

Help for Carers

*Vouchers for
Respite at Home*





What is the Vouchers for Respite Care at Home scheme?

The Vouchers for Respite Care at Home scheme offers carers the chance to book a few hours of respite care in the cared-for person's own home.

The care is provided by a local organisation that complies with all regulations governing the provision of care. The scheme enables carers to have a short break away from the home and time off from their usual routine. They can use this time for anything they want, eg to meet friends, attend a class, go to a concert, go shopping, go out for a meal - activities that most people take for granted but carers can find very difficult to arrange.



How do I get some vouchers?

If the person you care for is an adult who is no longer at school, phone the Council's Access Team on **0845 30 111 20** and explain that you would like some vouchers. They will ask you a few questions to confirm that you are a carer. If the person you care for is still at school, phone the Child Health Team on **01738 447479**.

You do not need to have had any previous involvement with the Council's Community Care services to qualify for vouchers.

They will send 10 vouchers to you with a letter explaining how to contact the care providers.



How does it work?

Once you have received your vouchers you can contact the care provider to arrange your first break. You need to give them about two weeks notice before the first session, to give them time to come and do an assessment in your home. After the first session, they do not need so much notice. For each hour of care, you pay the care provider with one voucher plus £2.50. So, for example, 3 hours care would use up three vouchers and cost you £7.50. You pay the care provider, usually by post, sending them a cheque plus the required number of vouchers.



How many vouchers can I get?

You will get 10 vouchers which are valid for 90 days. You can apply for more vouchers after the 90 days whether or not you have used all of them. Sometimes there can be a waiting list for vouchers and new vouchers may not be issued to you straight away.

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting Customer Service Centre on 01738 475000.



Council Text Phone Number 01738 442573

All Council Services can offer a telephone translation facility

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