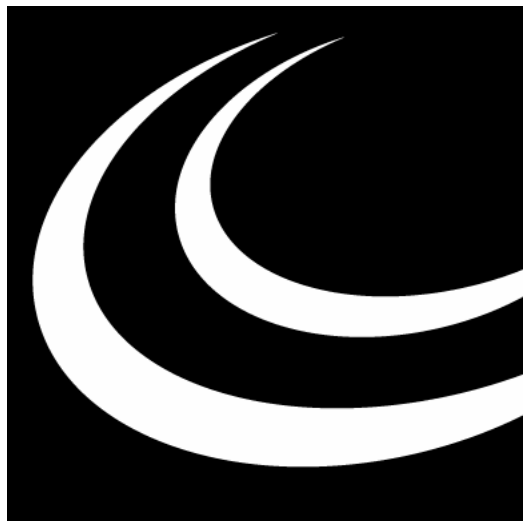


Systems Support Swift Training



Financial Assessments

August 08

Northumbria Healthcare 

NHS Foundation Trust

*In partnership
with*

NORTHUMBERLAND
COUNTY COUNCIL

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ACCESSING FINANCIAL ASSESSMENTS



- Access [Financial Assessments](#) via Launch Pad or by using navigate. Refer to the *Basic Use of Swift* manual.

The following screen will be displayed:

 A screenshot of a remote desktop window titled 'W2KSWIFT0 - Remote Desktop'. The main window is 'ATEST (ffinance) - Swift' with a menu bar (File, Edit, Navigation, Toolbar_1, Configuration, Window, Help) and a toolbar. The title bar of the main window reads 'Assessments for: Mr Tony Person (236883) 01665 533000 1 Apple Blossom Street, Alnwick, North...'. The interface shows 'Person's Details' for Mr Tony Person, including his address, key responsibility (Gwen Dollin, Adult Care Admin Team - KEY WORKER, Alnwick Long Term), date of birth (17-MAY-1940), and age (67). Below this are tabs for 'Launch Pad', 'Assessments', 'Provisions', 'Involvements', and 'Properties'. The 'Assessments' tab is active, showing a table for 'Effective From / Completion Date' and various input fields for 'Effective From', 'Effective To', 'Assess Type', 'Reason', 'Assessor/Team', 'Visit Date', and 'Calculated By'. There are also checkboxes for 'GL Resident' and 'Reg Disabled / Blind', and a 'Status' section with radio buttons for 'Actioned', 'Complete', 'Provisional', and 'Rejected'. Buttons for 'Print', 'Further Details', '< Back', 'Next >', and 'Save' are visible at the bottom.

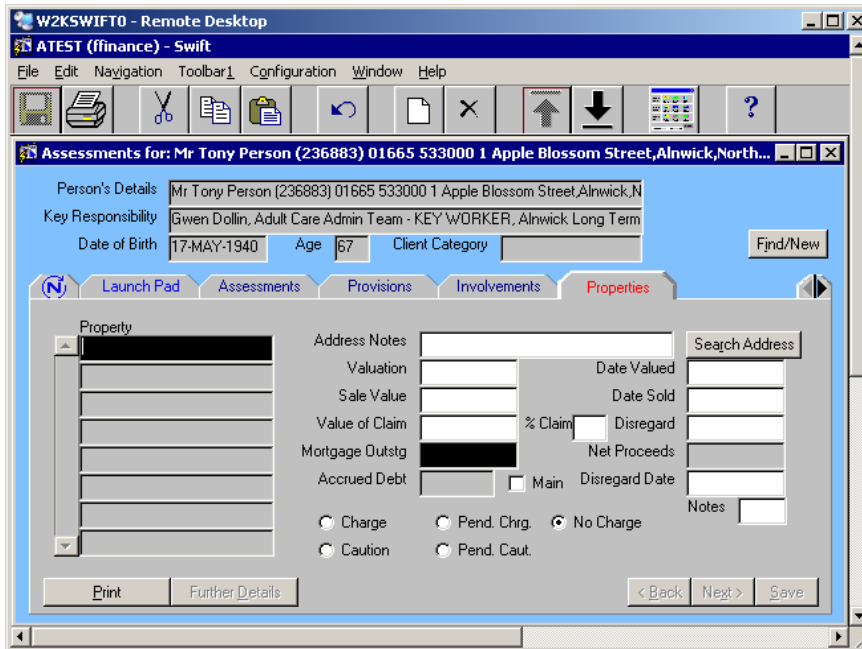
- If you have accessed Financial Assessments via Launch Pad you will need to find the client. Refer to the *Frontdesk manual - Finding a Person*.

RECORDING A FINANCIAL ASSESSMENT

Recording a Property

- Click on **Properties**.

The following screen will be displayed:



- Press **F6** to create new property details.
- Complete the following fields:

Property

Click on **Search Address** to find the address of the property. Refer to the *Frontdesk manual Finding an Address*. Once you have found the address it will be displayed in the Property summary list.

Note: if the address is not found it may need to be created on Swift.

Address Notes

Leave this field blank unless the address was not found and you have insufficient information to create it on Swift. If that is the case, enter the address information into the Address Notes field.

Note: if the address is not known you must enter "No address supplied".

Valuation

Enter the value of the property.

Note: do not use £ signs or commas, just use numerical digits.

Date Valued

Enter the date of the valuation.

Percent. Claim

Enter the percentage of the property's value that can be claimed. If the client is the sole owner of the property, the percentage claim will probably be 100. If the property is not to be included in the assessment, enter a zero.

Note: do not enter the % sign into this field, just the number.

Mortgage Outstg

This field will be completed automatically once a mortgage is recorded within further details.

Disregard

There is no need to fill this field in. Once you click on save, this field will automatically be populated with 10% of the valuation.

Note: if the client has a loan, you must add the amount of the loan to the figure automatically entered as 10% of the valuation. Click on save again to save the total amount of disregard.

Main

Click in the box to add a tick if this is the main property.

Disregard Date

Enter disregard date.


Charge

If a legal charge has been made against this property, click Charge.

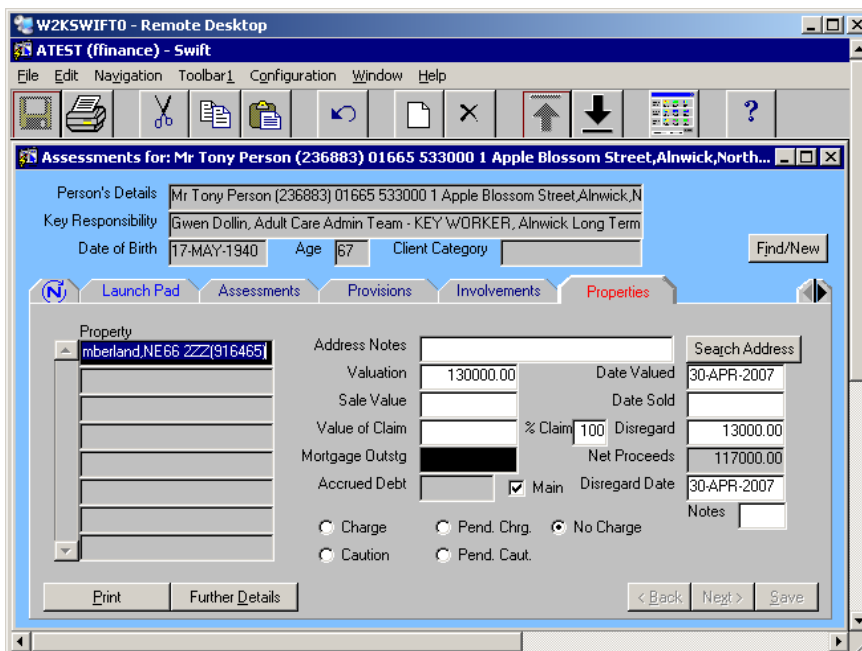
Note: the charge will automatically be No Charge unless otherwise specified.

Notes



Enter the date the charge was taken out, if applicable.

- Click on 

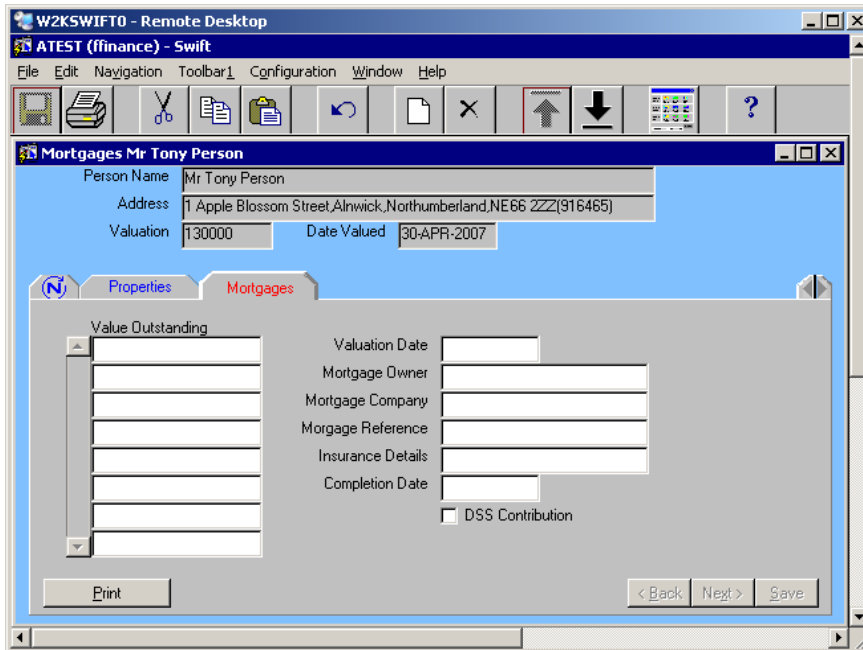
The following screen will be displayed:



Recording a Mortgage on a Property

- Click on  (if you are not already at this tab).
- Click on the appropriate property in the summary list.
- Click on 

The following screen will be displayed:



- Complete the following fields:


Value Outstanding

Enter the value of the mortgage outstanding.

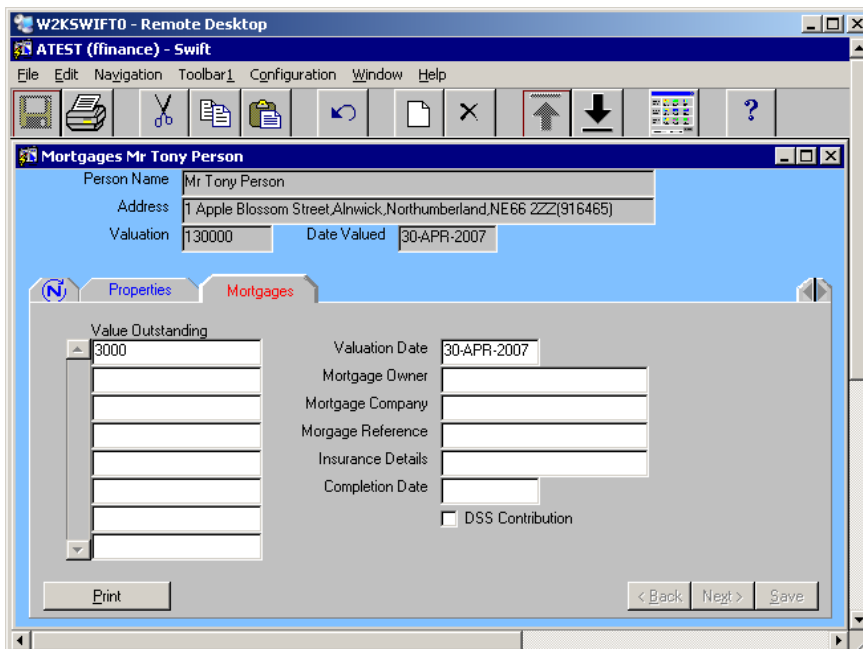
Note: do not use £ signs or commas, just use numerical digits.

Valuation Date

Enter the Valuation Date

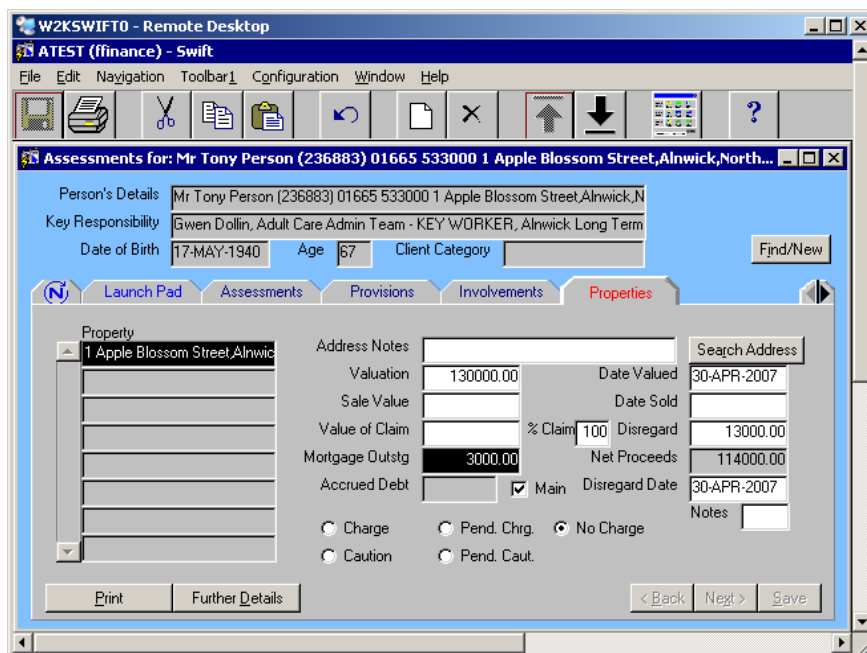
- Click on 

The following screen will be displayed:



- Click on 

The following screen will be displayed:



The Mortgage Outstg field will automatically contain the mortgage value outstanding and the Net Proceeds amount will have been reduced by the amount of mortgage outstanding.

Recording the Sale of the Property

Once the property is sold, the sale value and date of sale must be recorded:-

- Click on **Properties** (if you are not already at this tab).
- Click on the appropriate property in the summary list.
- Complete the following fields:

Sale Value

Enter the amount the property was sold for.

