

Factsheet 52 ● April 2010

## Disability Living Allowance

### About this factsheet

This factsheet covers Disability Living Allowance (DLA), a tax-free benefit paid to people to help cover the costs of disability. DLA has two components that cover care and mobility needs.

You have to be under 65 years old to claim DLA. If you are 65 years old or over and have care needs you may be able to claim Attendance Allowance (AA). Please see Factsheet 34 *Attendance Allowance* for more details.

The information in this factsheet is correct for the period April 2010 – March 2011. Benefit rates and other figures are expected to increase again in April 2011 but rules and figures sometimes change during the year.

The information given in this factsheet is applicable in England and Wales. Different rules may apply in Northern Ireland and Scotland. Readers in these nations should contact their respective national Age UK organisations for information specific to where they live – see section 9 for details.

For details of how to order other factsheets and information materials mentioned inside go to section 9.

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**Note:** Many local Age Concerns are changing their name to Age UK.

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# 1 Recent developments

- The Disability Living Allowance (DLA) rates for 2010/11 are as follows.

<b>Care component</b>	
Highest	£71.40
Middle	£47.80
Lowest	£18.95
<b>Mobility component</b>	
Higher	£49.85
Lower	£18.95

- From 6 April 2010, the State Pension age for women born after 5 April 1950 will start to gradually increase from 60 to 65, so that by 2020 it will be the same as for men. This will mean an increase to the earliest age that people can get some benefits. For information on changes as a result of the increase in the State Pension age, contact Age UK Advice on 0800 169 65 65.
- The Department of Work and Pensions (DWP) has now considered the eligibility criteria for people who are already living in the European Economic Area (EEA) or Switzerland who wish to make a new claim for Attendance Allowance, Disability Living Allowance (DLA) or Carer's Allowance (CA) or have a previous decision looked at again.

The full eligibility criteria can be found on [www.direct.gov.uk/takingbenefits](http://www.direct.gov.uk/takingbenefits) and [www.direct.gov.uk/claimingbenefits](http://www.direct.gov.uk/claimingbenefits). For further information see section 3.2.

## 2 What is Disability Living Allowance?

Disability Living Allowance is an allowance for people with an illness or disability who:

- need help with personal care, supervision, or who need someone watching over them because of physical or mental disability
- are unable to walk or have great difficulty walking, or need someone with them when walking outdoors
- have both care and mobility needs.

The mobility and care components can be claimed separately or together and the award can be for an indefinite or fixed period.

DLA is not means tested and you do not have had to contribute through national insurance to be entitled to it. It is paid on top of other benefits and may increase the amount of any means-tested benefits you receive. It may also entitle some people to other benefits for the first time.

If you are awarded DLA you do not have to spend it on care or transport. It is up to you how you spend it.

Your local authority may take the care component (but not the mobility component) into account when assessing whether you need to pay towards any care services it provides, and if so how much.

See Factsheet 41, *Local Authority assessment for community care services* for more detailed information.

## 3 Qualifying conditions

### 3.1 Qualifying periods

To be entitled to DLA you will need to satisfy the qualifying conditions for care and/or mobility for three months before your claim and six months after. You may make an application before the three months are over. If you do this, your benefit will be paid from the start of the third month. Please see section 5 for further information about making a claim.

### 3.2 Claiming DLA abroad

On 18 October 2007 the European Court of Justice ruled that some disability benefits are exportable – that is, they can be paid to people who leave the UK to live in another EEA state or Switzerland. This decision affects:

- Attendance Allowance
- Carer's Allowance
- Disability Living Allowance (care component only).

If you are considering moving to another EEA state or Switzerland you may be able to continue to receive one of these benefits but the rules are quite complicated.

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**Action:** For further information and/or to request a claim form write to: Exportability Co-ordinator, Room B120D, Pension, Disability and Carers Service, Warbreck House, Warbreck Hill Road, Blackpool FY2 OYE or email [exportability.team@dwp.gsi.gov.uk](mailto:exportability.team@dwp.gsi.gov.uk) If you have internet access there is more information on the Government website: [www.direct.gov.uk](http://www.direct.gov.uk)

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### 3.3 DLA care component

You will be entitled to the care component if you:

- are under 65 years old when you first claim and
- are severely disabled physically or mentally and
- have been severely disabled for a continuous period of three months immediately before claiming and are likely to continue to be throughout the next six months; or you are terminally ill and
- normally resident in the UK when you make your claim and (unless you are applying under the special rules for terminally ill people) have been here for at least 26 of the preceding 52 weeks.

