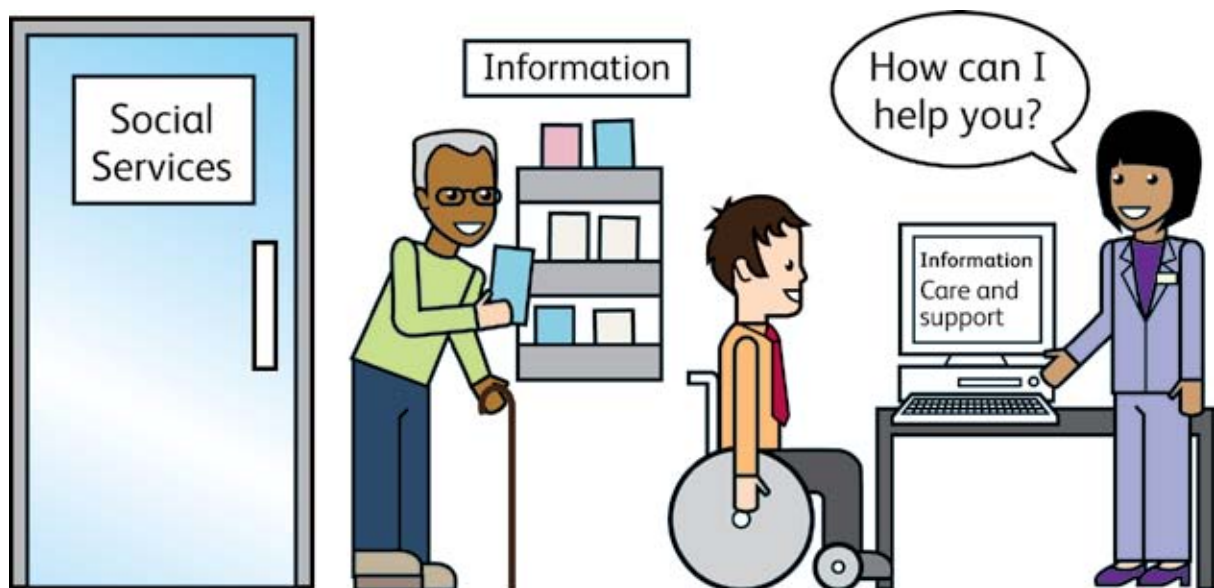
## 4 – Information

You will be able to understand and find your way through the care system easily.

Most people know nothing about **care and support** services. They only start thinking about services when they begin to need them.

So we must make it easy for people to find the right information when they need it. They will need information about

- who can help.
- what **care and support** they can expect.
- how quickly they can get it.





## 5 – Personalised care and support

The services you use will be built around the way you live and around your needs.

**Care and support** services will be built around the person's needs shown in their care plan.

We want people to be able to choose and control their **care and support** services if they want to. This is because they know more than anyone else what their needs are. We will also make sure people get any help they need to choose their **care and support** services.

We also want people to choose how much support they get from **carers**, and for **carers** to choose how much support they give. We do not want **carers** to become ill after trying to do too much.

### Carers

These people look after someone who is ill or disabled. Most carers are a member of the family.

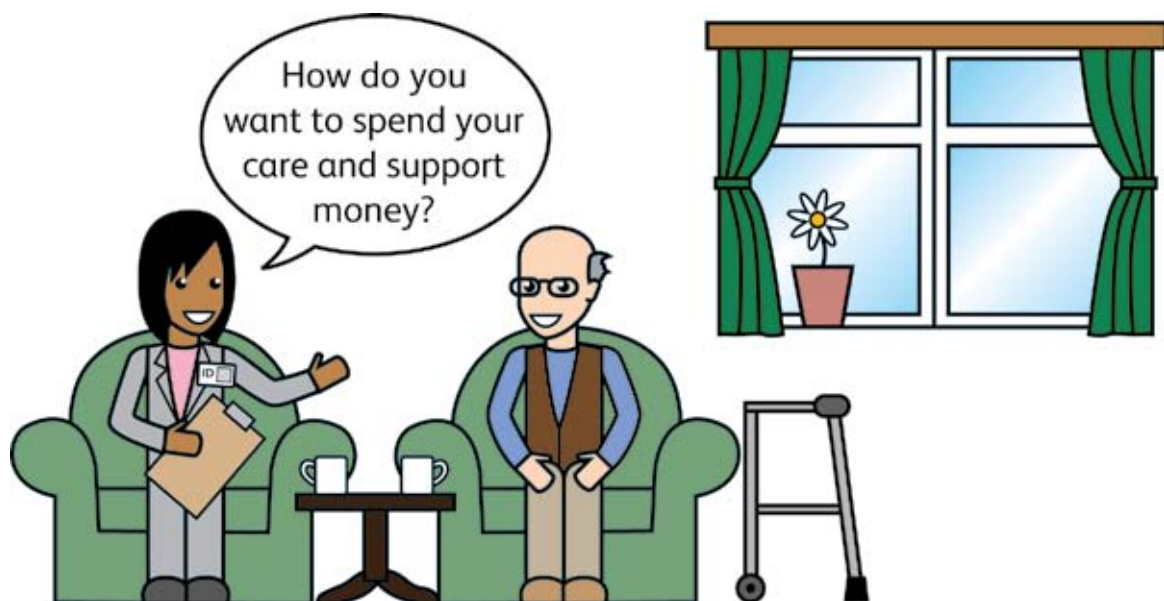


## 6 – Fair funding

Your money will be spent wisely. We want to make sure there is some money for **care and support** for everyone who needs it.

Everyone who needs care will get

- some help to pay for their **care and support** needs.
- some help to spend their **care and support** money wisely.



The new National Care Service will take a few years to set up, so we will bring it in a bit at a time. But we already know the new **care and support** system will cost more money. The next chapter talks about the hard decisions and choices we have to make.

### Question 1

Chapter 3 talked about the 6 things you can expect from a National Care Service. Have we missed anything? Do you have any ideas for how we could make these things happen?

## 4 – Making the new system happen

We want the new **care and support** system to be a big success for everyone. But to make this happen we need

- more **joined-up services**.
- more and different **care and support** services.
- new and better **care and support** services that we know work well.