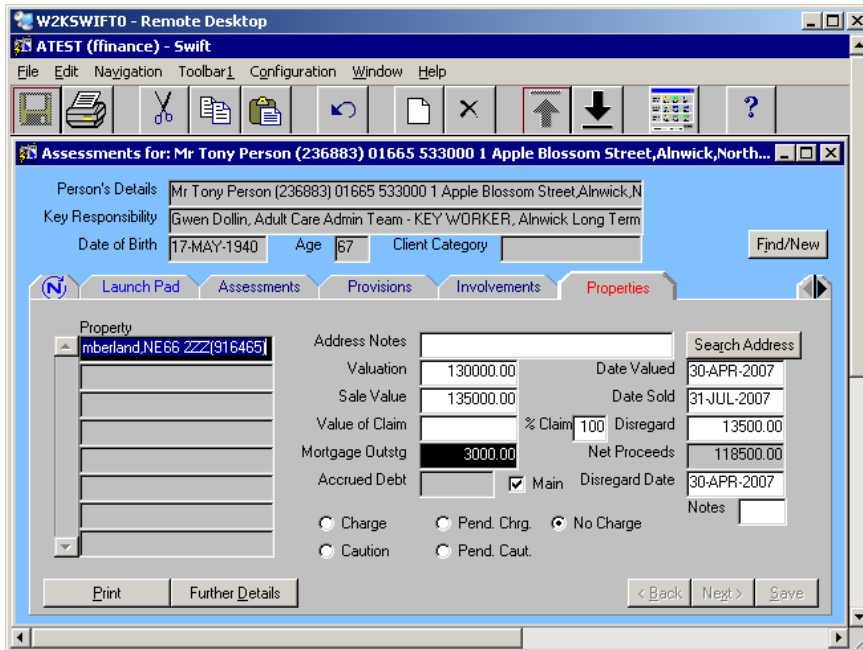
Note: do not use £ signs or commas, just use numerical digits.

Date Sold

Enter the date the property was sold.

- Click on **Save**

The following screen will be displayed:



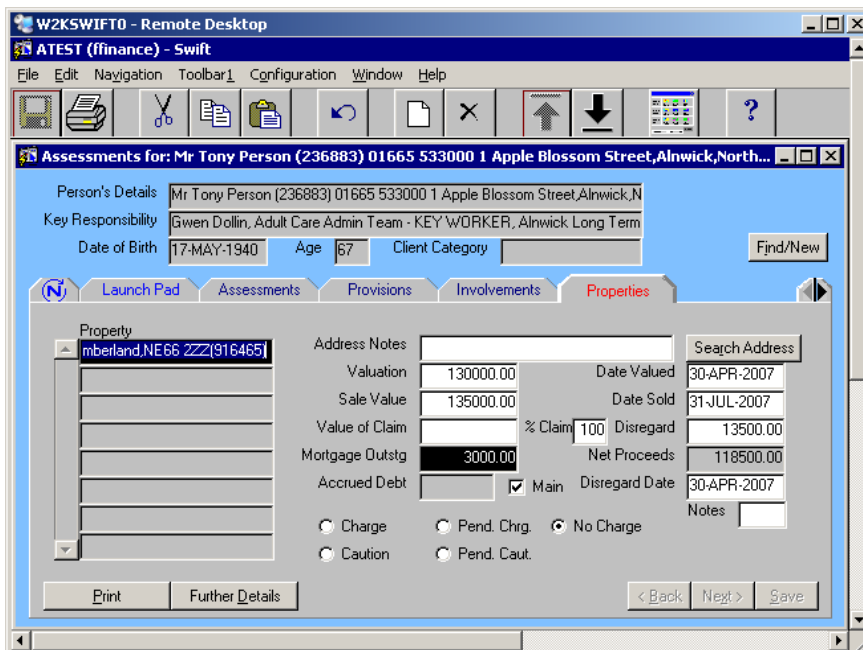
- If the capital has increased because of the sale of the property, you will need to record a new financial assessment with this additional capital.


Amending or Deleting Property Information

To amend or delete a client's property information:-

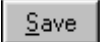
- Click on **Properties**.

The following screen will be displayed:



- To amend information, click on the appropriate record in the summary list and change the relevant details.
- To delete information, click on the appropriate record in the summary list and click on  (Delete).

Note: this will delete the whole record.

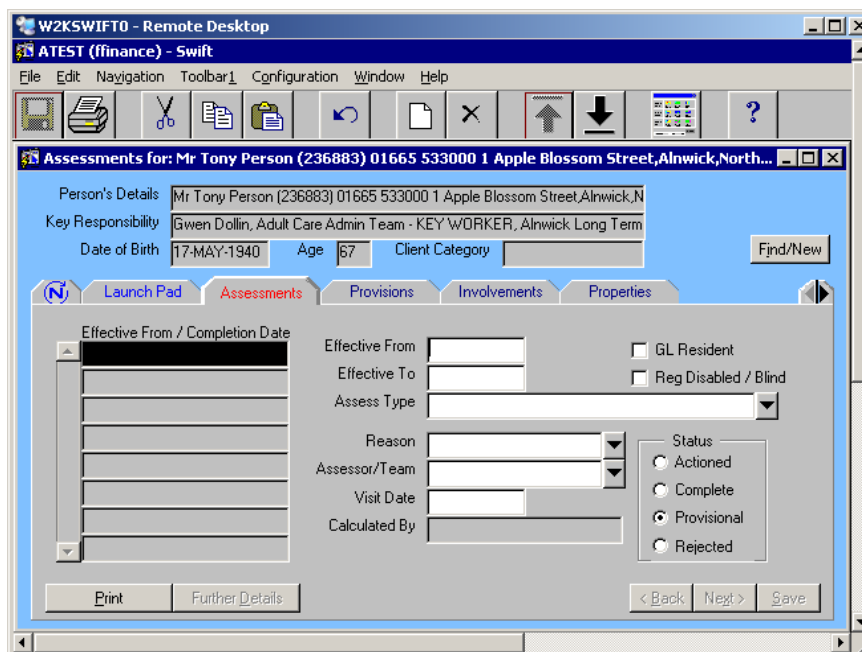
- Click on .

Assessments Screen


To begin recording a financial assessment you need to complete the Assessments screen. The Assessments screen is the same for home care as it is for residential care.

- Click on .

The following screen will be displayed:



Note if there is an ongoing home care assessment recorded, and the client has gone into long term residential care, you will need to end the home care assessment manually as Swift will not end the home care assessment automatically.

- Press  to create a new assessment.
- Complete the following fields:

Effective From

Enter the date the assessment is effective from.

Effective To

Enter the date the assessment is effective to, if known.

Reg Disabled/Blind

If the client is in receipt of the Disability Premium, click in the box to add a tick.

*Note: when you enter a tick in this field Swift will automatically reflect the standard finance amount in the calculation of the client's Income Support. This box is only for DP (Disability Premium, **not** SDP (Severe Disability Premium) or EDP (Enhanced Disability Premium)).*

Assess Type


Enter the assessment type.

Reason

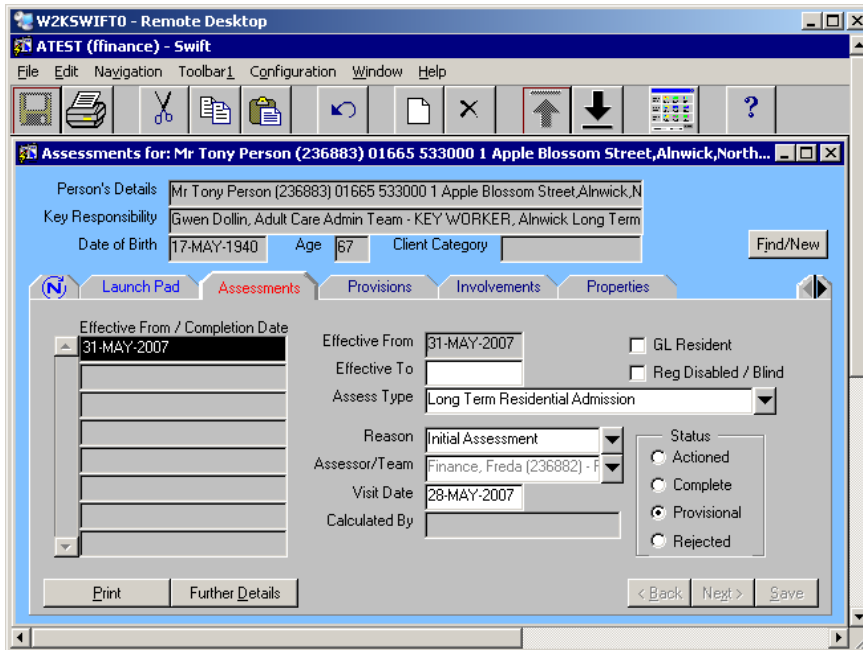
Enter the appropriate reason.

Visit Date

Enter the date that you visited to carry out the financial assessment.

- Click on . (The status of the assessment is now "provisional").

The following screen will be displayed:



The Assessor field will automatically display your name as the person logged in, and the Status box will default to Provisional.

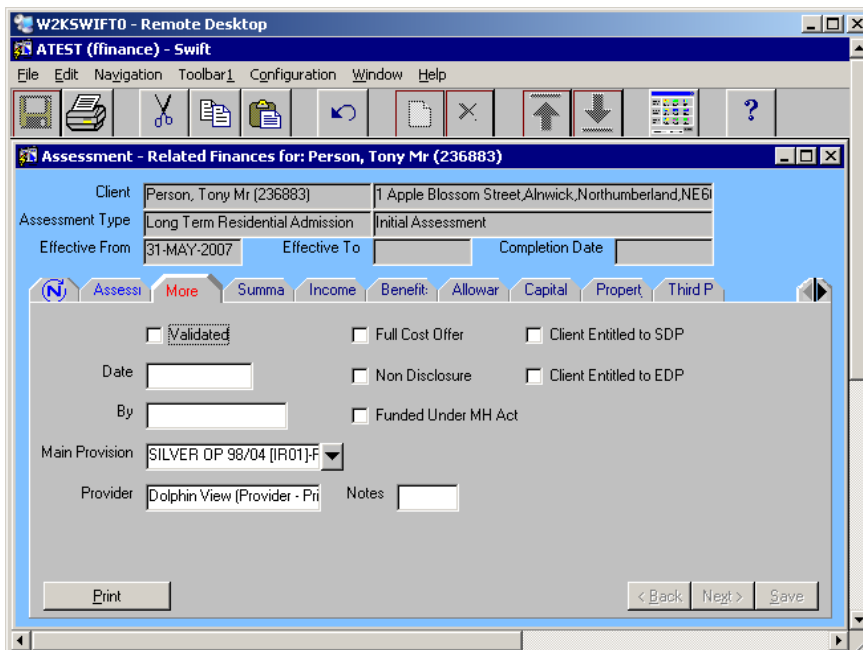
- You will now need to click on **Further Details** to access the More screen and continue with the assessment. The More screen differs, depending on whether the assessment is for residential or home care. Refer to either *More Screen for Residential Assessments* or *More Screen for Home Care Assessments* section of this manual.

More Screen for Residential Assessments

The More screen differs, depending on whether the assessment is for residential or home care. This section deals with the More screen for residential assessments.

- After completing the Assessment screen, click on **Further Details** to access the More screen and continue with the assessment.

The following screen will be displayed:



- Complete the following fields:

Validated

Click in the box to add the tick.

Full Cost Offer

If assessment is a full cost offer click in the box to add the tick.

Non Disclosure

If the person has refused to disclose their financial details click in the box to add the tick.

Funded under the Mental Health Act (Section 117).

If the person has a legal status of Section 117 click in the box to add the tick.

Date

Leave this field blank as it will automatically complete when you save.

By

Leave this field blank as it will automatically complete when you save.

Main Provision

If the client is in permanent care the Main Provision should default in automatically with the information from the Costed Packages of Care module.

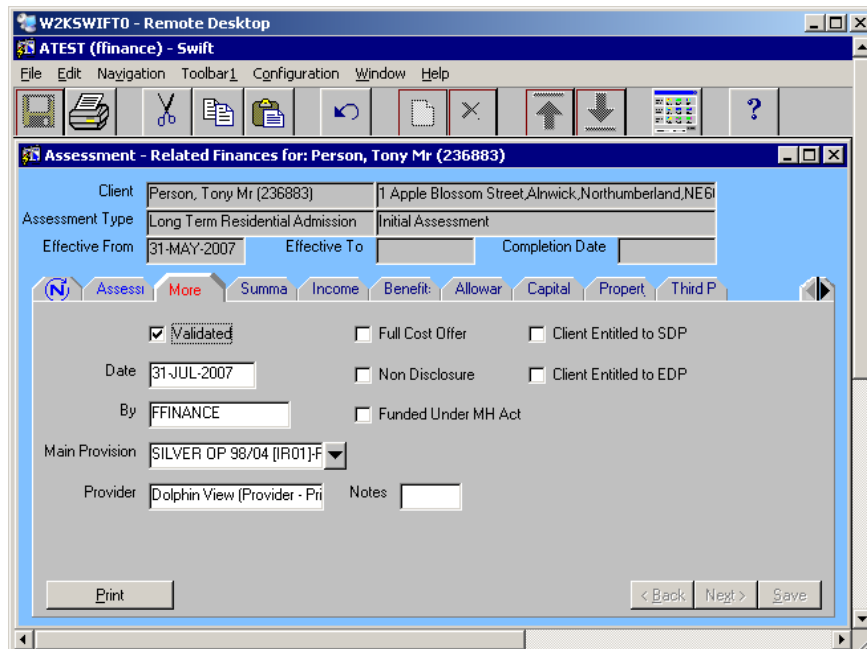
Note: if there is nothing displayed when you select from the drop down box, this may be because the Residential Provision has not been entered on Swift, it has not been authorised, or it is not valid for the assessment type. DO NOT PROCEED with the assessment if this is the case.

Provider

If the client is in permanent care the Provider should default in automatically with the information from the Costed Packages of Care module. If no information defaults into the field it may be because there is more than one Provider to choose from and you will need to click on the drop down box and select from the list.

- Click on 

The following screen will be displayed:



- You now need to record the rest of the financial details and then complete the financial assessment.

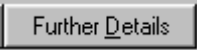
*Note: if you have ticked **Non Disclosure or Funded Under the Mental Health Act (S117)** you can now go to the Summary screen and proceed with calculating the assessment as there is no financial information to record.*

*If you have ticked **Full Cost Offer** you should record all the financial assessment information on Swift before calculating the assessment.*

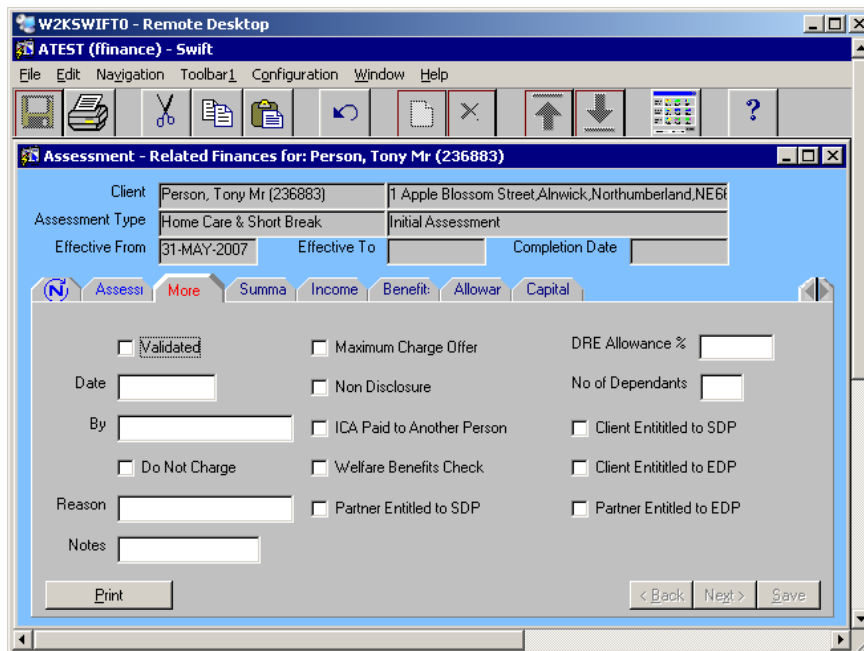
*If the assessment is for **Continuing Care**, you will need to ensure that the assessment is a nil charge. You may therefore have to nil out all the costs.*

More Screen for Home Care Assessments

The More screen differs, depending on whether the assessment is for residential or home care. This section deals with the More screen for home care assessments.