#### 3.3.1 Bodily functions

You may be entitled to the DLA care component because you need help in carrying out your bodily functions (although this is not the only qualifying test). Bodily functions include washing, dressing, eating meals, moving around indoors, going to the toilet, seeing, hearing and thinking. The rate of pay is determined by the amount of help you might need.

### 3.3.2 Degrees of severity of disability and rates of pay

#### Lowest rate: £18.95

To be entitled to this rate, you must satisfy at least one of the following conditions:

- **a significant portion of the day:** You require attention in connection with your bodily functions from another person for a significant portion of the day (whether during a single period or a number of periods). A significant portion is taken to mean an hour or thereabouts.
- **the main meal or cooking test:** You could not prepare a cooked main meal for yourself, if you had the ingredients, using a traditional cooker. The meal can consist of whatever is appropriate to your culture. (This is a notional test to measure the severity of your disability. It does not matter whether you actually need to cook, or choose not to cook.)

#### Middle rate: £47.80

Again, you must satisfy one of the following conditions to be entitled to this rate:

- **frequent daytime attention:** You are so severely disabled physically or mentally that you require frequent attention from another person throughout the day in connection with your bodily functions. You must have a pattern of need over the day (eg help with getting dressed, eating meals, etc). This attention must be given to you at intervals spread throughout the day.
- **continual daytime attention:** You are so severely disabled physically or mentally that you require continual supervision from another person throughout the day to avoid substantial danger to yourself or another person.
- **prolonged or repeated night-time attention:** You are so severely disabled physically or mentally that, at night, you require from another person prolonged or repeated attention in connection with your bodily functions.

## Highest rate: £71.40

If you satisfy one daytime and one night-time middle rate care condition, or you are terminally ill, you will be entitled to the highest rate of the care component.

### Definitions

- **Night time:** 'Period of inactivity, or that principal period of inactivity through which each household goes in the dark hours, and to measure the beginning of the night from the time at which the household, as it were, closed down for the night.'
- **Prolonged:** 20 minutes or more.
- **Repeated:** Twice or more a night.
- **Night-time watching over:** You are so severely disabled physically or mentally that, at night, to avoid a substantial danger to yourself or others, you require another person to be awake for a prolonged period or at frequent intervals for the purpose of watching over you.
- **Terminally ill:** You suffer from a progressive disease and your death is a consequence of the disease that can be reasonably expected within six months. If you fall within this category your claim will be processed within 10 working days.

## 3.4 DLA mobility component

You are entitled to this component if you:

- are under 65 when you first claim and
- are severely disabled and
- have been so disabled for a continuous period of three months immediately before the claim and are likely to continue to be so throughout the next six months or you are terminally ill and
- can benefit from enhanced facilities for locomotion and
- normally resident in the UK when you make your claim and (unless you are applying under the special rules for terminally ill people) have been here for at least 26 of the preceding 52 weeks.

### 3.4.1 Degree of severity of disability and rate of pay

#### Lower rate: £18.95

You are entitled to this rate if you are able to walk but are so severely disabled physically or mentally that, disregarding any ability you may have to use routes that are familiar to you on your own, you cannot take advantage of a facility out of doors without guidance or supervision from another person most of the time.