### More joined-up services

For the new **care and support** system to work at its best, we need more **joined-up services**

- to keep people well for longer.
- to help people live at home for longer, if that is what they want.



Some areas already have **joined-up services**. This is making a big difference to the people who use services in those areas, and it is saving tax money which can be spent on other **care and support** services.

Freda's **case study** shows how **joined-up services** can work.

### Case study: Freda

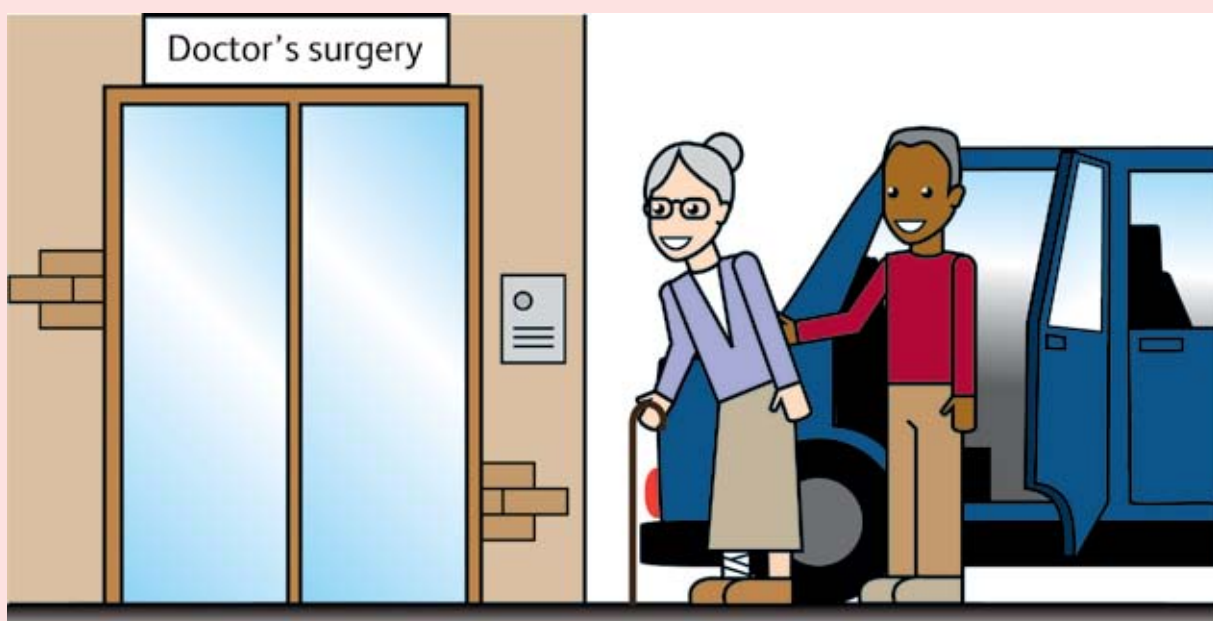
Freda lives on her own and cannot see very well. She used to have a good memory, but now she forgets some day-to-day things.

Not long ago Freda fell and cut her leg. To help make it better, a nurse needed to change the bandage from time to time at the doctor's or at Freda's house.

But Freda sometimes forgot to go to see the nurse or forgot if the nurse was coming to visit her. And because it was not being looked after properly, her leg got a lot worse.

The nurse knew that if things went on like this, Freda might need to go into hospital to put things right.

So the nurse asked a volunteer to pick up Freda and take her to the doctor's when the bandage needed changing. This meant Freda saw the nurse at the right time to look at the cut and change the bandage.



Freda's leg is better now, and she did not need to go into hospital.

## More and different care and support services

Care and support services will change a lot in the next few years.

- People will want more choice and control over the services they use.
- People will use their **care and support** money in new and different ways. For example, people may decide to go to a football match instead of going to their local day centre.



- People will want first class services that meet their needs. England has very **diverse** groups of people, so **service providers** must also make their services fit the needs of a lot of different kinds of people.

### Diverse

This is a mix of different kinds of people.

- New and better science will give people more choices.
- **Service providers** will have ideas for new and better services.

These changes will have a big effect on all **service providers**. If needed, local councils can help **service providers** to understand what different people in their area need.



## Better care and support services we know work well

People want first class and safe services when they need them. And this is also good use of tax money.

This is because it is better to have a first-class service which keeps people well and able to look after themselves for longer than to have second-class services which mean people need more services later.

We want **care and support** services to get even better, so we think it would be a good idea to set up a group of experts outside government to build up **evidence** and give advice about which **care and support** services work best and make best use of tax money.

### Evidence

This is facts or numbers that prove something is true or not true.



### Question 2

We think the National Care Service should have first-class **joined-up services** where people can choose the services they want to use

- Do you agree?
- How could we set this up?
- What things might make it hard for us to make this happen?

## 5 – The choices

Before we can set up a new National Care Service we must make some very hard decisions. This chapter shows the choices we have about

- who should pay for the new **care and support** system.
- the best way to use tax money we have for **care and support** services.

But when we talk about a new **care and support** system, we do not include paying for the place a person lives in or for their food. People must pay for these whether or not they need **care and support** services.

### Who should provide and pay for care and support?

Most people agree that everyone should help to make sure people get the **care and support** they need. But people cannot agree who should provide and pay for **care and support**. So this is one of the hardest decisions we will have to make.

There are 3 main groups who could provide or pay for **care and support**.

- The people who use the **care and support** services.
- The families of people who use the **care and support** services.
- Everyone who can afford to, through tax collected by the government.

