INFORMATION CENTRE

Template letters

Clear, polite, firm letters you can copy, fill in and send, each with the law behind it, so you can ask for what you are entitled to with confidence.

IN BRIEF

These free template letters cover the requests families most often need to make in England: care and carer's assessments, financial assessments and disability-related expenses, NHS Continuing Healthcare checklists, appeals and past claims, complaints, grants, hospital discharge and council tax. Each explains when to use it, who to send it to and the law it relies on.

Asking the council for a care needs assessment

When an adult seems to need help with everyday life, such as washing, dressing, eating, getting to the toilet, moving around safely or managing at home.

Open the letter →

Asking the council for a carer's assessment

When you look after, or are about to start looking after, an adult who could not manage without your help, and caring is affecting your health, work, sleep, money or life.

Open the letter →

Asking for the written financial assessment and a disability-related expenditure review

When the council has said how much the person must pay towards care at home and you want to check the figures, or the assessment did not allow for the extra costs that come from illness or disability..

Open the letter →

Asking for a review or reassessment of care and support

When needs or circumstances have changed (a fall, a hospital stay, worsening dementia, a carer who can no longer cope), or the care plan or personal budget no longer meets the person's needs..

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Asking for an NHS Continuing Healthcare Checklist

When someone's health needs are significant or getting worse, for example a risk of choking, pressure sores, distressed behaviour, complex medicines, seizures or breathing problems, and no Checklist has been done, or their needs have changed since the last one.

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Asking the ICB to review a Continuing Healthcare decision (local resolution)

When the integrated care board (ICB) has decided that the person is not eligible, or no longer eligible, for NHS Continuing Healthcare and you disagree with the decision or with the way it was made.

Open the letter →

Asking for a past period of care to be assessed for Continuing Healthcare

When the person paid for some or all of their care at any time since 1 April 2012, should have been considered for NHS Continuing Healthcare at the time, but never was.

Open the letter →

Complaining to the council about adult social care, then to the Ombudsman

When something has gone wrong with adult social care, such as a delayed or poor assessment, a care plan that does not meet needs, a wrong charge, or care arranged by the council, and raising it informally has not put it right.

Open the letter →

Applying for a Disabled Facilities Grant

When a disabled person needs changes to their home so they can live there safely and independently, such as a level-access shower, a stairlift, a ramp, wider doors or a downstairs bathroom or bedroom.

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Asking for a hospital discharge plan to be reviewed

When someone is about to leave hospital and you believe the discharge plan is unsafe, does not meet their needs, or was made without involving them or you as their carer..

Open the letter →

Claiming the Council Tax severe mental impairment discount or exemption

When someone has dementia or another severe, permanent impairment of intelligence and social functioning, a doctor will confirm it, and they are entitled to a qualifying benefit such as Attendance Allowance..

Open the letter →

Talk to our care team: 01865 715780

enquiries@dayandnightcare.co.uk · Out of hours: 07775 686272

Day and Nightcare Live In Limited, 9 Hollow Way, Cowley, Oxford OX4 2NA

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The latest version of this page: **www.dayandnightcare.co.uk/guides/letters/**

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Information, not advice: please check anything important with the organisation named.