#### Higher rate: £49.85

You must satisfy at least one of the following conditions to be entitled to this rate:

- **unable or virtually unable to walk:** You will be entitled to this rate if you are suffering from a physical disability that means you are unable or virtually unable to walk. Please see further information below.
- **blind and deaf:** You must be 100% blind and not less than 80% deaf. You must also by reason of the combined effects be not able without any assistance of another person to walk to any intended or required destination while outdoors. Registration as blind or severely sight impaired should be accepted as evidence of being 100% blind, even if you still have some useful vision. The level of your deafness may have to be confirmed through a current or recent audiogram test.
- **double amputee:** You must have both legs amputated at levels that are either through or above the ankle, or have one leg amputated and are without the other leg, or are without both legs to the same extent as if it, or they, had been amputated. You will still satisfy this condition if you can walk with artificial limbs.
- **severely mentally impaired with severe behavioural problems and receiving the care component at the higher rate:** To satisfy this condition you must suffer from a state of arrested development or incomplete physical development of the brain, which results in a severe impairment of intelligence and social functioning.

## Definitions

- **Severe behavioural problems** mean:

disruptive behaviour is extreme and

you regularly require another person to intervene and physically restrain you to prevent you causing physical injury to yourself or another, or damage to property and

you are so unpredictable that you require another person to be present and watching over you whenever you are awake.

- **Virtually unable to walk:** When deciding if someone is 'virtually unable to walk' several factors are taken into account: distance, time, speed and the manner in which you walk outdoors without experiencing severe discomfort. There are no set distances or times; everything is considered together. Try to include any information that might be relevant. For example, describe any pain, shortness of breath or other symptoms you experience, or explain if it takes time to recover or get going again when you have stopped.

## 4 Other benefits

Disability Living Allowance exists to provide help for any aids and/or care that you may need and that is why the income from the benefit is not included when calculating income for entitlement to Child Tax Credit, Working Tax Credit, Pension Credit, Income Support, income-related Employment and Support Allowance, income-based Jobseeker's Allowance, Housing Benefit and Council Tax Benefit.

DLA overlaps with Constant Attendance Allowance but does not affect the payment of any other non-means-tested benefit.

If you receive the middle or highest rate of the care component and you have a carer, they will be entitled to claim the Carer's Allowance (but see Factsheet 55, *Carer's Allowance*, to check how your carer's application could affect your other benefits).

If you are entitled to the higher rate of DLA mobility component you will also get exception from road tax, a blue badge for parking concessions and entitlement to Motability (see page section 4.1 for more information on the Motability Scheme) among other help.

Means-tested benefit rates can include extra money depending on your circumstances. People over 60 may be able to get extra money from the severe disability part of Pension Credit, worth up to £53.65 extra a week if they are single or in a couple where one person qualifies. If you are in a couple where both people qualify then this amount would increase to £107.30.

You could qualify for this if:

- you get the middle or highest care component of DLA and live alone (there are also some people you could live with who would not be counted) and
- no one receives Carer's Allowance for looking after you.

If you are already receiving means-tested benefits the addition for severe disability may increase the amount you get.

If you previously were not entitled to Pension Credit, Housing Benefit or Council Tax Benefit you may qualify once you get DLA because of the extra amount for severe disability or extra premiums you will be entitled to.

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**Action:** Pension Credit can be backdated for up to three months. Claim Pension Credit at the same time as you claim DLA to ensure you do not lose out. Your claim may initially be refused, but if DLA is subsequently awarded, any Pension Credit can be backdated to when you made the claim. If an award of the extra amount for severe disability is likely to mean that you will start to qualify for Housing Benefit and/or Council Tax Benefit, you should make a claim for these when you claim DLA.

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## 4.1 **Motability Scheme**

Under this scheme you can get help with contract-hire and hire-purchase cars, powered wheelchairs and mobility scooters. To access this scheme your higher mobility award must be either for a fixed period with more than 12 months to run or indefinite.

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**Action:** For more information on the Motability Car Scheme please contact the Motability Operations on 0845 456 4566 (lo-call rate) and for Motability Wheelchairs and Scooters please phone 0845 607 6260 (lo-call rate).

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## 5 Making a claim

### 5.1 When to claim

You normally need to have satisfied the DLA conditions for three months before it can be paid (unless you are claiming under the 'special rules' for terminally ill people, see section 5.8).

If you have recently become ill or disabled you can still make a claim to allow time for it to be processed – payment will start after the three-month qualifying period. If you have already needed help for at least three months claim as soon as possible, making it clear when your need for help started. Your allowance cannot be backdated to cover any period before the date of your claim.