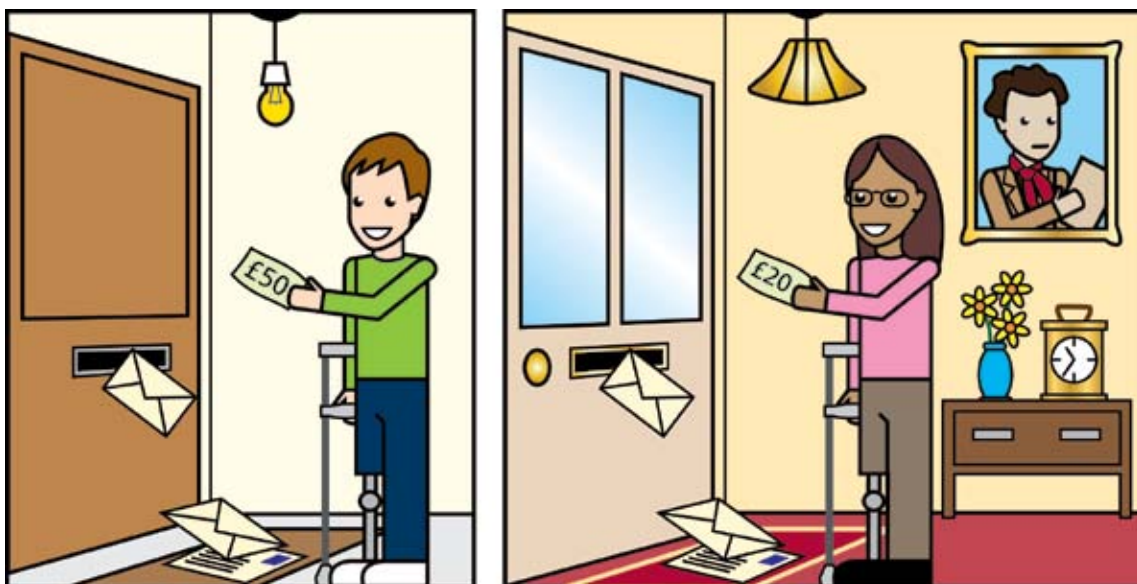




When we talked to people a year ago, most people said that at least some of the cost of the new **care and support** system should be paid for out of tax.

- Some said people should pay something towards the cost of the services they use, and the rest should be paid for out of tax.
- Some said the whole cost of the **care and support** system should be paid for out of tax, like the National Health Service.

Because of what people said, we want to make sure that if you need care, tax will always pay at least some of your **care and support** costs.



But we must make sure tax money is spent carefully and not wasted.

## Other important decisions

We also need to think if we need to set **criteria** for deciding how money for **care and support** is spent.

### Criteria

These are the questions people think about when trying to decide whether to do something or not.

For example, we need to decide if tax money for **care and support** services should depend on

- Where people live

Should there be 1 **care and support** system for all of England?

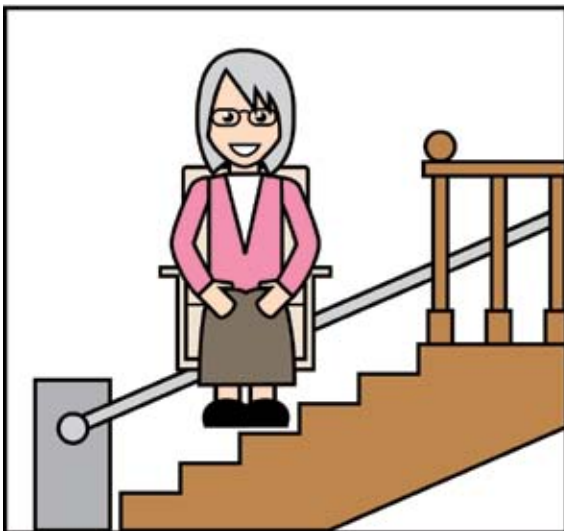
Or should local councils decide how much money people in their area will get for **care and support**?

- When a person starts needing a care service

Should there be 1 way of paying for **care and support** for everybody?

Or should the way people pay for **care and support** be different for

- people whose care needs start later in their lives?
- people who have needed **care and support** since they were young?



- If they have money to pay for some of their needs

Should we only pay for **care and support** for people who cannot pay for it themselves?

Or should we pay for **care and support** in the same way for everyone?

This is what people told us when we talked to them last year.

- Most people said it was not fair for people to get more or less **care and support** because of where they live.
- People could not agree if **care and support** should depend on when a person started needing a care service. But most thought it was important for everyone to get the same good care.
- People could not agree if everyone should get the same help for **care and support** services. Some said that people should pay for their own **care and support** services if they were rich. Other people said this was not fair.

Hundreds of people told us what they thought about these questions. What they said has helped us to work out some ideas about how to pay for the new **care and support** system. That is what we talk about in the next chapter.



## 6 – Paying for the new system

When we asked people about what they wanted in a new **care and support** system, they told us about a lot of things. Many told us to make sure the money already in the **care and support** system is being spent properly and not being wasted.

So we looked at all the different ways money is used to pay for the **care and support** system.



This is what we found.

- Most of the money for the **care and support** services is used well.
- We think some money could be used in better ways in the new **care and support** system.
- **But the biggest thing we found** is that a lot more money will be needed to pay for the kind of **care and support** system people want.

We think it is right that the government should help everyone with **care and support** needs to pay for some of the services they use. But the money the government has for care and support will not be enough in the future. And that leaves a big question about where the extra money to pay for people's care will come from.

This chapter is about where that extra money could come from.

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## Money we think might be used in better ways

