

## **Carer has respite fees refunded following complaint**

A man said it was unfair that deductions were made from payments he received towards the cost of his daughter's respite care.

His daughter, who has complex medical needs, takes short breaks either in property privately rented by him, or in the family own home. The man pays for carers to look after her during these stays.

He complained that as his daughter does not go to a residential home owned or arranged by the Southern Health and Social Care Trust, that it should not be deducting money from his direct payments as a contribution towards her care.

After discussing the situation with the Trust and looking at the information it provided, we found that it applied the contribution charges in a universal way, regardless of where the short break was taken. We believed it was not appropriate in this case.

We were satisfied that although the circumstances were unusual, the Trust did not have a policy or other guidance which covers where respite is taken outside of a residential or nursing home.

We asked the Trust to correct this.

We also recommended that it stop deducting the contribution charge from the payments to the man, and that it repays the money taken so far.

The Trust accepted our recommendations.