### 5.2 Helping someone else to apply

People may need help in applying, for example because they don't like filling in forms, they have problems expressing themselves, or they have difficulty writing.

In these circumstances discuss the questions with them and help them decide the best way to explain their needs. When the form is complete you should ask them to read through (or be read) the information and sign the form to say that the details are correct.

If the person you are helping cannot sign the form – perhaps because they are too ill, or they have a mental impairment or disability – you can complete the form and sign it. There is a section on the form to complete if you are signing it on behalf of someone else. You do not have to do this if you are simply helping the disabled person to write down his or her answers on the form.

### 5.3 How to claim

You can get the claim form DLA1A by ringing the Benefit Enquiry Line on 0800 88 22 00 (free call); textphone 0800 24 33 55 (free call) or sending the tear-off slip on leaflet DLAA5DCS (DLA) which is available from some advice agencies. If the forms are sent to you because you rang the Benefit Enquiry Line or because you returned the tear-off slips, they will be dated. As long as you return the claim form within six weeks, your claim, if successful, will start on the day you requested the claim form.

If you get the claim form from a local advice agency the date of your claim will be the date the forms are received in a Disability Benefits Office.

## 5.4 Filling in the claim form

The intention is that you should be able to describe how your disability affects you on the claim form so that a medical examination is not necessary. But although the forms have been improved they are still quite long and you may want some assistance to complete them. You can get help from:

- a friend or relative who could fill the form in for you
- a local advice agency
- the Benefit Enquiry Line: the staff can provide information and advice, and can also arrange for help to complete forms over the phone or arrange for someone from the local office to come and help you complete the form. However, some visiting officers do not have much knowledge of how disability affects claimants so it is a good idea to get the form checked over by a local advice agency if possible.

If you have difficulty completing the claim form and would rather have a medical examination, you can ask for a doctor to visit.

### Help

If you are not able to get help to fill in the forms, or you would rather complete the form yourself, here are some tips.

#### **Take your time**

Read the notes and form before you start and then go through the questions carefully. Once you have finished, read through what you have written to make sure it is clear and check that you have not missed anything out – don't worry if you make mistakes and need to cross things out. The form does not have to be tidy.

#### **Give full details**

Give any information that explains your situation bearing in mind the rules above. Remember that the care component of DLA is for people needing help with care and/or supervision and these are the things to concentrate on rather than help you need with tasks such as housework and shopping.

If you don't know how long it takes you to do something, time it – it may take longer than you thought! Time the activity from the start to finish so, for example, when you get dressed you will need to get your clothes out, as well as actually putting them on. If you need to repeat a daily activity that you need help with, state the number of times that you need to do the activity, eg moving around indoors, or taking medications.

If you think that you have not given a complete picture and need some more space add a covering letter or extra paper. Put your name and your national insurance number on the letter or extra sheets; then sign it and attach it securely to the rest of the claim pack.

### **Help you might need**

In some places the form asks if you 'need help' with certain activities. Remember it doesn't matter whether or not you actually receive help. You may live alone and not have anyone to help; or you may prefer to manage on your own, but you may still need help. For example, you may not have a bath because you cannot get into the bath on your own – but you might be able to if you had some help.

Or you may get dressed on your own but only very slowly, or you get out of breath or experience discomfort, or you can only put on certain types of clothes. Add any extra information that helps describe your situation.

### **Keep notes or a diary**

If your illness or disability means you need substantial help on a regular basis it may be easy to complete the form and qualify for the allowance. For other people it may not be so clear-cut.

Perhaps your condition changes so that you have good days and bad days, or you have a mental illness or mental disability and many of the questions don't seem relevant. It may help to spend a few days keeping a note of all the times when you needed help or you had difficulty doing something on your own, or you felt you needed someone there to keep an eye on you. If you are the relative or carer of a disabled person you could do this on their behalf. This may be particularly useful if they are not always aware when they need help or supervision.

If you have any trouble keeping notes or a diary please contact any organisation listed in the further information at the end of this factsheet for help.