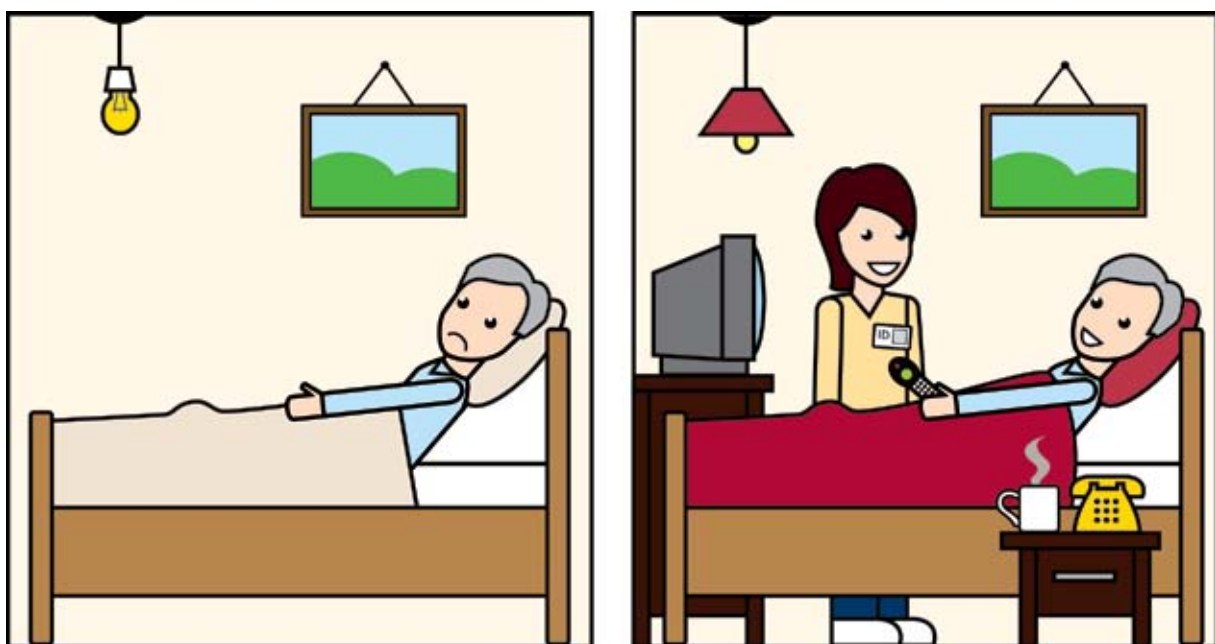
In 2007, we spent £14.7 billion on care and more than £6 billion was spent on disability benefits for people over 65.

### Disability benefits

We know that many people who get disability-related benefits like Attendance Allowance have a lot of needs and do not have a lot of money, so these benefits really help them. And we know that people like the way that disability benefits can be spent on whatever people want.

But we also know that some people who get disability benefits are better off. Sometimes people have to apply more than once for support, which is confusing.

So we think it might be a good idea to put the money from some disability benefits, such as Attendance Allowance, and care services together to make a better system. And we think there are ways of making the system better and simpler.



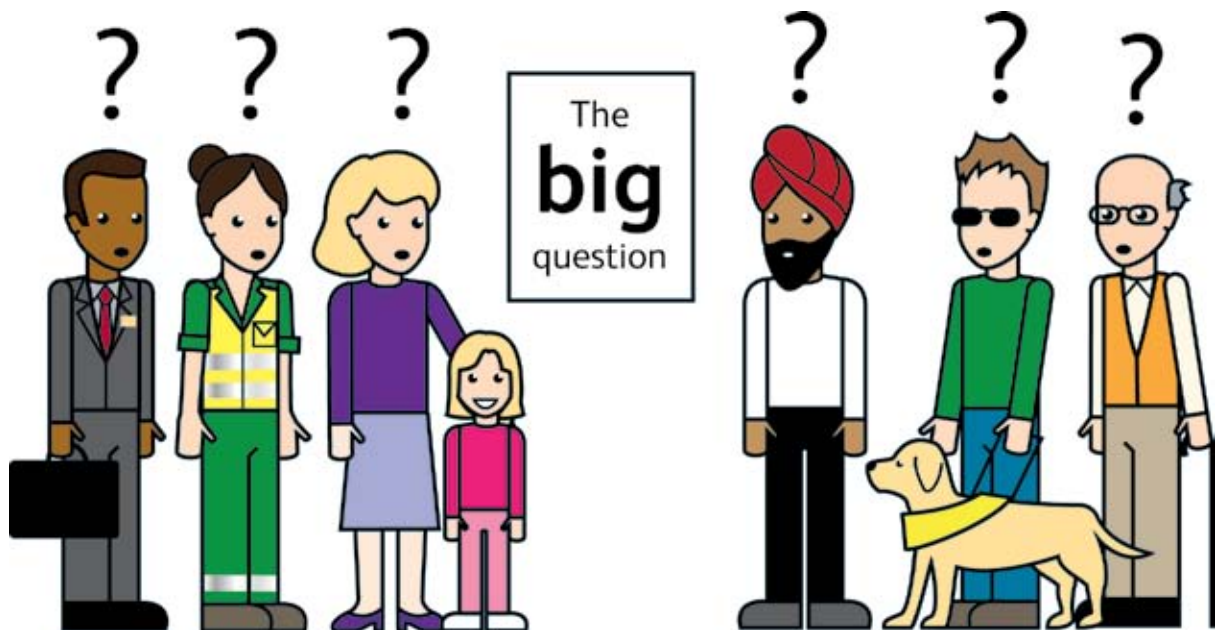


If the system changed, we would make sure that everyone who gets these disability benefits at the moment would get the same level of support.

## Extra money for a new care and support system

We can use the money that is already in the **care and support** system to help **everyone** pay for **some** of the **care and support** services they will use in the future. But it cannot pay for **all** the **care and support** services people will be using in the future.

So, as more people start to need **care and support**, we must find a way to bring extra money into the **care and support** system to pay for it. The big question for all of us is where the extra money will come from.



We looked at 5 ways of getting this extra money.

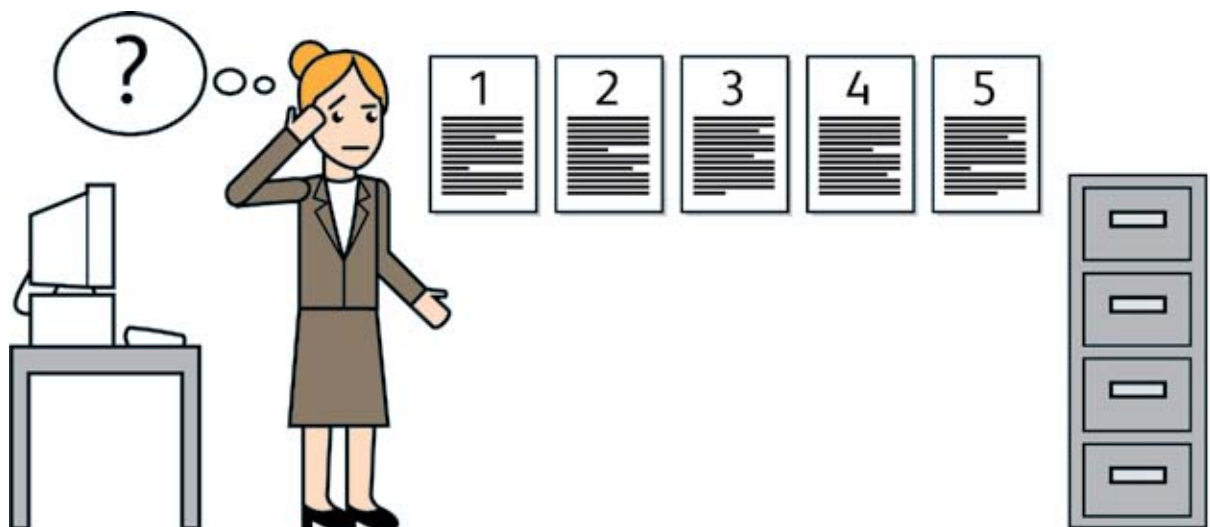
- 1 – Pay for yourself
- 2 – Partnership
- 3 – **Insurance**
- 4 – Comprehensive
- 5 – Paid for out of tax money

