

SCENARIOS – examples of how the options could affect customers

There are a wide range of potential permutations within the options. These depend on the particular customer, their needs and their funding thresholds. The scenarios below are indicators of how some of these people may be affected depending on what choices they may make.

The scenarios are based on indicative figures. In practice, customers have their total needs met within the envelope of their Resource Allocation System (RAS) amount, rather than getting specific payments for specific things.

| Customer A - Already receives a direct payment and still needs a hot meal delivered | |
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| What she currently gets | What could happen with new arrangements |
| Customer A currently receives a direct payment and arranges her own care. She also receives mobile meals 7 days a week. She wants to carry on having a hot meal delivered daily. | As Customer A already has a direct payment, she starts to receive an additional £15.96 per week. This is to cover the delivery part of her hot meals. She can then choose where to buy her meals from and how much she wants to spend. As she is used to paying £3.05 a day for mobile meals, this means that she now has a total of £37.31 a week to spend on having a hot meal delivered. That is £5.33 per meal. If she chooses meals that cost up to this amount, she will not be worse off. She may choose to pay more if she wishes. The average cost for a standard British/European meal, from the information we have, is £4.88. |

| Customer B - Has a managed direct payment and still needs a hot meal delivered | |
|---|---|
| What he currently gets | What could happen with new arrangements |
| Customer B has a direct payment, but it is managed for him so that he doesn't have to worry about making arrangements himself. He receives mobile meals 7 days a week. He wants to carry on having a hot meal delivery. | Customer B's direct payment is increased by £15.96 a week and this is managed for him along with the rest of his direct payment. He would receive initial support/advice to set up a new meal delivery and an independent organisation would manage the payments on his behalf. As he is used to paying £3.05 a day for mobile meals, this means that he now has a total of £37.31 a week to spend on having a hot meal delivered. That is £5.33 per meal. If he chooses meals that cost up to this amount, he will not be worse off. He may choose to pay more if he wishes. The average cost for a standard British/European meal, from the information we have, is £4.88. The difference between this customer and customer A is that a direct payment support service would help him manage the financial parts of the process. |

Customer C – Can heat meals up but can't order for herself – she wants to order from a national frozen meal provider

| What she currently gets | What could happen with new arrangements |
|--|---|
| Customer C receives mobile meals 7 days a week. However, she would prefer to have meals delivered that can be heated at a time that suits her. She can heat them, but she can't order them for herself. She does not receive home care and her financial circumstances mean that she would not have to pay for it. | Customer C starts to get half an hour home care each fortnight to help her with ordering her food. She chooses a dedicated meal delivery company, as when they are delivered, they would be put in the freezer for her. (If she orders from a supermarket this may not happen.) The financial impact on Customer C depends on where she chooses to buy her meals from. She previously spent £3.05 a day on her mobile meal. The extent to which she is better or worse off depends on his choice of provider. A frozen meal and dessert can typically be purchased for £3.50, but there is a wide variety to choose from. Based on £3.50 per meal, it would cost her £3.15 a week more. |

Customer D - Already has a home care visit at lunch time and doesn't have to pay for care

| What he currently gets | What could happen with new arrangements |
|---|---|
| Customer D has a home care visit at lunch time for half an hour. He also has a mobile meal 7 days a week. He doesn't have to pay towards his home care. | Customer D could have his home care visit extended by 15 minutes a day so that the carer can heat a frozen meal up for him. The costs of the food would be the same as for Customer C (above). As Customer D does not have to pay for his home care, the extent to which he is better or worse off depends on his choice of provider. Typically he could be an average of £3.15 a week worse off. |

Customer E - Already has a home care visit at lunch time and has to pay for care

| What she currently gets | What could happen with new arrangements |
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| Customer E has a home care visit at lunch time for half an hour. She also has a mobile meal 7 days a week. She has to pay for her home care. | Customer E could have her home care visit extended by 15 minutes a day so that the carer can heat a frozen meal up for her. The costs of the food would be the same as for Customer C (above). As she has to pay for her home care, then she would have to pay an additional £21.77 per week for the extra home care. She could also have to pay an average of £3.15 a week extra towards food due to the cost of the food, but this depends on what choice of provider she makes. This means that she could be £24.92 a week worse off and would be unlikely to take this option. |

Customer F – Does not have home care or a direct payment, and needs a Caribbean meal

| What he currently gets | What could happen with new arrangements |
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| Customer F currently receives a Caribbean mobile meal 7 days a week. He needs to continue receiving a hot meal daily and wants a direct payment. | Customer F starts to receive a direct payment for the delivery element of his meal. This is £15.96 a week. He finds a provider of Caribbean meals and the cost of each meal is an average of £6.20. Taking off the £15.96 for delivery and the £21.35 (£3.05 daily) for his food that he is used to paying, he would be an average of £6.09 a week worse off. However, it should be noted that the majority of Caribbean meals are between £5.95 and £7.71, which would mean that he may either need to decide to pay more or choose a different meal option. |

Customer G- Needs a diabetic, low salt, Gujarati meal

| What he currently gets | What could happen with new arrangements |
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| Customer G currently gets a mobile meal 7 days a week. He does not receive home care. He has special dietary needs due to his health. He likes Gujarati meals. | Customer G could take a direct payment of £15.96 for delivery and arrange for meals to be delivered from a specialist provider of Gujarati meals. The cost of these meals, including delivery, is £5.25 (£36.75 a week.) Including the direct payment and the daily £3.05 he is used to paying, he has £37.31 available a week. This means that his meals will cost him 56p a week less. |

Customer H - Still wants a hot meal delivered, arranged by the Council

| What she currently gets | What could happen with new arrangements |
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| Customer H currently gets a mobile meal 7 days a week. She does not have home care at the moment and a direct payment is not suitable for her. | The Council could contract with a provider to continue to deliver meals to Customer H. She would continue to pay the £3.05 per meal and there would be no additional costs to her. The only difference for Customer H is that someone else will be delivering her meals. |