## **Your disability or medical condition**

The claim form asks for information about your illness or disability, but what is most important is the effect it has on your everyday life. The people who make decisions about entitlement have a book of guidance which outlines the main needs likely to arise from the different conditions. But people's situations vary – you may have more than one medical condition, your situation may be unusual or your condition may be particularly severe. This is why it is important to describe your particular needs.

## **Statements from other people**

There are sections to be completed by someone who knows you – for example, a friend or relative or a professional such as a nurse or doctor.

The person who knows you is asked to give details about your illness or disability and how this affects you. It may be better to include a personal statement from a carer or relative who has observed how your disability affects you and the help you need. A healthcare professional will still be able to provide a supporting letter if required.

It helps if the person knows a little about the rules for the allowance so that they can include the most relevant information.

## **5.5 After you send in your claim form**

After you return the form if the decision-makers need further information they may contact you, your doctor, or someone you mentioned on the form, to clarify the position and get a better idea of your needs. In some cases they may ask a doctor to visit you.

If an appointment is made for a doctor to visit, you may want to arrange for a friend or relative to be there. The doctor will not be your own doctor but one appointed by the Department for Work and Pensions. He or she will probably examine you and ask further questions.

It may be useful to make a note beforehand of the things you want to tell the doctor about the help you need and any difficulties you experience. Some people may be reluctant to admit that they have problems or cannot do something, but it is important to give a picture of your normal range of activities – not just the things you can do on a 'good day'.

When a decision has been made you are sent it in writing. DLA may be awarded indefinitely or for a fixed period depending on your circumstances. If you are awarded the allowance for a fixed period you will be sent a renewal claim form – normally about four months before the end of the period. There is a system of reviews for DLA under the ‘Right Payment’ programme, which means you may be sent a questionnaire or receive a visit to check if your needs are still the same.

## 5.6 If you disagree with a decision

When you receive the letter explaining whether you have been awarded benefit you also receive details about what to do if you are unhappy with the decision. In general you only have a month to challenge a decision, so it is important to take action as soon as possible.

If you are refused benefit or think you should qualify for a higher rate, then you have one calendar month to ask for this to be revised. If you have not been given a written ‘statement of reasons’ for the decision you can ask for this, in which case the time limit will be extended by 14 days. The one-month time limit can also be extended up to a further 12 months in certain situations if there are ‘special circumstances’ for asking for a late revision.

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**Action:** You should seek advice from a local advice agency if you wish to apply for a late revision. If you are asking for the decision to be revised you should send in any additional information that might help. The social security office may ask for extra evidence from someone such as your doctor.

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If the decision-maker looks at the decision again but you are not satisfied with the outcome, you can appeal. You should do this within one month of when you were notified about revision, although time can be extended to up to a further 12 months if your appeal has a reasonable prospect of success and there are ‘special circumstances’. You can also appeal straightaway without asking for a revision. Again, this must normally be done within one month.

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**Action:** To appeal, use the form attached to social security leaflet GL24 *If you think our decision is wrong*, explaining which decision you disagree with and why.

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The Appeals Service has the power to 'strike out' an appeal, if it is considered to be 'misconceived', for example; so it is important to explain clearly why you are appealing.

You will be sent a form asking if you wish to attend the tribunal in person or have your case decided based on the written information provided. If possible, try to attend the tribunal as this is likely to give you a better opportunity to explain your position. If your illness or disability would make it difficult to attend then discuss this with the tribunal service, which may be able to accommodate any special needs. It is also sometimes possible for a tribunal to take place in someone's home.

A DLA appeal tribunal will consist of three people, not connected with the social security office – one will be a lawyer, one a doctor and one someone with experience of disability. There will also sometimes be someone to represent the Department for Work and Pensions and explain to the tribunal how the decision on your claim was reached.

At the tribunal you or a representative will be able to put your case about why the decision should be changed. However, even if you have a representative the tribunal are likely to want you to answer some questions about your disability and the help you need as a result.

If you want to challenge a decision or make an appeal it is a good idea to seek help from a local advice agency. They may be able to help you prepare your case or represent you at a tribunal.