### Insurance

This is protection against something that **might** happen in the future. Lots of people pay some money to a company **in case** they need **care and support** in the future. Then, if they **do** need **care and support** services later, the company pays for it.

On the next few pages

- we talk more about the 5 ways of getting the extra money.
- we say which of them we think could work, and which of them we think could not work.





## 1 – Pay for yourself

This system gets extra money for **care and support** services by people paying for all their own **care and support** when they need it.

There would be no help from the government.

For example, people could pay the cost of their **care and support** out of savings, or they could buy **insurance**.



We think the pay for yourself system **could not** work because

- many people could not pay for the **care and support** they need.
- people with savings or who own a house could pay for their **care and support**, but the high cost of care might mean they have to spend everything they have worked for and saved.

## 2 – Partnership

This system gets extra money for **care and support** services by sharing the cost between the government and the person using the services. For example, the government might pay for part of everyone's **care and support** services. So even well off people would get some money.

We would pay more for people who have less money or more care needs. And the poorest people would pay nothing.

We think the partnership system **could** work because it shares the cost of **care and support** between the person who uses the service and the government. For example.

- **Everyone** with care and support needs would get some money from the government to pay for it, even if they are well off.
- People would also pay their own money into the system for the **care and support** services they use, as they do now.
- People who live in a **care home** but own a house might get £1 from the government for every £3 they spend on **care and support**.



### Care home

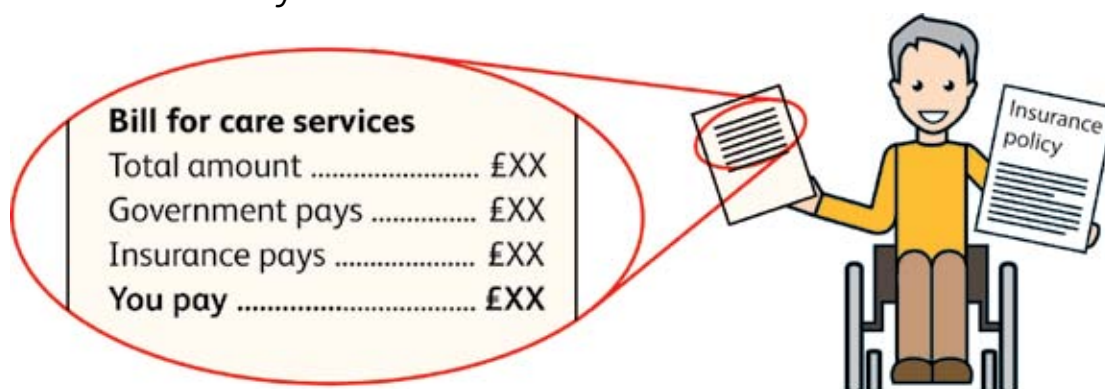
This is a place where people go to live when they are too ill or too frail to live in their own home.

- People on a medium income who get **care and support** to live at home might get £1 from the government for every £2 they spend on their **care and support**. People might have to pay for the rest of their care and support from their house, but they would not have to pay this during their lifetime. And people with less money would get more help.

### 3 – Insurance

This system gets extra money for **care and support** services

- 1 by sharing part of the cost between the government and the person using the services, **and**
- 2 by having **insurance** to help people pay their share of the cost of the services they use.



Most people would have to pay something for the **insurance**. They might pay for their **insurance** while they are alive, or they could choose to pay after they die – for example, when their house is sold.

But **insurance** is not for people who need **care and support** from when they are born. The government would pay their **care and support** costs.

We think the insurance system **could** work because it allows people to buy **insurance** to help pay for their **care and support** costs if they need it. This way, they would not have to pay as much from their savings or from their house.

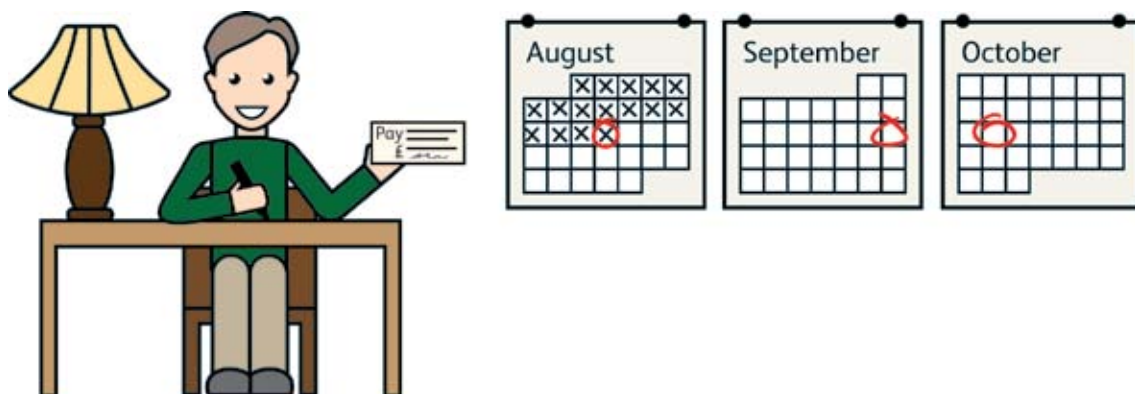
The insurance system is like the partnership system, but with **insurance** that pays towards the **care and support** costs the government does not pay for.