- After completing the Assessment screen, click on  to access the More screen and continue with the assessment.

The following screen will be displayed:



The screenshot shows a software window titled 'W2K5WIFT0 - Remote Desktop' containing the 'ATEST (ffinance) - Swift' application. The main window is 'Assessment - Related Finances for: Person, Tony Mr (236883)'. It features a menu bar (File, Edit, Navigation, Toolbar, Configuration, Window, Help) and a toolbar with icons for navigation and editing. The form contains the following fields and options:

- Client: Person, Tony Mr (236883) | 1 Apple Blossom Street, Alnwick, Northumberland, NE66 6JG
- Assessment Type: Home Care & Short Break | Initial Assessment
- Effective From: 31-MAY-2007 | Effective To: | Completion Date: |
- Navigation tabs: (N) Assess, **More**, Summa, Income, Benefit, Allowar, Capital
- Options (checkboxes):
 - Validated
 - Maximum Charge Offer
 - Non Disclosure
 - ICA Paid to Another Person
 - Welfare Benefits Check
 - Partner Entitled to SDP
 - Do Not Charge
 - DRE Allowance %
 - Client Entitled to SDP
 - Client Entitled to EDP
 - Partner Entitled to EDP
- Other fields: Date, By, Reason, Notes, No of Dependants.
- Buttons: Print, < Back, Next >, Save.

- Complete the following fields:

Validated

Click in the box to add the tick.

Maximum Charge

If the person has opted to pay the maximum charge click in the box to add the tick.

Date

Leave this field blank as it will automatically complete when you save.

Non Disclosure

If the person has refused to disclose their financial details click in the box to add the tick.

By

Leave this field blank as it will automatically complete when you save.

Do Not Charge

If the client is not to be charged for their services regardless of their disposable income tick this box. When you calculate the assessment, SWIFT will calculate the client's disposable income as zero.

Reason

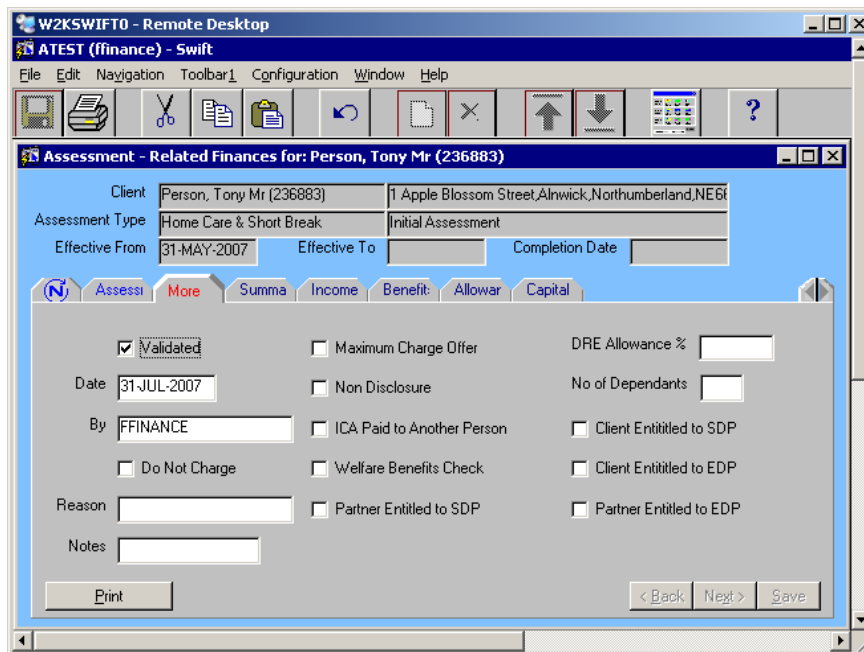
If you have ticked **Do Not Charge** you must enter the reason for there being no charge, otherwise leave this field blank.

Notes

If this assessment is for home care only enter "HC only", if it is for short break care only enter "SB only". This field can also be used to record other additional information.

- Click on 

The following screen will be displayed:



- You now need to record the rest of the financial details and then complete the financial assessment.

*Note: if you have ticked **Maximum Charge Offer** or **Non Disclosure** there is no financial information to record so you now need to go to the Summary screen and proceed with calculating the assessment.*

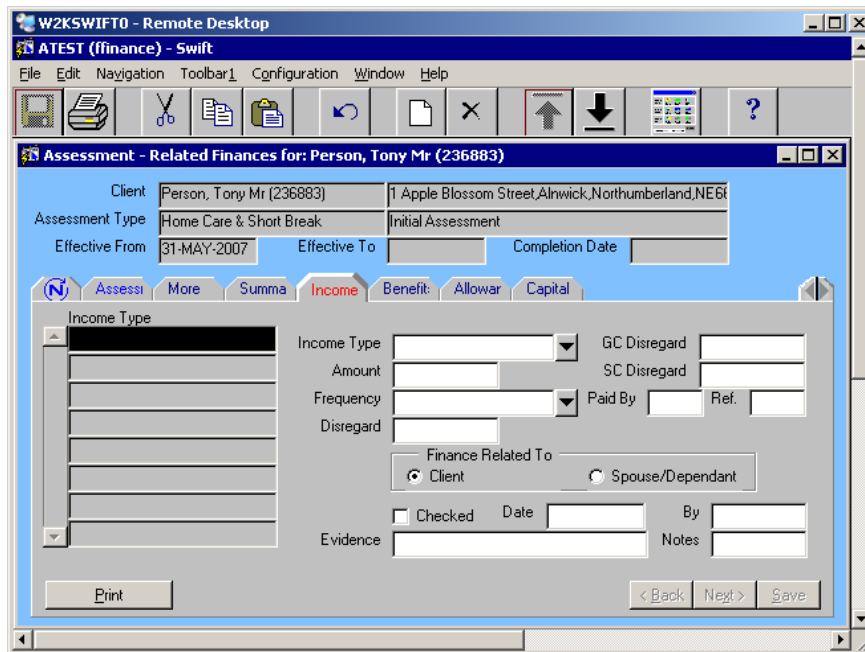
Recording Financial Details

Income


The Income screen is where you record all the monies received by the client, other than government benefits.

- Click on .

The following screen will be displayed:



If the client previously had a financial assessment recorded on Swift, the previous financial details will be carried through to this one. You may wish to leave the financial details as they are or amend as required.

- Press  to create new income details.
- Complete the following fields:

Income Type

Enter the type of income.

Amount

Enter the amount.

Note: do not use £ signs or commas, just use numerical digits.

Frequency

Enter the frequency of the income amount.

Note: if this field is left blank, Weekly (non residential) will be entered automatically after saving.

Paid By

If necessary, enter who pays this income, e.g. Mineworkers Pension.

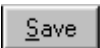
Ref.

For residential care assessments, enter a pay reference.

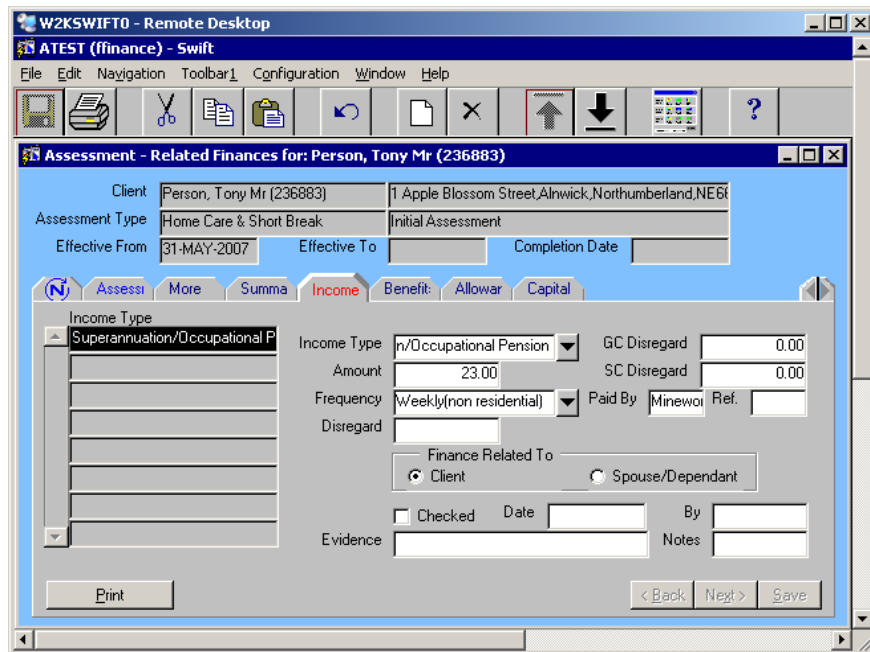
Disregard

Enter the amount to be disregarded (if applicable) over the same frequency.

Note: for some income types the Disregard field will automatically complete.

- Click on 

The following screen will be displayed:



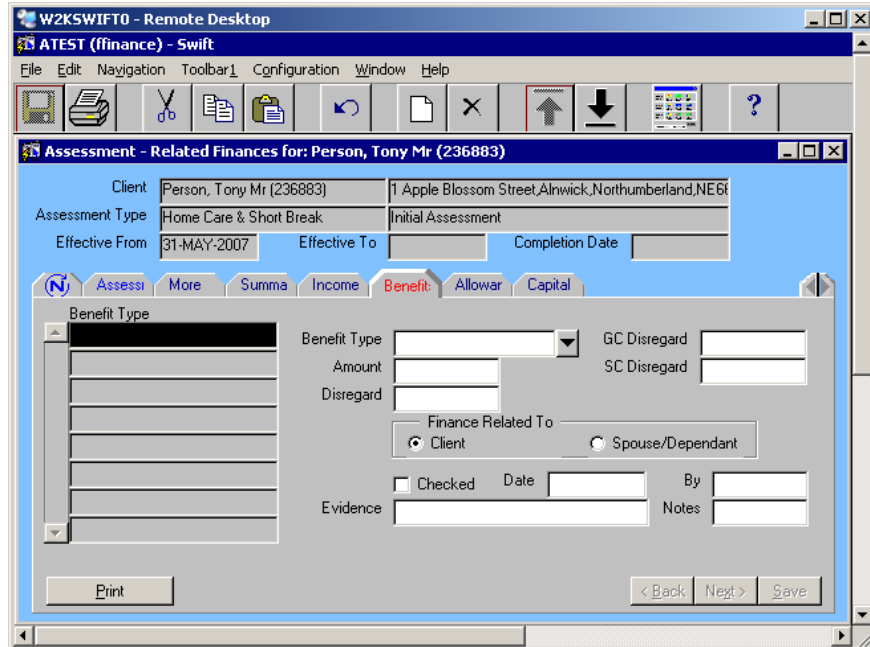
- If there is other income to record, repeat this process until all income is entered.

Benefits

The Benefits screen is where you record all benefits the client receives from the government.

- Click on **Benefit:** .

The following screen will be displayed:



If the client previously had a financial assessment recorded on Swift, the previous financial details will be carried through to this one. You may wish to leave the financial details as they are or amend/delete as required.

- Press **F6** to create new benefit details.

- Complete the following fields:

Benefit Type

Enter the type of benefit.

! You must not record Income Support or Guarantee Credit on this screen as these benefits must be allowed to be automatically populated by Swift when you calculate the assessment.


Amount

Always click into this field with the mouse to enable any standard finance amount for the selected benefit type to automatically appear. If there is not standard amount or the client is receiving a different amount you can enter or overwrite the amount manually.

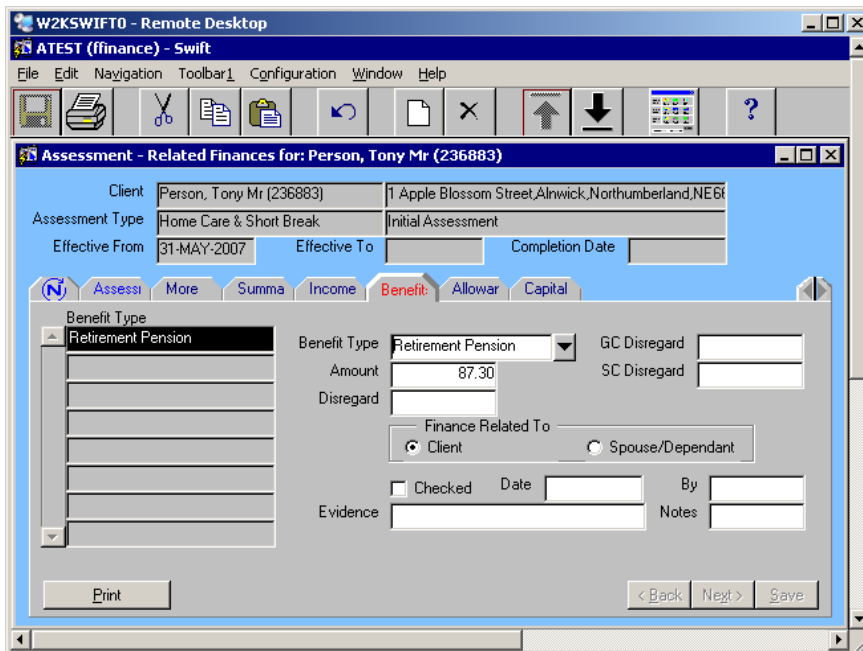
Disregard

Enter the amount to be disregarded (if applicable).

Note: there is no frequency field. Swift assumes that the frequency is weekly.

- Click on 

The following screen will be displayed:




- If there are more benefits to record, repeat this process until all benefits are entered.