## 5.7 **If your condition changes**

If you are receiving the lowest or middle rate care component of DLA (or lower rate mobility component if you are under 65), and your condition changes so that you think you may qualify for a higher rate, contact the Disability and Carers Service, asking for your case to be looked at again. You should give details of the changes in your condition and why you think the decision should be changed. You may be sent a form to complete, be asked for further information, or your doctor may be contacted.

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**Important!** Be aware that if you do this, both parts (care and mobility) of your DLA claim are looked at and there is a slight risk that you could lose one or both parts. For DLA you need to satisfy the conditions for three months to get a higher rate.

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If your needs have increased and you tell the Disability and Carers Service within a month of completing the three-month qualifying period for the higher rate, the increase is backdated to the date you completed the three-month period.

If you are 65 years old or over and receiving DLA (if you have a current award of the care component), and your condition changes, you cannot start to receive the lower care component but you can start to receive the middle or higher care rates. So if, for example, you are receiving the middle rate care and you now need help during the day and the night you can apply for the highest care rate. When you are over 65 you have to satisfy the conditions for six months before your allowance can be increased.

You cannot normally receive the mobility component of DLA once you are 65 and you cannot move up or down a rate. There is an exception that allows you to receive the mobility component for the first time or move to a higher rate after 65 – but this only applies if you can show that you met the qualifying conditions before you were 65.

## 5.8 Terminal illness

People who are terminally ill can claim DLA under the 'special rules', which means there will not be a three-month waiting period.

This applies to people who have a progressive illness that may limit their life to six months or less. It is impossible to say exactly how long someone will live and some people who receive the DLA under these rules live a lot longer than six months.

Under the 'special rules' DLA was awarded for life but since September 2006 these awards have been made for a fixed period of three years and reviewed at the end of this period. People awarded under the 'special rules' before September 2006 are not affected by this change.

Since October 2007, existing 'special rules' awards in place for more than three years have been subject to a 'review exercise'. If you are in this position and under 65 your award will be reviewed. If you are 65 to 84 your award may be reviewed as part of a sample exercise. If you are 85 or over, you are exempt from these reviews.

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**Action:** To claim DLA under the special rules ask your doctor for a DS1500 report that gives details of your condition (there is no charge for this).

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Follow the instructions in the claim pack for 'special rules' (tick the box) and then send the DS1500, with the claim form/s in the envelope provided. You do not need to complete the care component section of DLA if you are assessed as being terminally ill – you will automatically receive the higher rate. If you are under 65 and you wish to claim the DLA mobility component as well, you will need to complete the first part of section 2 about walking outdoors. The form explains which parts to complete. Claims under the special rules should normally be dealt with within 15 days and a medical examination will not usually be necessary.

An application can be made on behalf of someone who is terminally ill, so people may receive an allowance under the special rules without knowing their prognosis.

## 6 Payment

DLA is normally paid by direct credit into your bank, building society or post office account. It can be paid to an appointee (someone else on your behalf) if you are not able to act for yourself. It can also be paid by cheque but only if you are unable to open or manage an account. DLA is normally paid in arrears every four weeks on a Wednesday.

If you are getting other social security benefits then you could be paid this benefit in with them as a single payment. This benefit cannot be used to repay debts through direct deductions.

## 6.1 Benefits for carers

If you are a carer and the person you care for is awarded middle or highest rate care component of DLA you may qualify for Carer's Allowance of £53.90 a week.

You must be caring for the person for at least 35 hours a week, and not earning more than £100 a week from paid work (after certain work expenses have been deducted). If you are getting a State Pension or certain other benefits you may not get Carer's Allowance as well.

However, someone with a low income who is entitled to Carer's Allowance (even if it is not paid because they are getting another benefit or pension) may qualify for more help from means-tested benefits such as Pension Credit, Housing Benefit and Council Tax Benefit. This is because of the extra amount for carers called the carer premium or addition.

Before claiming Carer's Allowance you should be aware that if the person you care for has a low income and gets the extra amount for 'severe disability' as part of their Pension Credit or other benefit they will lose this money if you start receiving Carer's Allowance for looking after them.

Even if you get a disability benefit like DLA you can still claim Carer's Allowance if you spend time looking after a disabled person, such as your partner, subject to the above-mentioned rules.