We could set up the insurance system in 2 ways.

- We could work with **insurance** companies to try to make **insurances** easier to understand. **Insurance** could cost less than it does now because we will always pay for some of everyone's **care and support** needs.
- We could set up a government **insurance** system that older people could pay into to protect themselves from the high cost of care and support.

People might have to pay £20,000 to £25,000 to be in the insurance system. They could pay in different ways.

- They could pay after they die. For example, when their house is sold.
- They could pay for it out of the extra State Pension they could get by working past retirement age and claiming State Pension later.
- They could pay for it out of their savings when they retire.
- They could pay for it bit by bit after they retire.



- Lots of people told us they would like to be able to save up while they are working so that they can pay their insurance contribution when they stop working. So we could have a system like that eventually. But it would not work for people who are already retired, so we would have to have a different system for those people straight away.

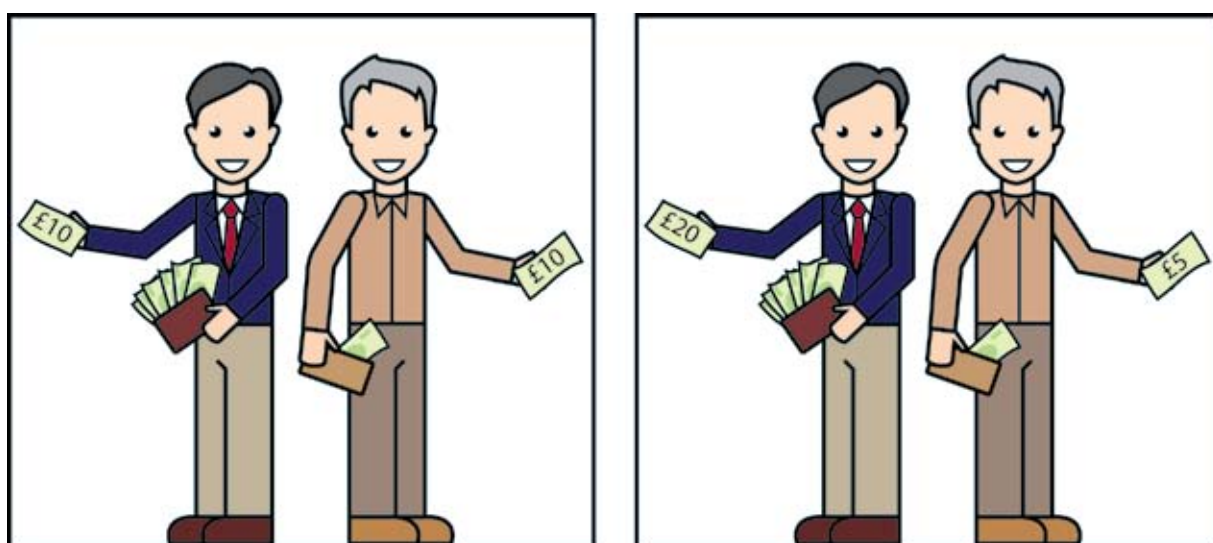
People who decided not to join the insurance system would still get help from the government to pay for part of their **care and support** costs, but would have to pay the rest themselves.

## 4 – Comprehensive

This system gets extra money for **care and support** services by telling retired people they must pay money into a government **insurance** service. Just now, retirement age is 60 for women and 65 for men.

If a retired person needs **care and support** services in the future, the National Care Service pays for it.

The National Care Service could be set up so everyone who can afford it pays in the same amount, or so people with less money pay less.



We think the comprehensive system **could** work because it is the system most people told us they want. This was

- a system they could pay into when they can afford to.
- a system that will pay for all their **care and support services** if and when they need them.

This system would mean people would not have to use all their savings and the value of their house to pay for their **care and support** in the future.



To pay for the comprehensive system

- the government could put in
  - the money we already spend on **care and support**.
  - some of the money we already spend on disability benefits, if people say they think this is a good idea.
- people over pension age would put money in.

And people could pay into the comprehensive system in different ways.

- They could pay after they die. For example, when their house is sold.
- They could pay for it out of their savings when they retire.
- People who do not have enough money to pay would have their **care and support** services paid for by the government.
- They could pay for it out of the extra State Pension they could get by working past retirement age and claiming State Pension later.
- They could pay for it bit by bit after they retire.





- Lots of people told us they would like to be able to save up while they are working so that they can pay their insurance contribution when they stop working. So we could have a system like that eventually. But it would not work for people who are already retired, so we would have to have a different system for those people straight away.

## 5 – Paid for out of tax money

This system for getting extra money means everyone pays more tax. The extra tax would pay all the costs of **care and support** for people who need care.

Most of the people who get **care and support** are old, but tax is paid by everyone.

But we think the social insurance system **could not** work, even though it is what a lot of people said they wanted. This is because

- we think it is unfair to ask fewer people to pay a lot of tax for a very big group of older people.
- we think it is unfair to ask younger people to pay a lot of tax when older people are already the richest age group in this country.  
In 2004, people over 65 had £932 billion saved up in the value of their houses.



## Other things we need to think about

There are 2 other things which we need to think about too.

- How will **carers** fit into a new **care and support** system?
- How will a new **care and support** system meet the need for local choice **and** make sure services are about equal across England?

### Support for carers

We have looked at sharing the costs of **care and support** services between the government and the people who use the services. But we also need to look at how caring for people is shared between **carers** and the government.



We think it is right that we should support people who care for other people. Most carers are very happy caring for the people they love.



But we do not want **carers** to have to give a lot of care, because it could make them ill.

So the changes to the **care and support** system will support carers in 3 ways.

- The 6 things people can expect from the new **care and support** system will help people who want to care for their family and friends. More about this is on page 15.
- The partnership, insurance or comprehensive system will pay for people's **care and support** when they need it. This is good news for all carers. It is very good news for people who got no support from in the past. More about this is on pages 36 to 40.
- We have projects which aim to make sure **carers** have a good balance between their caring work and enjoying their own life. And we have set ourselves a target for 2018 – to make sure **carers** are seen by everyone as big supporters of their families and their local areas.