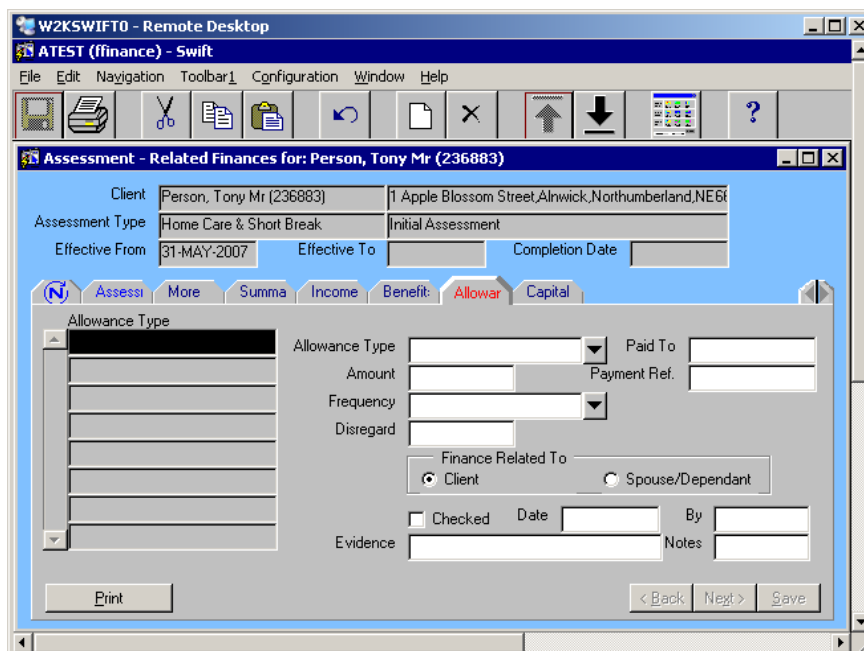
Allowances

The Allowances screen is where you record any items/amounts of finance which are to be disregarded from a client's full income, to allow for their outgoings.


Some allowances need to be entered on the Allowances screen manually but there are some allowances which Swift will automatically populate depending on the client's circumstances and age. For example, if a person over 60 has a Benefit recorded of Higher rate Attendance Allowance, when you later calculate the assessment on the Summary screen, Swift will automatically populate the Allowances screen with the appropriate Pension Credit threshold. After you have calculated the assessment you will need to check that the correct allowances have been populated by Swift.

- Click on 

The following screen will be displayed:



If the client previously had a financial assessment recorded on Swift, the previous financial details will be carried through to this one. You may wish to leave the financial details as they are or amend/delete as required.

- Press  to create new allowance details.
- Complete the following fields:

Allowance Type

Enter the type of allowance.

Note: if client receives the **standard** Personal Expenses Allowance (PNA), you do **not** need to enter this manually, as Swift will automatically add this when the assessment is calculated. However, if the client receives **additional** PNA, over and above the standard amount, you will need to record the extra amount as finance type **Additional Personal Allowance**.

Amount

Always click into this field with the mouse. Any standard finance amount that has been set up for the selected allowance type will automatically appear when you click into the field, or you can enter the amount of allowance or alter the standard amount if necessary.

Frequency

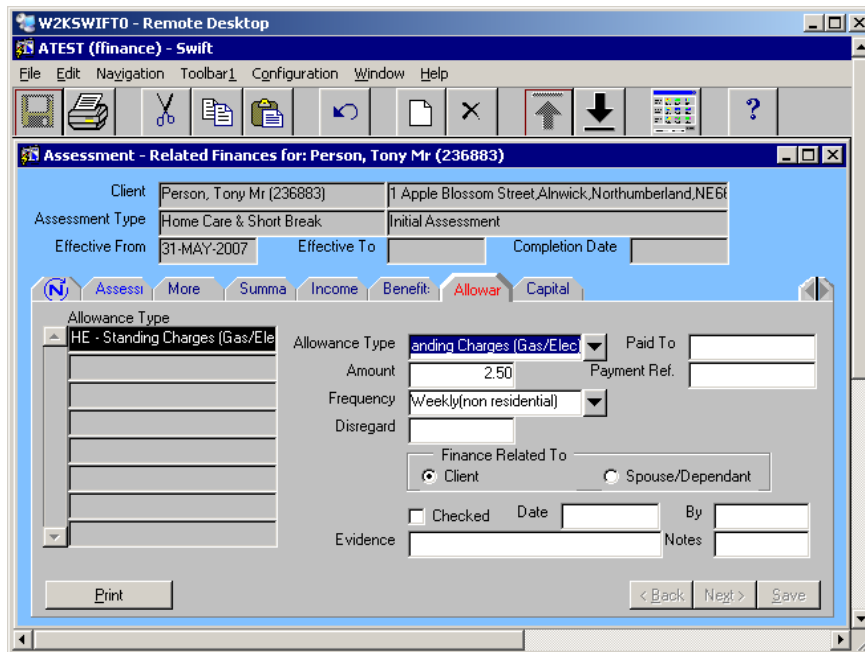
Enter the frequency of the allowance amount.


Note: this will nearly always be weekly. If this field is left blank, Weekly (non residential) will be entered automatically after saving.

Notes

If you have overtyped an automatically generated amount, you must enter the reason here.

The following screen will be displayed:



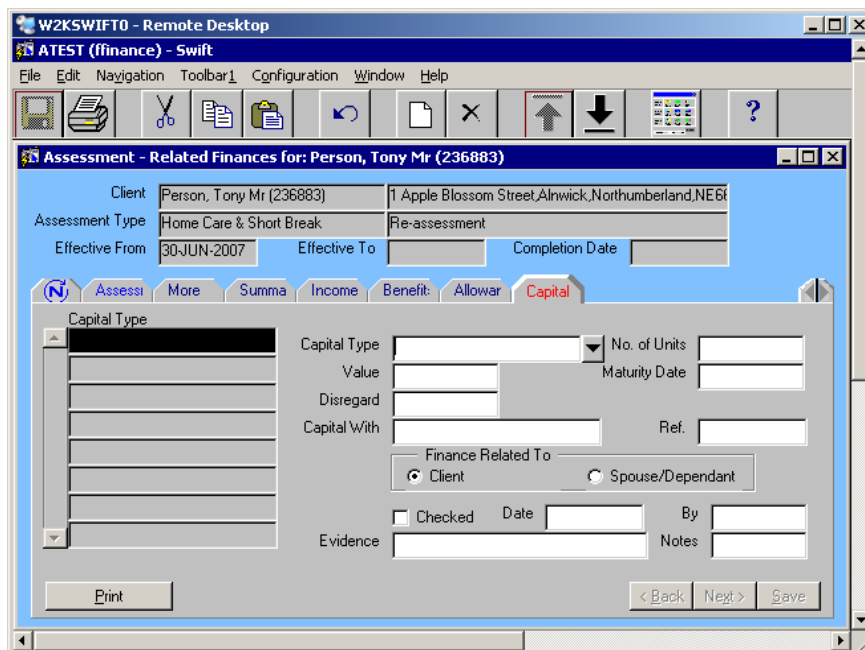
- Click on .
- If there are more allowances to record, repeat this process until all allowances are entered.

Capital

The Capital screen is where you record all monies other than income or benefits that the client owns, such as savings, shares and bonds. This capital does not include property.

- Click on .

The following screen will be displayed:



If the client previously had a financial assessment recorded on Swift, the previous financial details will be carried through to this one. You may wish to leave the financial details as they are or amend/delete as required.

- Press  to create new capital details.

- Complete the following fields:

Capital Type

Enter the type of capital.

No of Units

If this capital relates to shares/bonds etc, enter the number of units they have.

Value

Enter the total value of the capital or Units (Do not use £ signs or commas, just use numerical digits)

Note: if the capital amount provided by the client differs from the information provided by the Department for Work and Pensions (DWP), you must enter the amount that DWP provided.

Disregard

Enter the amount to be disregarded if applicable.

Capital With

Enter who the capital is with, eg the name of the bank.

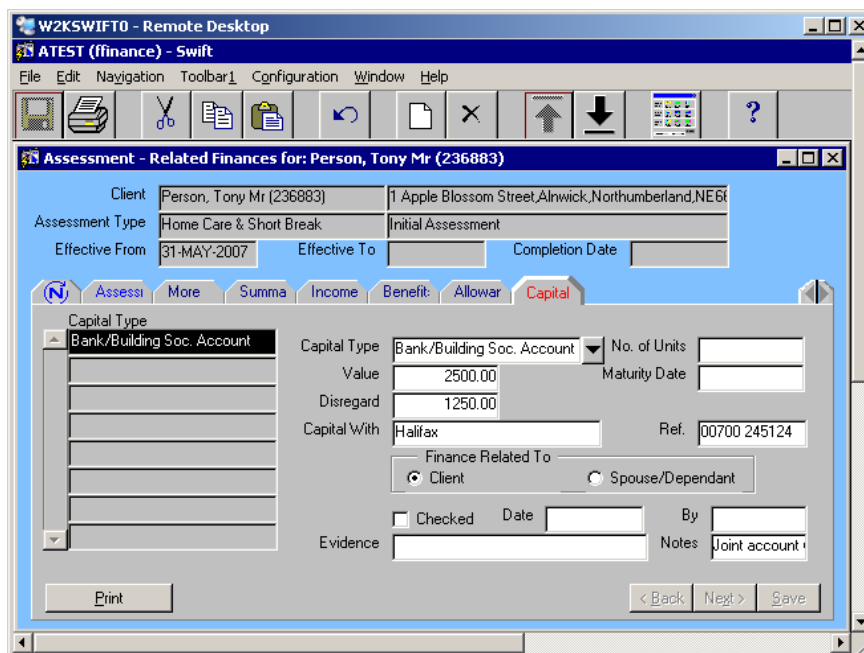
Ref

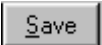
Enter any reference number relating to the capital, eg the account number.

Notes

If you have entered an amount in the Disregard field you must enter the reason in this field.

The following screen will be displayed:




- Click on 
- If there is more capital to record, repeat this process until all capital is entered.

Viewing Client Properties

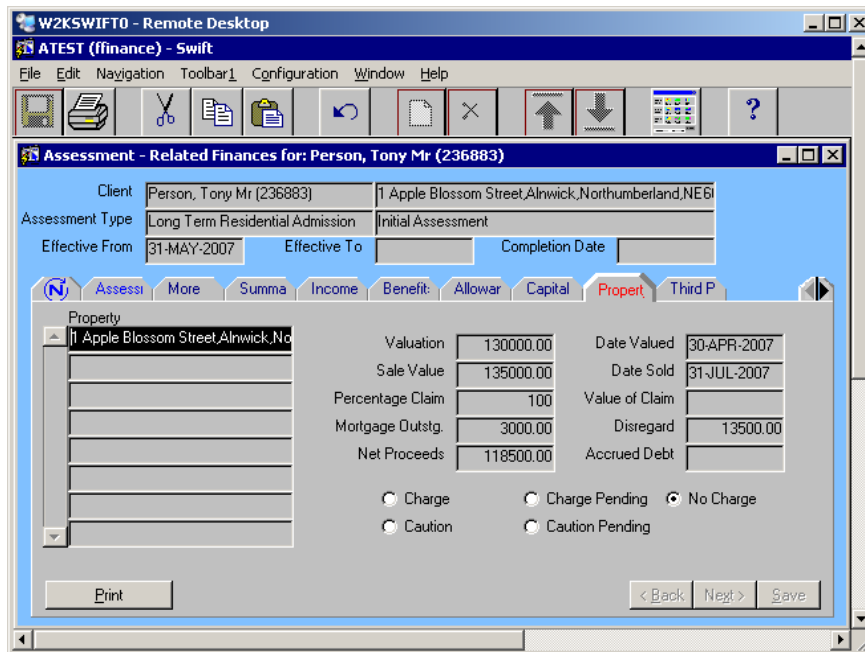
This screen is view only and is only available for residential care assessments. The details displayed are from the Properties screen at the top level.

If the financial assessment is the client’s first assessment, or a new assessment, the current property details will display on this screen if the start date of the initial assessment is later than any property disregard date, the property has not been sold, and the net proceeds are greater than the accrued debt.

For recording details of client property please refer to *Financial Assessments - Recording a Financial Assessment - Recording a Property* section of this manual.

- Click on 

The following screen will be displayed:



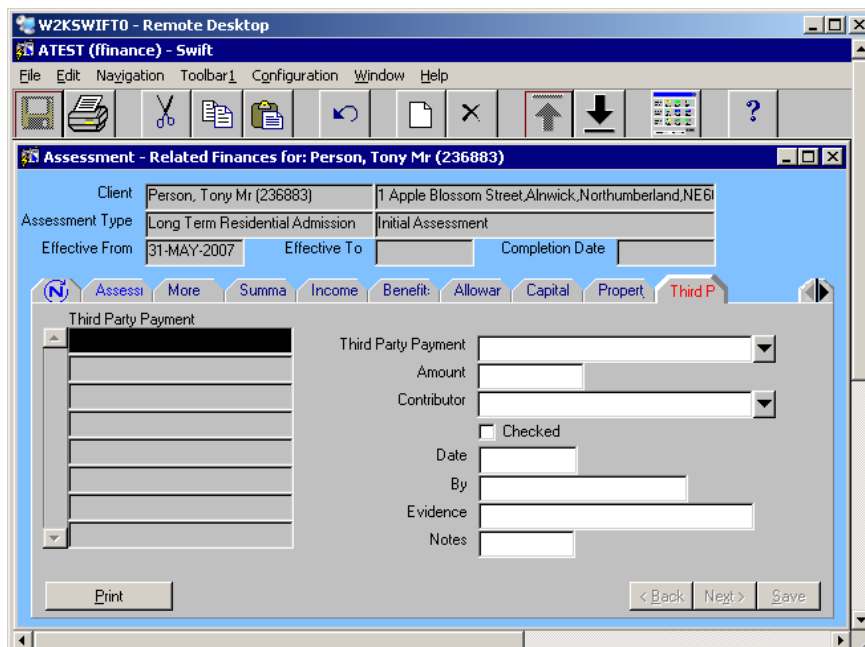
Third Party Payments

The Third Party screen is only available for residential care assessments and is used to record any other persons/organisations who are contributing to the payment of the client's services.

The person/organisation contributing must already be recorded on the Involvements screen, refer to *Financial Assessments - Recording Financial Agent or Third Party Involvement - Recording an Involvement* section of this manual.

- Click on **Third P**.

The following screen will be displayed:



If the client previously had a financial assessment recorded on Swift, the previous financial details will be carried through to this one. You may wish to leave the financial details as they are or amend/delete as required.

- Press **F6** to create new third party payment details.
- Complete the following fields:

Third Party Payment

Enter the type of third party payment.


Amount

Enter the weekly amount the client receives.