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**Action:** Contact Carers UK for information and support for carers including information about benefits for carers. Carer's helpline: 0808 808 7777 (free call), website: [www.carersonline.org.uk](http://www.carersonline.org.uk)

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## 7 Hospital and care homes

This section looks at what happens to your allowance if you are in, or move into, a hospital or care home.

## 7.1 DLA in an NHS hospital

If you are receiving DLA it stops 28 days after you enter an NHS hospital or 'similar institution' (this is not defined but could be a care home where you are fully funded by the NHS).

If you are already in an NHS hospital, you cannot start receiving DLA. But if you make a claim and satisfy the disability conditions you may be able to start receiving the allowance when you go home.

## 7.2 DLA in a care home

The mobility component of DLA is not affected by admission to a care home.

Whether or not you can receive DLA care component depends on how the fees are being met. If you are paying the full charges in a care home, you can claim and receive DLA provided you fulfil the conditions. You can receive these allowances whether you arranged the admission yourself or the local authority arranged it for you.

Payments for your nursing care in a care home do not affect your entitlement to DLA.

If you need local authority financial support to pay the care home fees, you cannot start to receive the care component of DLA. If you are already getting one of these allowances it stops 28 days after admission. But you will still retain an 'underlying entitlement' to the allowance, so that if you move out of the home you could start to receive it again.

If the local authority provides temporary funding that will later be reimbursed by you (for example, under a deferred payment agreement) the allowances can be paid for that period. Pension Credit can be paid at the same time as DLA care component in these circumstances.

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**Action:** For more information on living in a care home please see our other factsheets on care and care homes. Details of how to order them are on section 9.

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## 8 Useful organisations

### Action for Blind People

Provides free and confidential support for blind and partially sighted people in all aspects of their lives.

Tel: 0303 123 9999

Website: [www.actionforblindpeople.org.uk](http://www.actionforblindpeople.org.uk)

### Alzheimer's Society

Will advise how to apply the rules to somebody with dementia.

Tel: 0845 300 0336 (lo-call rate)

Website: <http://alzheimers.org.uk>

### Arthritis Care

Publishes Claiming Attendance Allowance with advice on filling in the form.

Helpline: 0808 800 4050 (free call)

Website: [www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)

### Attendance Allowance Unit or Disability Living Allowance Unit

Responsible for administration of Carers Allowance, Attendance Allowance and Disability Living Allowance.

Tel: 0845 712 3456 (lo-call rate)

Website: [www.dwp.gov.uk/about-dwp/customer-delivery/disability-and-carers-service/](http://www.dwp.gov.uk/about-dwp/customer-delivery/disability-and-carers-service/)

### Benefit Enquiry Line

Government-run information line about benefits for people with disabilities, carers and representatives.

Tel: 0800 88 22 00 (free call)

Textphone: 0800 24 33 55 (free call)

Website: [www.direct.gov.uk/disability-money](http://www.direct.gov.uk/disability-money)

## **British Lung Foundation**

If you have chest problems and breathing difficulties, you may find it useful to get further information before filling in the form.

Tel: 0845 850 5020 (lo-call rate)

Website: [www.lunguk.org](http://www.lunguk.org)

## **Carers UK**

National charity working on behalf of carers. Offers wide range of information on carers' rights and sources of help and contact details for local carers' support groups.

Tel: 0808 808 7777 (free call)

Website: [www.carersuk.org](http://www.carersuk.org)

## **Citizens Advice Bureau**

National network of free advice centres. Depending on available resources may offer benefits check and help filling forms.

Tel: 020 7833 2181 (for local contact details only – not telephone advice)

Website: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

## **DIAL UK**

Contact DIAL UK for details of local DIAL groups that provide local disability information and advice services.

Tel: 01302 310 123 (national call rate)

Website: [www.dialuk.info](http://www.dialuk.info)

## **Disability Alliance**

Produces (along with other publications) the Disability rights handbook.

Tel: 020 7247 8776 (national call rate)

Website: [www.disabilityalliance.org](http://www.disabilityalliance.org)

## **The Disability Law Service**

The Disability Law Service is a national registered charity that provides free, confidential legal advice to disabled adults, their families and carers.