## Can there be local choice and equal services across England?

Most people want equal **care and support** services across England, so no-one feels they have been treated unfairly because of where they live.



People told us

- equal **care and support** services is important for making the system fairer for everyone.
- equal **care and support** services will make it easier for them to move to another part of England because they would know what they would get from their new local council. And this could help them get a job and live a better life.

But other people said

- local councils should be able to make local decisions to meet local needs, because different parts of the country have different prices and may need different services. For example, people living in a city may have very different needs than people living in the countryside.
- local decisions should not mean that people living in 1 area should get **care and support** services when people living in another area get no **care and support** services.

So we think the new **care and support** system must be

- more equal across the country than it is now, so that people get the **care and support** they need no matter where they live.
- able to let people move around England knowing they will get **care and support** services in their new area.



To be able to do this

- councils will need new rules so that they all decide in the same way if someone has a need for **care and support** services.

This way, if someone getting **care and support** services wants to move to a different area, they would know the new council will work out their needs in the same way as their old council, and know they will still get **care and support** services in the new area.

- government must decide for the whole country about
  - who will get help to pay for their **care and support**.
  - how much of the person's **care and support** costs it will pay for.



And when that is done we must decide if the **care and support** money people get is decided by

- their local council. We call this the **part national, part local** system.
- the government. We call this the **fully national** system.

The fully national system has some good points and some bad points.

- Because **care and support** needs are worked out in the same way all over England, people could move from area to area and know they will get services that are about equal from their new council.



- It is easy to understand.
- But councils could do less about different prices and services in their area.
- And **Council Tax** would be affected because it pays for some **care and support** services.

### Council Tax

This is a local tax that pays for council services.



As you can see, there are a lot of things to make decisions about. The decisions we make will affect everyone in England. That is why we are **consulting** people, so they can help us make the right decisions.

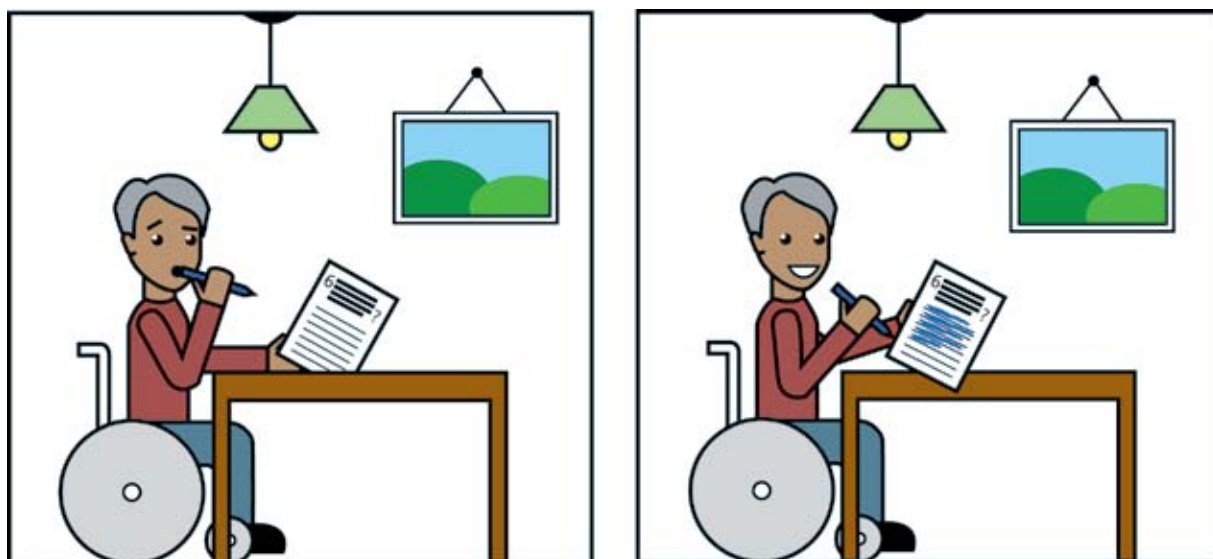
### Question 3

The government thinks there are 3 ways the **care and support** system could be paid for in the future.

- **Partnership.** Costs are shared so that everyone pays a bit. People who need care must pay some of the costs themselves if they can afford it.
- **Insurance.** Costs are shared so everyone pays a bit. If they want to, people can buy **insurance** to pay their share of the cost of **care and support** if they need it in the future.
- **Comprehensive.** Costs are shared by everyone. This means everyone pays into the system whether or not they need care. In return, everyone gets their **care and support** services free if they need them in the future.

Which system do you think is best, and tell us why you think so?

Should decisions about how much money people get be made locally or by the government?



## Notes

[illegible]

## 7 – About the consultation

### Freedom of information

This **consultation** is covered by the Freedom of Information Act 2000. This means that if you tell us what you think about our ideas for a new **care and support** system, anyone can ask us to tell them what you and everyone else told us.

This includes things like your name. And these people may use this information in things they write. This means that if you tell us things like your name, you are also telling us we can give this information to people who ask us for it.

If you do not want us to do this, you could tell us less about yourself. For example, you might give us just your first name and the town you live in.

If you do not want us to tell other people about what you think about the new **care and support** system, please tell us why. Even then, unless you have a good reason, the Freedom of Information Act may mean that we have to tell people.

If you contact us by email to tell us what you think, we cannot be sure that other people won't see your email.

More about the Freedom of Information Act is at [www.justice.gov.uk](http://www.justice.gov.uk)

### How you can join in this consultation

Everything you need about this **consultation** is on our web site at [www.careandsupport.direct.gov.uk](http://www.careandsupport.direct.gov.uk)

You can find news about this **consultation** on our web site, or contact us by post or by email. Our addresses are on the next page.

You can also

- get our full report written in English and other languages.
- get our full report in Braille.

If you need one of these, contact

DH publications orderline  
PO Box 777  
London SE1 6XH  
Email: [dh@prolog.uk.com](mailto:dh@prolog.uk.com)

This **consultation** ends on **13 November 2009**.