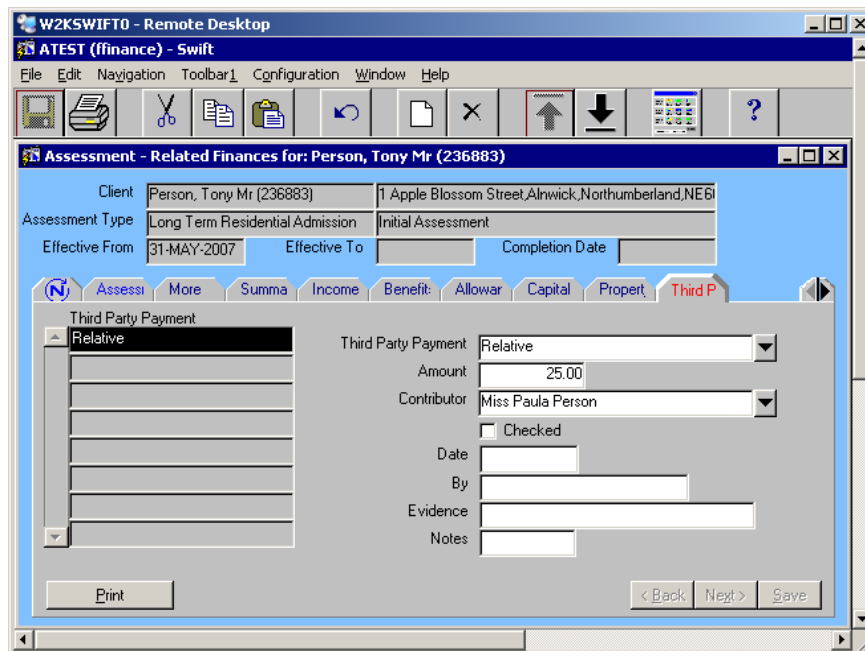
Note: do not use £ signs or commas, just use numerical digits.

Contributor

Enter the person/organisation making the contribution.

- Click on 

The following screen will be displayed:



Calculating a Financial Assessment

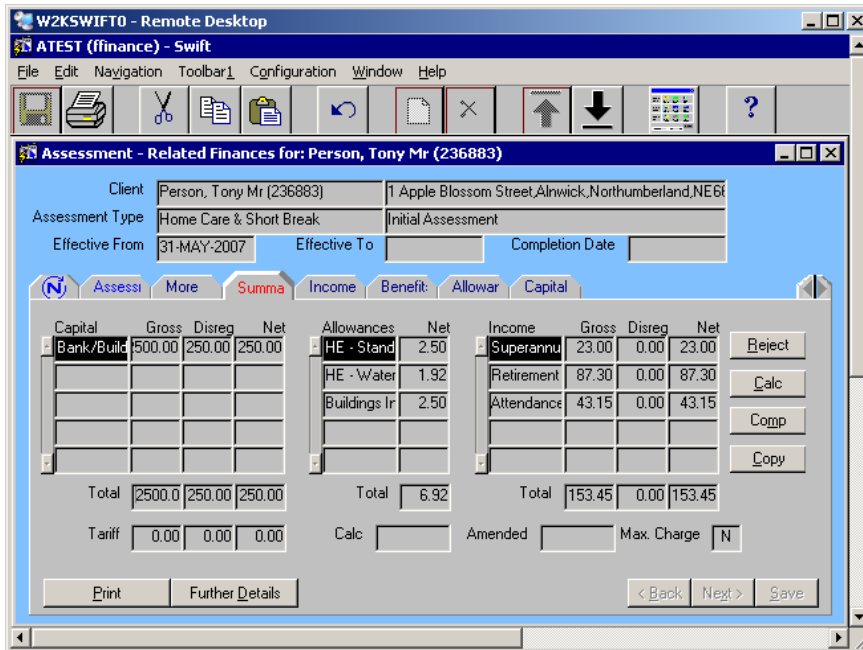
Before you can complete an assessment you must calculate the client’s assessed charge. The assessment is calculated on the Summary screen and this screen is slightly different for residential care than it is for home care assessments.

You can carry out the calculation as many times as required until you complete the assessment. This allows you to make changes to the client’s financial details and then recalculate their charge.

! When you calculate a financial assessment Swift will automatically include Savings Credit on the Benefits screen and Savings Disregard on the Allowances screen if applicable. However, if the client has not applied for Savings Credit you will need to amend the amount to zero on both of these screens and then recalculate the assessment.

- Click on  (Summary).

The following screen will be displayed:



The screen displays details in three columns as follows:

Note: double click on the fields to display the full information. Use the scroll bars if the records are not all shown in each column.

CAPITAL – a summary of all capital and property:

Capital

The type of capital.

Gross

The full amount for this type of capital.

Disregard

The total of any disregard amounts for this type of capital.

Net

The Gross minus the disregard.

Total

Totals of all Gross, Disregard and Net capital.

Tariff

If the total net capital is between the financial assessment parameters, the total weekly tariff income on that capital will be displayed.

ALLOWANCES – a summary of all allowances:

Allowances

The type of allowance.

Net

The weekly allowance amount.

Total

The total amount of allowances.

INCOME – a summary of all income and benefits:

Income

The income or benefit type.

Gross

The total amount for the income/benefit type.

Disregard

The total of any disregard amounts for this type of income/benefit.

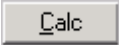

Note: where applicable Swift will automatically calculate Savings Disregard and this will appear on the Allowances screen.

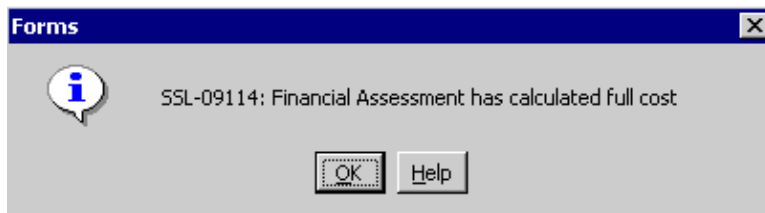
Net

The Gross minus the disregard.

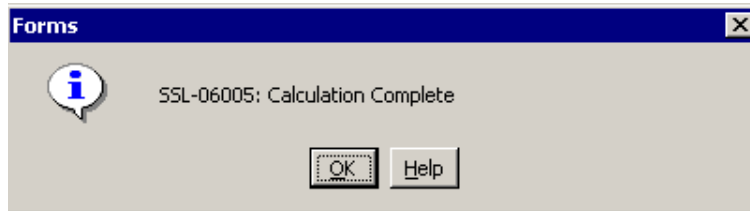
Total


Totals of all Gross, Disregard and Net income.

- Click on .
- For home care, if the assessed charge is the full cost, the following message will be displayed and you will need to click on .



The following window will be displayed:

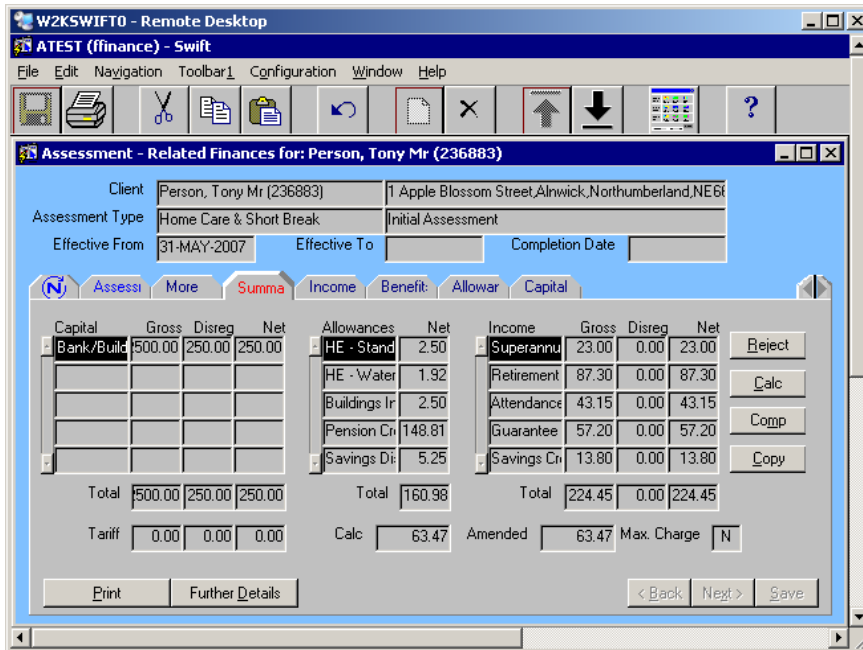


- Click on .

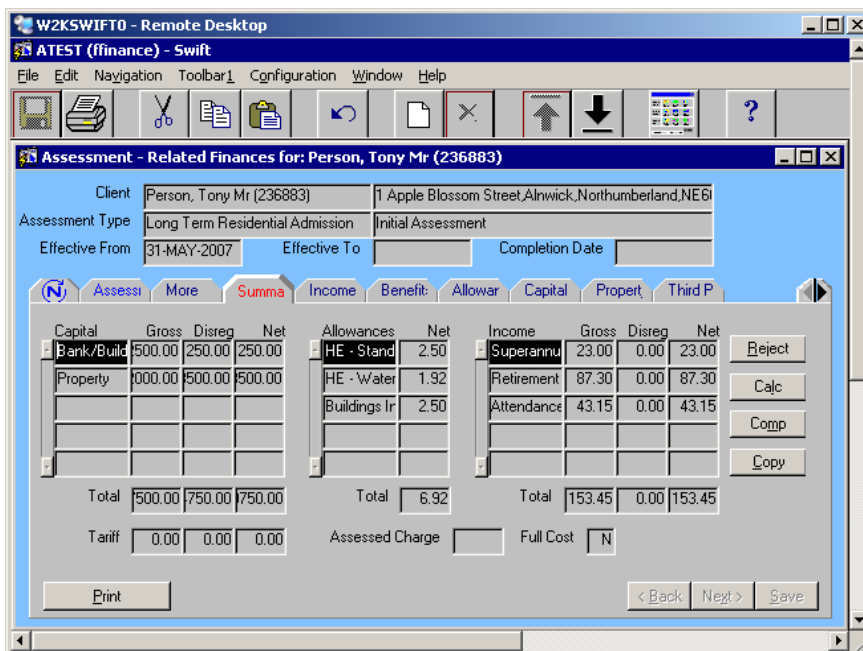
The Summary screen will now be displayed and include an Assessed Charge for residential care or a Calculation for home care. If this is the full cost of the service a Y will be displayed in the Max Charge/Full Cost field.

*Note: the Summary screen for residential care is slightly different than the one for home care. For home care assessments, unless it is the maximum charge, you should **not** rely on the charge displayed on this screen as the information is combined and some is relevant only to home care whilst others is relevant only to short break care. Therefore, to find out the correct charge you must access either the Assessment Letter or the relevant breakdown report, i.e. Home Care Explained or Short Break Explained. Refer to Financial Assessments - Reports and Letters from Swift section of this manual.*

This is an example of a Summary screen for a home care assessment.




This is an example of a Summary screen for a residential care assessment:





- Once the provisional assessment is ready, before you proceed with completing the assessment, you should display the Assessment Letter report for home care or the Financial Assessment Breakdown report for residential care and check that the financial details are correct. These reports are available from the More screen. Refer to Swift Reports and Forms manual. If there are any errors you must amend the information on the relevant screen and recheck the Assessment Letter/Financial Assessment Breakdown before completing the assessment.

Completing a Financial Assessment

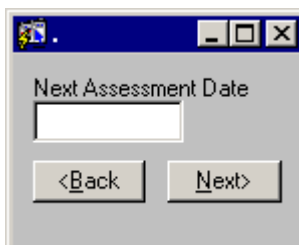
Swift will not allow you to complete a financial assessment unless the following conditions are met:


- ◇ The Provision recorded in Costed Packages of Care and displayed on the  tab must be authorised. If the Provision is not authorised you will need to contact the Team Manager of the team involved.
- ◇ The status of the financial assessment must be Provisional. Refer to *Financial Assessments - Recording a Financial Assessment* section of this manual.
- ◇ The financial assessment must have been validated on the More screen.
- ◇ The assessment charge must be must have been calculated on the Summary screen. Refer to *Financial Assessments - Recording a Financial Assessment - Calculating a Financial Assessment* section of this manual.

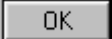
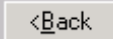
Financial Assessments are completed on the Summary screen. By completing a financial assessment, you are stating that the assessed charge is correct. Once you have completed the assessment no amendments or additions can be made to the financial assessment information.

- You must have already checked either the assessment is correct by accessing the Assessment Letter report for home care or the Financial Assessment Breakdown report for residential care before you proceed.
- Click on  (Summary) if you are not already on the Summary screen.
- Click on .

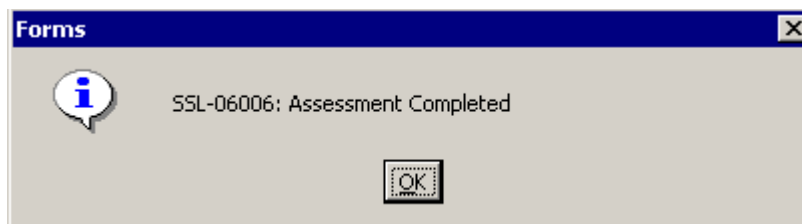
The following window will be displayed:



- Click on .

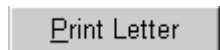
*Note: if the provision has not been authorised, the financial assessment not validated or the assessment charge not calculated, the appropriate message will appear. You will need to click on  and then  and arrange for the relevant action to be carried out i.e. if the Provision is not authorised you will need to contact the Team Manager of the team involved, if the financial assessment is not validated, go to the More screen and click on Validate, if the assessment charge has not been calculated refer to *Financial Assessments - Recording a Financial Assessments - Financial Assessment - Calculating a Financial Assessment* section of this manual.*

Once the financial assessment has been completed the following window will be displayed:



- Click on .

Direct Debit or Invoice. If the client's home care charge is Nil, leave this field blank and click



Note: if the client is already paying, the method of payment will default with the current payment method. This can be amended if the client has decided to change their payment method.

- If you wish to view the letter before printing it, click on . (The letter will be displayed with "Draft" stamped across it as a watermark. Once you have finished viewing the letter, click on to close the window).

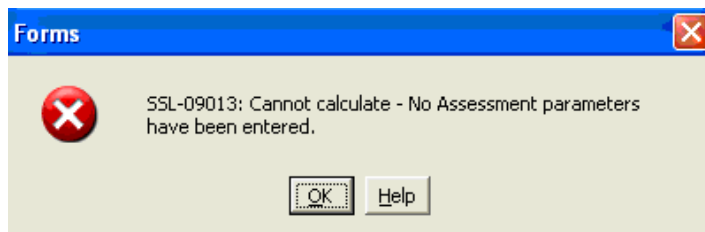
- Once the information has been completed, click on to print out the Assessment Letter in order to send it to the client.

Note: for home care assessments, when the Assessment Letter is printed a workflow job "Assessment Complete" goes to the Key Worker and to the Lead FABO. If there is a new or changed method of payment, a workflow job "New Payment Method" is also created and this goes to the Home Care Charges team in Finance section so that they can set up the details for the invoice.