Tel: 020 7791 9800

Website: [www.dls.org.uk](http://www.dls.org.uk)

## **Macmillan**

Up-to-date cancer information, practical advice and support for cancer patients, their families and carers from Macmillan Cancer Support.

Tel: 0808 808 00 00 (free call)

Website: [www.macmillan.org.uk](http://www.macmillan.org.uk)

## **MENCAP**

The leading UK charity for people with learning disabilities and their families.

Helpline: 0808 808 1111

Website: [www.mencap.org.uk](http://www.mencap.org.uk)

## **MIND**

The leading mental health charity in England and Wales.

Helpline: 0845 766 0163 (lo-call rate)

Website: [www.mind.org.uk](http://www.mind.org.uk)

## **Parkinson's Disease Society**

Provides support, advice and information for people with Parkinson's Disease, their carers, family and friends.

Helpline: 0808 800 0303 (free call)

Website: [www.parkinsons.org.uk](http://www.parkinsons.org.uk)

## **RNID**

National charity offering information and support for deaf and hard-of-hearing people.

Tel: 0808 808 0123 (free call)

Textphone: 0808 808 9000 (free call)

Website: [www.rnid.org.uk](http://www.rnid.org.uk)

## **Royal National Institute for the Blind (RNIB)**

Contact the RNIB for information and advice about sight problems.

Helpline: 0303 123 9999

Website: [www.rnib.org.uk](http://www.rnib.org.uk)

## **9 Further information from Age UK**

Visit the Age UK website, [www.ageuk.org.uk](http://www.ageuk.org.uk), or call Age UK Advice free on 0800 169 65 65 if you would like:

- to order copies of any of our information materials mentioned in this factsheet
- to request information in large print and audio
- further information about our full range of information products
- contact details for your nearest local Age UK/Age Concern.

### **Books from Age UK**

We publish a wide range of books for older people and those who care for and work with them. The following title may be of particular interest:

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#### **Your rights to money benefits 2010–2011**

All you need to know about the full range of benefits for the over 60s.  
£5.99

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To order this book visit [www.ageuk.org.uk/bookshop](http://www.ageuk.org.uk/bookshop) or to request a free books catalogue please call our book order line 0870 44 22 120 (lo-call rate).

## Age UK

Age UK is the new force combining Age Concern and Help the Aged. We provide advice and information for people in later life through our publications, online or by calling Age UK Advice.

Age UK Advice: 0800 169 65 65

Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)

In Wales, contact:

Age Cymru: 0800 169 65 65

Website: [www.agecymru.org.uk](http://www.agecymru.org.uk)

In Scotland, contact:

Age Scotland: 0845 125 9732

Website: [www.agescotland.org.uk](http://www.agescotland.org.uk)

In Northern Ireland, contact:

Age NI: 0808 808 7575

Website: [www.ageni.org.uk](http://www.ageni.org.uk)

## Support our work

Age UK is the largest provider of services to older people in the UK after the NHS. We make a difference to the lives of thousands of older people through local resources such as our befriending schemes, day centres and lunch clubs; by distributing free information materials; and through calls to Age UK Advice on 0800 169 65 65.

If you would like to support our work by making a donation please call Supporter Services on 0800 169 80 80 (8.30 am–5.30 pm) or visit [www.ageuk.org.uk/donate](http://www.ageuk.org.uk/donate)

## Legal statement

Age UK is a registered charity (number 1128267) and company limited by guarantee (number 6825798). The registered address is 207–221 Pentonville Road, London, N1 9UZ. VAT number: 564559800. Age Concern England (charity number 261794) and Help the Aged (charity number 272786) and their trading and other associated companies merged on 1 April 2009.

Together they have formed Age UK, a single charity dedicated to improving the lives of people in later life. Age Concern and Help the Aged are brands of Age UK. The three national Age Concerns in Scotland, Northern Ireland and Wales have also merged with Help the Aged in these nations to form three registered charities: Age Scotland, Age Northern Ireland, Age Cymru.

## Disclaimer and copyright information

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