We will have some meetings where people can talk about our ideas for the new **care and support** system. If you want to come to a meeting, find out how on our web site at [www.careandsupport.direct.gov.uk](http://www.careandsupport.direct.gov.uk)

## How to contact us

Tell us what you think by letter or by email. Or you can use the question and answer pages and then send them to us.

FREEPOST RRYL-TJCG-KASL  
The Big Care Debate  
6 Hercules Road  
London SE1 7DU  
Email: [careandsupport@dh.gsi.gov.uk](mailto:careandsupport@dh.gsi.gov.uk)

And remember

- tell us what you think by **13 November 2009**.
- **you do not have to answer all the questions.** You can pick the ones you want to answer.

# Care and support consultation

## Question and answer pages

Please tell us your name, address and how to contact you.

We want this in case we need to ask more questions. But you don't need to tell us all these details if you don't want to.

Your name.....

Your address.....

.....

.....

.....

Please tick (✓) a box to show how you want us to contact you.

☐ by post at the above address

☐ by email. My email address is  @

☐ by telephone. My telephone number is

If you do not want us to tell other people about what you tell us, please tell us why. Even then, unless you have a good reason, the Freedom of Information Act may mean that we have to tell people.

.....

.....

## Question 1

Information about this question is on pages 15 to 22 in this booklet.

### Standard words

We want to build a National Care Service that is fair, simple and affordable. We think that in this new system there are six things that you should be able to expect:

- prevention services
- national assessment
- a joined-up service
- information and advice
- personalised care and support
- fair funding.

(a) Is there anything missing from the approach?

(b) How should this work?

### Easy-read words

Chapter 3 talked about the 6 things you can expect from a National Care Service. Have we missed anything? Do you have any ideas for how we could make these things happen?



[illegible]

## Question 2

Information about this question is on pages 23 and 26 in this booklet.

### Standard words

We think that, in order to make the National Care Service work, we will need services that are joined up, give you choice around what kind of care and support you get, and are high quality.

- (a) Do you agree?
- (b) What would this look like in practice?
- (c) What are the barriers to making this happen?

### Easy-read words

We think the National Care Service should have first-class **joined-up services** where people can choose the services they want to use

- Do you agree?
- How could we set this up?
- What things might make it hard for us to make this happen?

### Tell us what you think

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You can write more on the next page if you need to.

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## Question 3

Information about this question is on pages 31 and 47 in this booklet.

### Standard words

The Government is suggesting three ways in which the National Care Service could be funded in the future:

- **Partnership** – People will be supported by the Government for around a quarter to a third of the cost of their care and support, or more if they have a low income.
- **Insurance** – As well as providing a quarter to a third of the cost of people's care and support, the Government would also make it easier for people to take out insurance to cover their remaining costs.
- **Comprehensive** – Everyone gets care free when they need it in return for paying a contribution into a state insurance scheme, if they can afford it, whether or not they need care and support.

(a) Which of these options do you prefer, and why?

(b) Should local government say how much money people get depending on the situation in their area, or should national government decide?

The easy-read question is on the next page.

## Easy-read words

The government thinks there are 3 ways the **care and support** system could be paid for in the future.

- **Partnership.** Costs are shared so that everyone pays a bit. People who need care must pay some of the costs themselves if they can afford it.
- **Insurance.** Costs are shared so everyone pays a bit. If they want to, people can buy **insurance** to pay their share of the cost of **care and support** if they need it in the future.
- **Comprehensive.** Costs are shared by everyone. This means everyone pays into the system whether or not they need care. In return, everyone gets their **care and support** services free if they need them in the future.

Which system do you think is best, and why you think so?

Should decisions about how much money people get be made locally or by the government?

## Tell us what you think

.....

.....

.....

.....

.....

.....

You can write more on the next page if you need to.

[illegible]





## Where to send your answers

Thank you for answering our questions and telling us what you think about our ideas for a new **care and support** system.

Please tear-out from page 51 to this page and send them to us.  
This is our address.

FREEPOST RRYL-TJCG-KASL  
The Big Care Debate  
6 Hercules Road  
London SE1 7DU

It is important that we get your answers by 13 November 2009.

Please tell us if the answers are your own or those of a group. If the answers are those of a group, please tell us about the kinds of people in the groups, and how you brought together the answers from the group.

Thank you for helping us with this **consultation**.

If you know anyone who you think will want to be involved in this **consultation**

- please share this booklet with them, or
- tell them to get in touch with us for a copy of the booklet. Our contact details are on page 50 and on the back cover of this booklet.



# Words list

## Adults

These are people who are aged 18 or over ..... 5

## Care and support

This is a mixture of money, services and other things that help disabled people and older people

- take care of themselves.
- live full, active and healthy lives.
- join in with other people.
- enjoy the good things that come from **independent living**.

At its best, **care and support** can change people's lives for the better ..... 4

## Care home

This is a place where people go to live when they are too ill or too frail to live in their own home..... 36

## Carers

These people look after someone who is ill or disabled.  
Most carers are a member of the family ..... 21

## Case study

These are stories to show how **care and support** can affect people . 17

## Consultation or consulting

This is when government asks what people think about their plans, and for ideas about the best ways of doing things ..... 3

## Council Tax

This is a local tax that pays for council services..... 46

## Criteria

These are the questions people think about when trying to decide whether to do something or not ..... 28

## Diverse

This is a mix of different kinds of people ..... 25

## Evidence

This is facts or numbers that prove something is true or not true ..... 26

## Green Paper

A Green Paper is a **consultation** booklet about the government's ideas to change the law. It is written so you can talk about the changes, ask questions and say what you think about the ideas ..... 3

## Independent living

This means people having choice and control over the **care and support** services they need to live their lives the way they want to..... 4

## Insurance

This is protection against something that **might** happen in the future. Lots of people pay some money to a company **in case** they need **care and support** in the future. Then, if they **do** need **care and support** services later, the company pays for it..... 34

## Joined-up services or joined-up working

This is when a **service provider** makes sure their service links well with the services of other **service providers**..... 19

## Service providers

These give the support that disabled people and older people need. Examples of service providers are local councils, some voluntary groups and **care and support** businesses..... 14

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