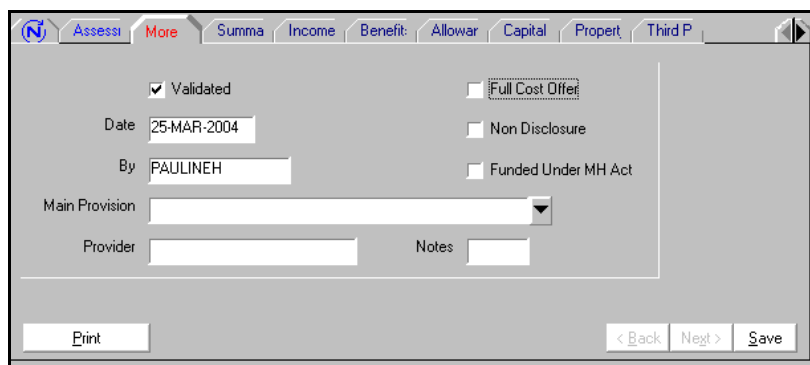
Problem in Calculating an Assessment

At the end of each financial year the parameters for each financial assessment type may be changed to reflect any changes put in place by the Government, e.g. changes to income support thresholds and pension credit details.

- Once the parameters have been changed, if there are any un-completed financial assessment records using the original parameter record, SWIFT displays the following error message when you try to calculate or complete the assessment. This is because the old parameter record for the financial assessment type is no longer in use:



- Click on .
- Make a change to the client's financial assessment and then correct it. As soon as you make a change and re-save, SWIFT automatically picks up the correct parameter record for the financial assessment type. For example, on the More tab click one of the flags on and off, for example, the Full Cost Offer flag. This activates the Save button:



- Click on .
- You should now be able to calculate and complete the assessment correctly. Refer to *Financial Assessments - Recording a Financial Assessment - Calculating a Financial Assessment* section of this manual.

RE-ASSESSMENTS

Recording a Re-Assessment

You can re-assess a client at any time and the new assessment replaces the previous assessment from the start date of the new assessment.

To re-assess a client, you can record a new assessment or copy the client's existing assessment using the Copy button on the Summary screen. Refer to *Financial Assessments - Recording a Financial Assessment* or *Financial Assessments - Re-Assessments - Copying a Financial Assessment* section of this manual.

When you re-assess a client, Swift copies all the financial details except Income Support or Pension Credit figures from the previous assessment or the assessment that covers the same period to the new assessment. If the previous assessment was a residential one and the new one is a home care one, the personal expenses allowance is not copied onto the new one as it only applies to residential care.

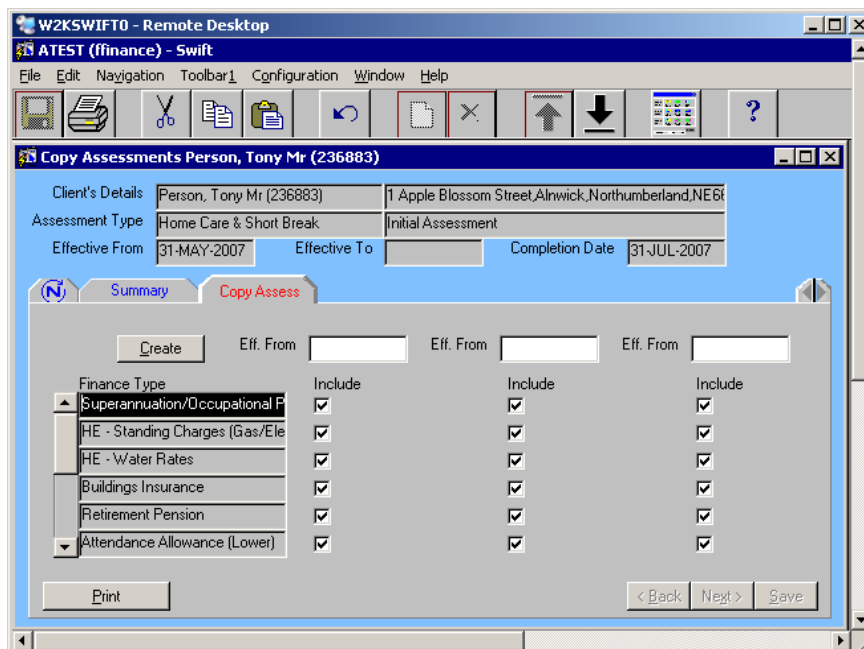
Note: if the new assessment is a different assessment type, after you have recorded the new assessment you must go to the previous one and manually record the Effective To date.

Copying a Financial Assessment

The Copy button on the Summary screen allows you to copy the details of the client's financial assessment and create future assessment records. You can create up to three new assessments using the Copy option.

- Click on **Assessments** and click on the assessment that you wish to copy.
- Click on **Further Details**.
- Click on **Summa** (Summary).
- Click on **Copy**.

The following screen will be displayed:



- Complete the following fields:

Eff. From

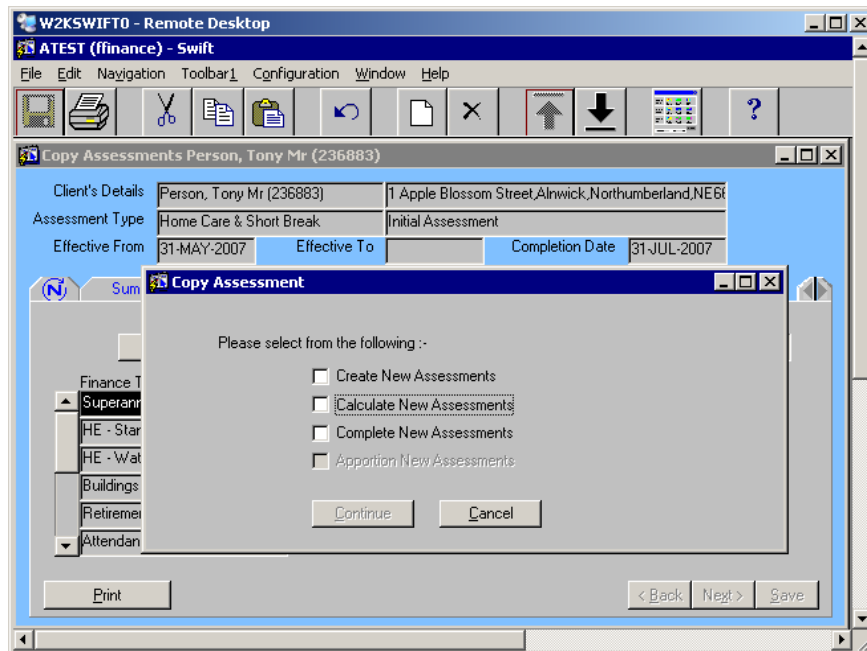
Enter the start date of the new assessment. You can enter three different dates to create up to three new assessment records based on the selected assessment.

Include

If you want to exclude a finance type from the new assessment, click in the field to remove the tick.

- Click on .

The following screen will be displayed:



- Complete the following fields:

Create New Assessments

Click in the box to add a tick.

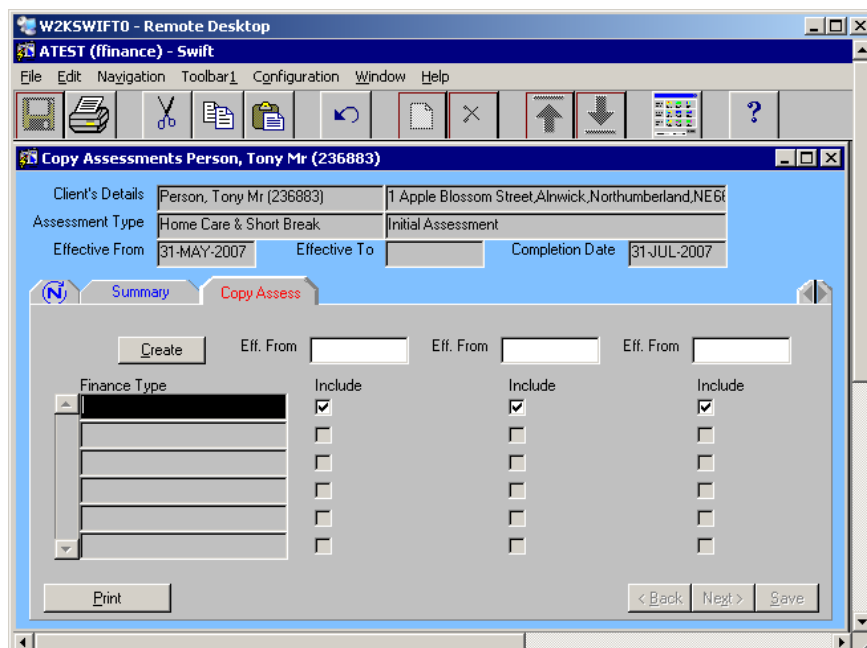
Calculate New Assessments

If you want the assessments to be calculated automatically, click in the box to add a tick.

Note: do **not** tick the box to add a tick against Complete New Assessments as you will need to check the details are correct and manually complete the assessments.

- Click on .

The following screen will be displayed:



- Click on **Summa** (Summary).
- Click on **Assessments**. (The new assessments will be displayed, and these will have a status of Provisional.)

The following screen will be displayed:

The screenshot shows a remote desktop window titled 'W2KSWIFT0 - Remote Desktop'. The application window is 'ATEST (ffinance) - Swift'. The main window title is 'Assessments for: Mr Tony Person (236883) 01665 533000 1 Apple Blossom Street, Alnwick, North...'. The 'Person's Details' section shows: Mr Tony Person (236883) 01665 533000 1 Apple Blossom Street, Alnwick, N. Key Responsibility: Gwen Dollin, Adult Care Admin Team - KEY WORKER, Alnwick Long Term. Date of Birth: 17-MAY-1940, Age: 67, Client Category: [blank]. A 'Find/New' button is present. The 'Assessments' tab is active, showing a list of assessment dates: 24-JUL-2007, 30-JUN-2007, and 31-MAY-2007 / 31-JUL-2007. The 'Effective From / Completion Date' column is highlighted. The 'Effective From' field is set to 24-JUL-2007. The 'Effective To' field is empty. The 'Assess Type' is 'Home Care & Short Break'. The 'Reason' is 'Initial Assessment'. The 'Assessor/Team' is 'Finance, Freda (236882) - F'. The 'Visit Date' is empty. The 'Calculated By' is 'Finance, Freda (236882)'. The 'Status' is 'Provisional'. There are 'Print' and 'Further Details' buttons at the bottom left, and '< Back', 'Next >', and 'Save' buttons at the bottom right.

- Check the Reason recorded for each of the new assessments as this may need to be amended.
- Make any necessary amendments to the details of each assessment and then complete them. Refer to the relevant sections of this manual.

ENDING A FINANCIAL ASSESSMENT

A financial assessment must be ended if a client is no longer in care with our authority.

If a client dies, the entry of the client's date of death within the Frontdesk module, will automatically end any open financial assessment and also any open provisions within Costed Packages of Care on the date of death.


Note: if the service actually ended before the date of death, then the end date that is recorded for the provision and the financial assessment may need to be amended manually to the date on which the service ended. Admin staff have been advised to take special care when recording a death on Swift to ensure that service end dates are accurate.

To manually end an assessment:

- Click on **Assessments**.

The following screen will be displayed:

The screenshot shows a software interface for financial assessments. At the top, there's a menu bar with 'File', 'Edit', 'Navigation', 'Toolbar', 'Configuration', 'Window', and 'Help'. Below the menu is a toolbar with various icons. The main window title is 'Assessments for: Mr Tony Person (236883) 01665 533000 1 Apple Blossom Street, Alnwick, North...'. The form contains several sections: 'Person's Details' with fields for name, address, and date of birth; 'Key Responsibility' with a dropdown menu; and 'Assessments' with a list of effective dates and a form for entering assessment details. The 'Assessments' form includes fields for 'Effective From', 'Effective To', 'Assess Type', 'Reason', 'Assessor/Team', 'Visit Date', and 'Calculated By'. There are also checkboxes for 'GL Resident' and 'Reg Disabled / Blind', and a 'Status' section with radio buttons for 'Actioned', 'Complete', 'Provisional', and 'Rejected'. At the bottom, there are buttons for 'Print', 'Further Details', '< Back', 'Next >', and 'Save'.

- Complete the following field:
Effective To
Enter the end date of the assessment.
- Click on 

AMENDING OR DELETING FINANCIAL ASSESSMENTS

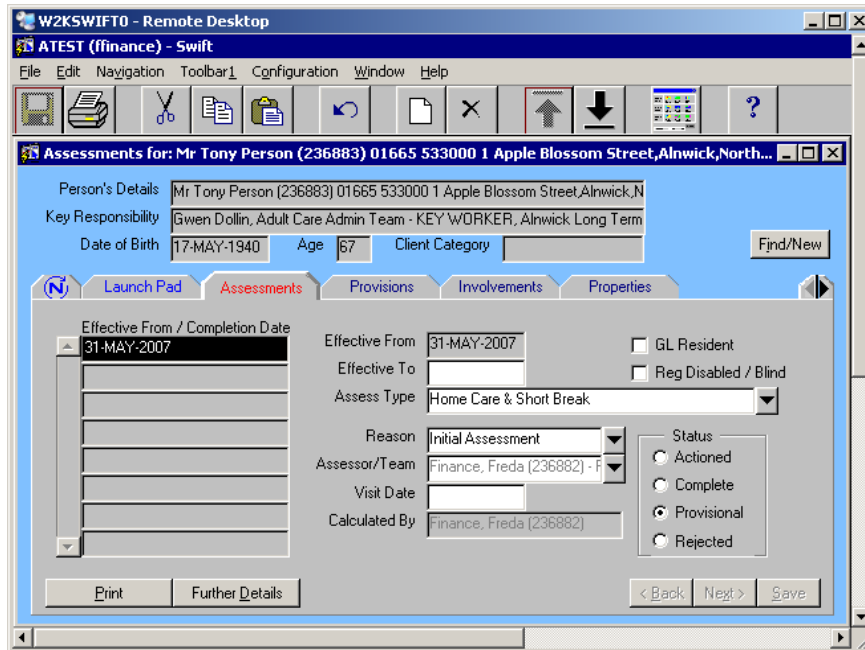
Until you complete the assessment you can amend or delete the client's income, benefit, allowance, capital and third party details.




Amending a Provisional Assessment

Property details cannot be amended within an individual financial assessment. To amend property details refer to *Financial Assessments - Recording a Financial Assessment - Recording a Property* section of this manual. If the property details are amended, as long as the status of the assessment is Provisional, the details will be fed through to the Property tab in further details.

- Click on 

The following screen will be displayed:



- Check that the Status of the assessment is Provisional. If the status is Complete, you will not be able to make any amendments but will need to take other action. Refer to *Financial Assessments – Amending or Deleting Financial Assessments – Amending or Deleting a Completed Assessment*.
- Click on 
- Click on the screen where the amendment is required.
- To amend information, click on the appropriate record in the summary list and change the relevant details. To delete information from the summary list, click on the appropriate record in the summary list and click on  (Delete).
- Click on 
- Calculate and then complete the assessment. Refer to *Financial Assessments - Recording a Financial Assessment - Calculating a Financial Assessment* section of this manual.

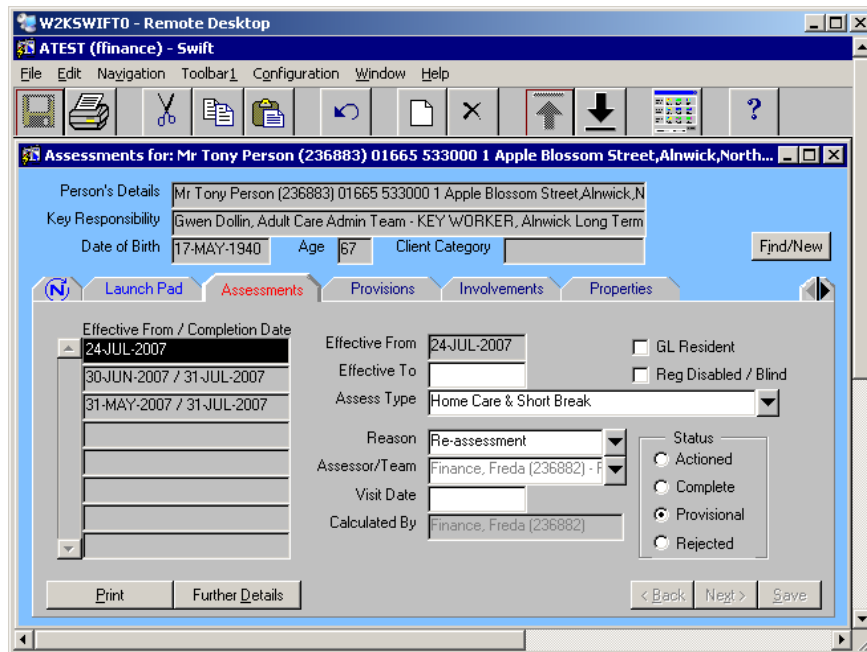
Deleting a Provisional Assessment

If you have not completed a financial assessment, you can delete it from the Assessments screen.

Note: if the assessment which needs deleting has already been completed you need to contact Systems Support Help Line to ask for it to be deleted if possible.

- Click on 

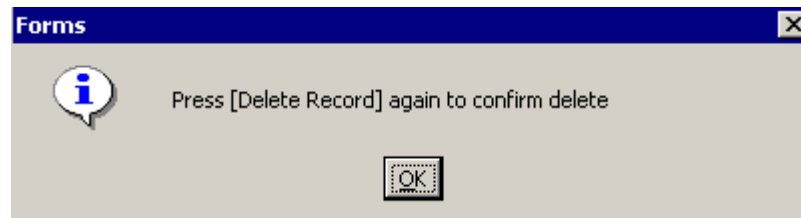
The following screen will be displayed:



- Click on the appropriate assessment in the summary list.
- Check that the Status of the assessment is Provisional. If the status is Complete, you will not be able to make any amendments but will need to take other action. Refer to *Financial Assessments – Amending or Deleting Financial Assessments – Amending or Deleting a Completed Assessment*.

- Click on  (Delete).

The following screen will be displayed:



- Click on  again.

Note: the whole assessment will be deleted.

- Click on .

Amending or Deleting a Completed Assessment

Once you have completed the assessment, you cannot amend, add or delete detail from the financial assessment. However, if the completed assessment is incorrect, you will need to record a new assessment to replace the incorrect assessment and then contact Systems Support Help Line to ask for the original assessment to be deleted if possible.

Note: when you record a new assessment for the same date with the correct details, this will not close off the original incorrect assessment for this date. As long as both assessments exist on Swift, they will appear in the list slightly out of order, i.e. the newly entered assessment will be on the row below the incorrect one. When you select an assessment from the summary list and there are more than 1 dates the same – you must always select the one at the **bottom of list**, as this will have superseded the other.

RECORDING FINANCIAL AGENT OR THIRD PARTY INVOLVEMENT

Recording an Involvement

Where there is a financial agent or third party involved with the client you will need to record this involvement on Swift. When you record a financial agent or third party, it is important that you also record the relevant involvement Role, e.g. Third Party, Financial Agent (HCC), Financial Agent (Residential). Refer to the *Frontdesk manual - Involvements - Recording Involvements* section.

The financial agent or third party may be a person or an organisation. If it is a person who does not already exist on Swift you may need to create the person on Swift. Refer to the *Frontdesk manual – Creating a Person*. If it is an organisation and needs to be created on Swift you must contact Systems Support Help Line and ask for the organisation to be created so that you can record the involvement.

Note: when a financial assessment is recorded, the client will automatically be created as an involvement, with an involvement role of Financial Agent.

Ending an Involvement

When an involvement ends this needs to be reflected in the person's Swift record. Involvements can end at various stages and for various reasons, for example a third party may no longer provide payments to the client. Refer to the *Frontdesk manual - Involvements - Ending Involvements*.

UPDATING PROVIDER DETAILS

Updating provider details is undertaken by only a limited number of staff within the Finance section. Depending on your role, you may or may not have access to the screens covered in this section of the manual.

Recording Provider Organisation Classifications

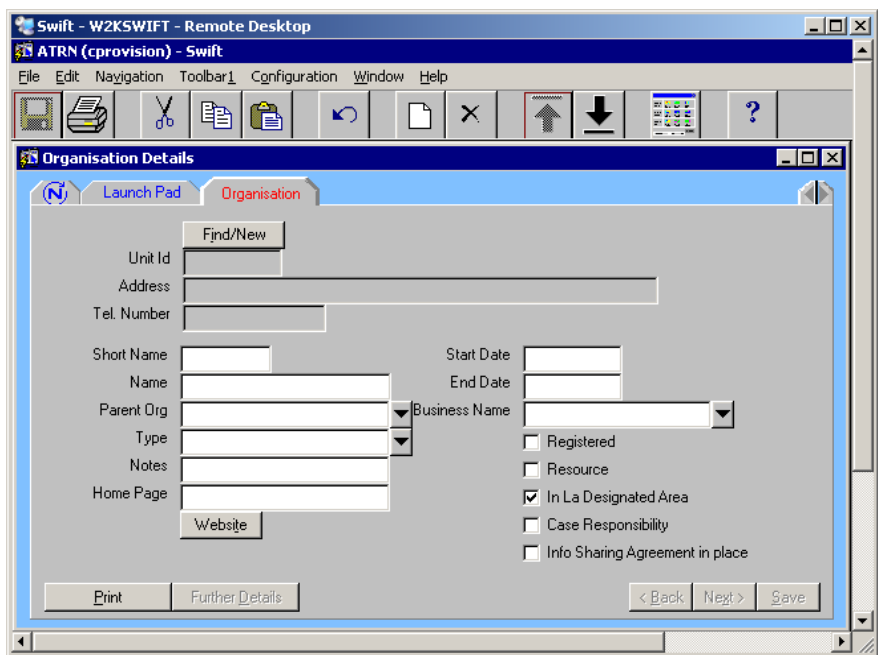
Classifications must be recorded against provider organisations to indicate the following:

- ◇ the GL Vendor Site ID for the provider to enable the match against the General Ledger.
- ◇ the name of the Finance staff member who is responsible for the care home (this is only applicable to **residential/nursing and short break care Providers**). Some of this information is needed for the Contracts Ready Reckoner to operate correctly.



- From Launch Pad click on [Maintain Organisation](#).

The following screen will be displayed:

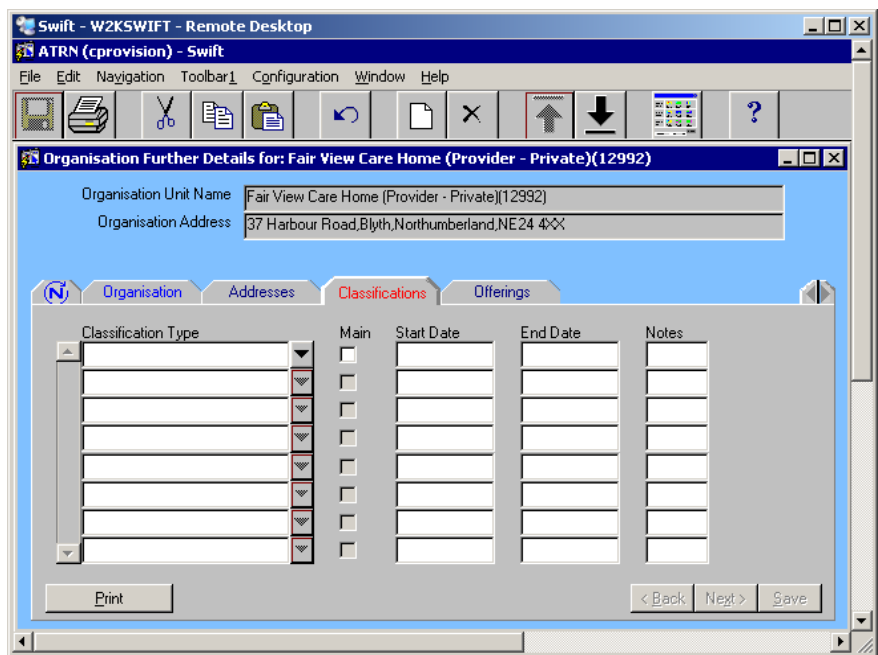


- Click on **Find/New** and search for the Organisation. Refer to the *Frontdesk manual - Finding an Organisation - Organisation Search Wizard*.
- Once the Organisation is found, click on the Organisation name in the list to select it and click on **Finish >**.

Note: if you do not find the Organisation after a thorough search, contact Systems Support Help Line and ask for this to be created on Swift.

- Click on **Further Details**.
- Click on **Classifications**.

The following screen will be displayed:



- Press **F6** to create a new row.

- Complete the following fields:

Classification Type

Enter the relevant classification type (i.e. GL Vendor Site ID or the name of the Finance staff member who is responsible for the home).

Start Date


Enter the start date.

End Date

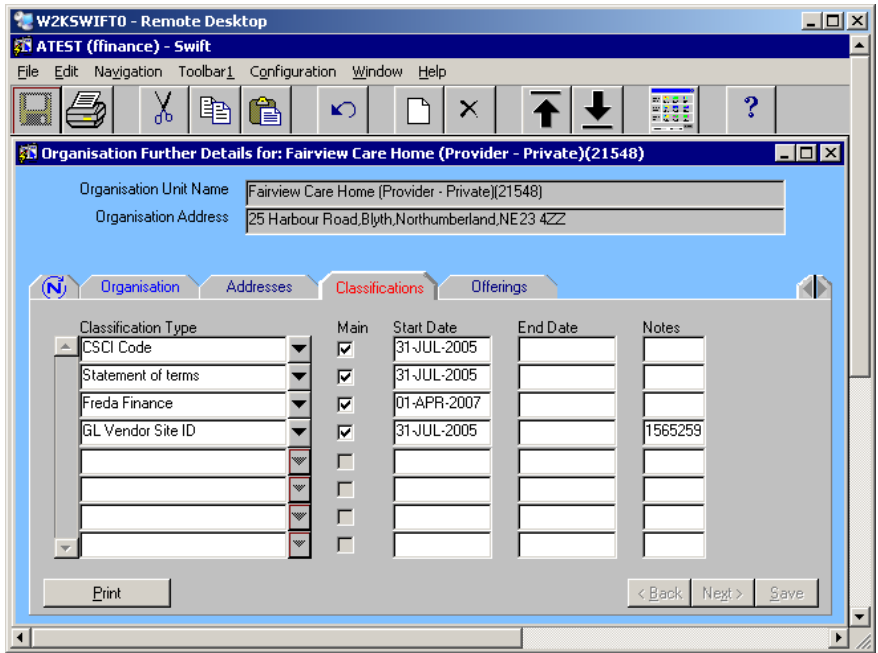
If the classification has ended, enter the end date.

Notes

If you are recording the GL Vendor Site ID, enter the actual ID number in this field. If you are recording the responsible Finance staff member, leave this field blank.

- Click on 

The following screen will be displayed:



FINANCE SYSTEM ADMIN

The finance maintenance is undertaken by only a limited number of staff within the Finance section. Depending on your role, you may or may not have access to the screens covered in this section of the manual.

Standard Finance Amounts

The Standard Finance Amounts module is where you set up fixed amounts that apply to all clients who are in receipt of certain benefits and allowances to match those set by the Government. You can set up different fixed amounts for clients in different age groups.

When the Department for Work and Pensions changes the amount of a benefit or allowance, you must end the existing SFA and create a new one for the benefit/allowance concerned.



- Click on **SFAs** (Standard Finance Amounts).

The following screen will be displayed:

- Click on the finance type that you wish to end.
- End Date**
Enter the end date (the day before the new amounts will begin).
- Click on **Save**
- Press **F6** to create a new row.
- Complete the following fields:

Finance Type

Enter the appropriate finance type.

Lowest Age

If this finance type has different amounts for different age groups, enter the lowest age it applies to. This age is inclusive.

Highest Age

If this finance type has different amounts for different age groups, enter the highest age it applies to. This age is inclusive.

Weekly Amount

Enter the weekly amount for the finance type.

Disregard Amount

If applicable, enter the fixed amount to be automatically disregarded from the weekly amount when SWIFT calculates income support and net disposable income.


GC Disregard (Guarantee Credit Disregard)

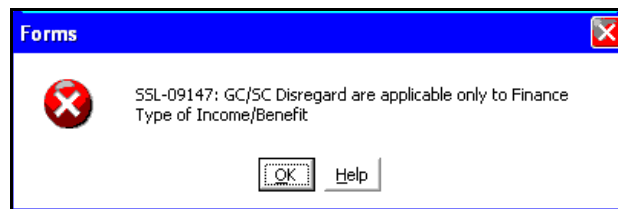
If applicable, enter the fixed amount to be automatically disregarded from the weekly amount when SWIFT calculates a client's income for the Guarantee Credit calculation of Pension Credit.

SC Disregard (Savings Credit Disregard)

If applicable, enter the fixed amount to be automatically disregarded from the weekly amount when SWIFT calculates a client's Savings Credit income.


Note: you can only record GC or SC Disregards if the finance type is an income or benefit. If the finance type you have entered is not an income or benefit, the following error will be

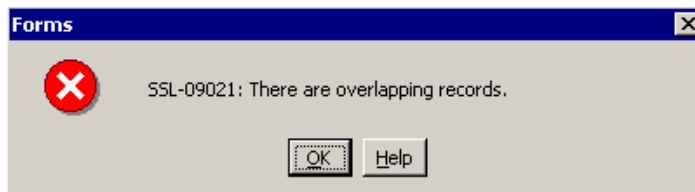
displayed. Click on  and then rectify the error. (Either the Finance Type is incorrect and needs amending or there should be no GC or SC Disregard and needs to be deleted):



Start Date

Enter the date this amount started.

Note: if the start date overlaps with an existing standard finance amount for this benefit the following error message will be displayed. Click on  and then rectify the problem before proceeding. (The end date of the previous finance type must be the day before the start date of the new one):



- Click on 

Financial Assessments Maintenance

Setting or Changing Parameters for Assessment Types

Financial Assessments Maintenance module is where you can access the Parameters screen and set up or change the capital disregards and asset values for the different financial assessment types. In the screens accessed via Further Details, you can set up the appropriate income support thresholds and pension credit details based on the client's age. These figures allow SWIFT to calculate the tariff income and income support or pension credit amounts for a client when it calculates their net disposable income. The Department for Work and Pensions decree the capital disregards and asset value figures used for residential care financial assessments.

Each parameter is linked to a single financial assessment type. If you do not link a financial assessment type to a parameter, you cannot use the assessment type in a financial assessment. Therefore **every financial assessment type must be linked to a parameter.**

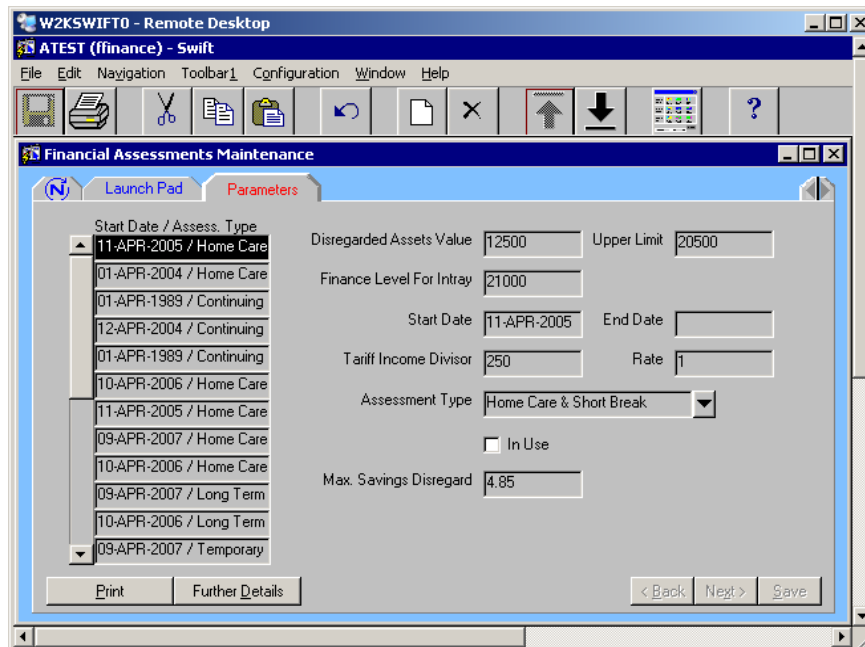
Note: when you need to change the financial assessment parameters for a financial assessment type, you create the new one with the appropriate start date. However, **you do not need to end the existing parameter**, as Swift will handle this automatically: (Swift will remove the In Use flag from the original

open ended parameter. A new parameter will automatically be created, copying the old values, with the correct start and end dates. Swift flags this new parameter as In Use.)



- Click on **Maintenance** (Financial Assessments Maintenance).

The following screen will be displayed:



- Press **F6** to create a new row.
- Complete the following fields:

Disregarded Assets Value

Enter the appropriate amount of the client's capital which is to be disregarded.

Upper Limit

Enter the appropriate upper limit for the calculation of the tariff income.

Finance Level for Intraday

Enter the appropriate amount. (This will be £500 more than the amount entered in the Upper Limit field)

Start Date

Enter the start date.

Tariff Income Divisor

Enter **250**.

Note: this amount is set by the Government and may be subject to change in the future.

Rate

Enter **1**.

Note: this amount is set by the Government and may be subject to change in the future.

Assessment Type

Enter the appropriate assessment type.

In Use

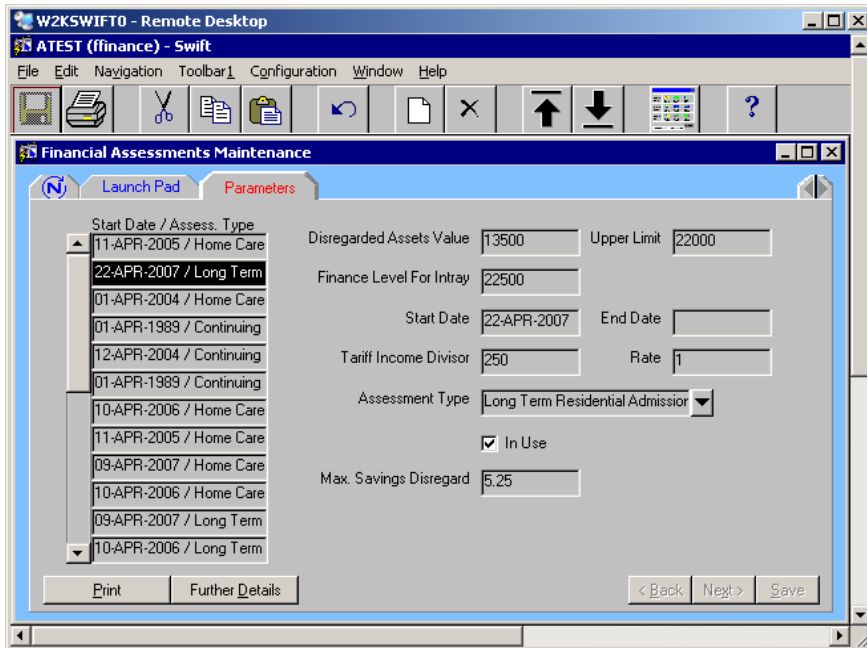
Click in the box to add a tick.

Max Savings Disregard

Enter the appropriate amount.

- Click on **Save**

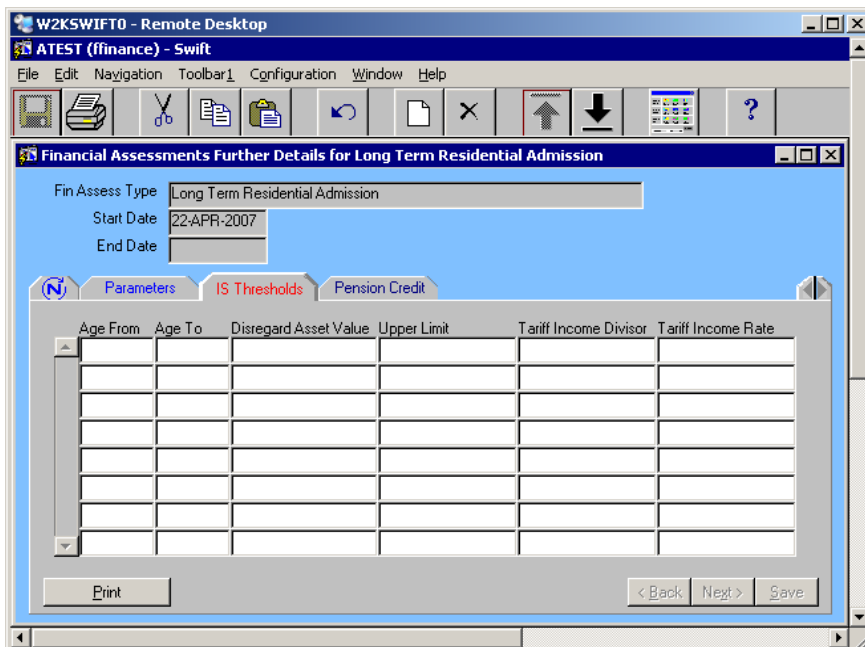
The completed screen should look something like this one:



You now need to set the capital thresholds for the calculation of income support tariff income. This is done on the Income Support Thresholds screen. You can set the different thresholds for different age ranges.

- Click on **Further Details**
- Click on **IS Thresholds (Income Support Thresholds)**.

The following screen will be displayed:



- Complete the following fields:
 - Age From**
Enter the appropriate lower age range the income support threshold applies to.
 - Age To**
Enter the appropriate upper age range the income support threshold applies to.
 - Disregarded Asset Value**
Enter the appropriate amount to be disregarded.

Upper Limit

Enter the appropriate upper limit.

Tariff Income Divisor

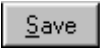
Enter 250.

Note: this amount is set by the Government and may be subject to change in the future.

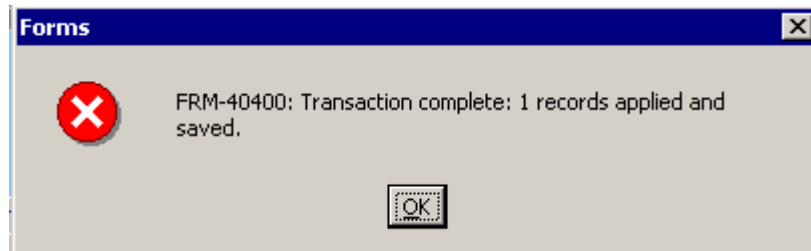
Rate


Enter 1.

Note: this amount is set by the Government and may be subject to change in the future.

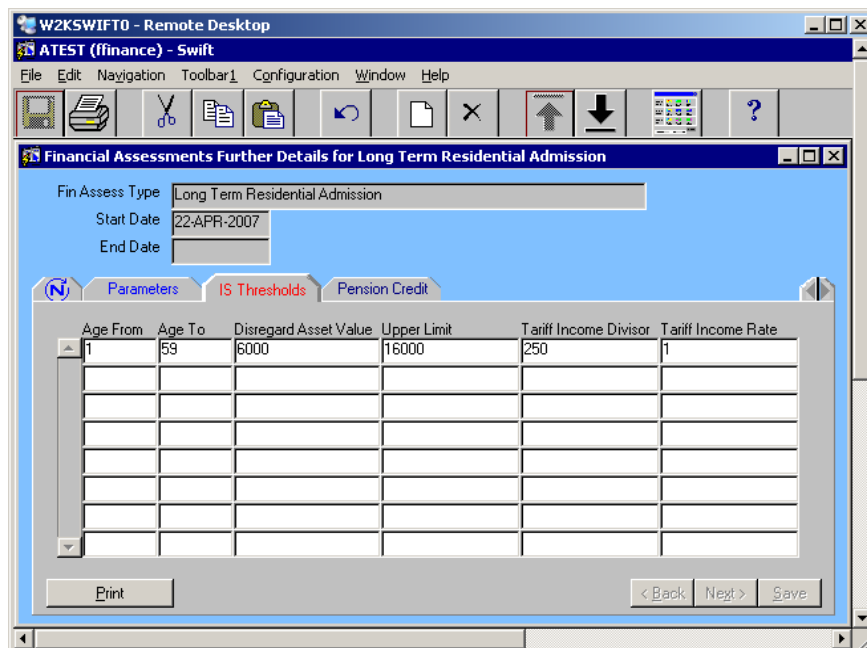
- Click on .

The following message may be displayed:



- Click on .

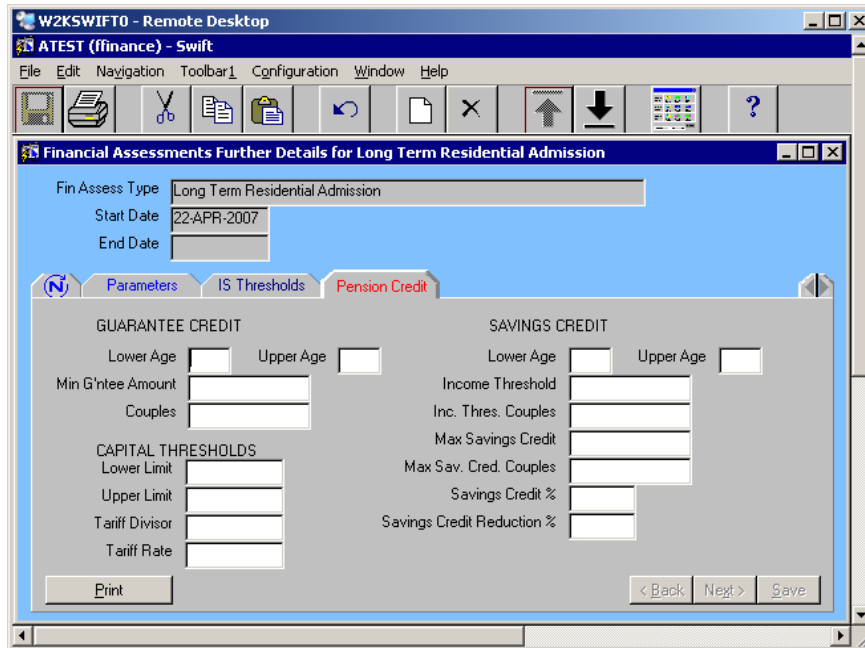
The completed screen should look something like this one:



You now need to set up the age limits and thresholds on Swift to match those set by the Government. This is done on the Pension Credit screen.

- Click on .

The following screen will be displayed:



The screen is divided into three main parts.

- ◇ **Guarantee Credit.**
The minimum income guarantee for clients who are 60+. If the client's income is below this figure, their income is topped up to equal this amount
- ◇ **Savings Credit**
This section details the figures used for the calculation of Savings Credit for clients who are 65+.
- ◇ **Capital Thresholds**
This section controls the calculation of pension credit tariff income when the client's capital is between the lower and upper limits. The client's tariff income is added to their income for the calculation of Guarantee Credit and Savings credit.

- Complete the following fields:

GUARANTEE CREDIT

Lower Age

Enter the age below which Guarantee Credit is not applicable (this is currently **60**).

Upper Age

Enter the age above which Guarantee Credit is no longer applicable. (Currently there is no upper age limit, so this field should be **left blank**).

Min G'ntee Amount

Enter the minimum income guarantee for Pension Credit for a **single person**.

Couples

Enter minimum income guarantee for Pension Credit for a **couple**.

SAVINGS CREDIT

Lower Age

Enter the age below which Savings Credit is not applicable (this is currently **65**).

Upper Age

Enter the age above which Savings Credit is no longer applicable. (Currently there is no upper age limit, so this field should be **left blank**).

Income Threshold

Enter the appropriate amount for a **single person**.

Inc. Threshold Couples

Enter the appropriate amount for a **couple**.

Max Savings Credit

Enter the maximum amount of savings credit for a **single person**.

Max Sav. Cred. Couples

Enter the maximum amount of savings credit for a **couple**.

Savings Credit %

Enter the appropriate percentage (this is currently **60%**).

Savings Credit Reduction %

Enter the appropriate percentage (this is currently **40%**).

CAPITAL THRESHOLDS

Lower Limit


Enter the appropriate amount of capital to be disregarded.

Tariff Divisor

Enter the divisor for the calculation of income support (this is currently **500**).

Tariff Rate

Enter the rate for the calculation of income support (this is currently **1**).

- Click on 

The following message will be displayed:

- Click on 

The completed screen should look something like this one:

The screenshot shows a remote desktop window titled 'W2KSWIFT0 - Remote Desktop' with a sub-window 'ATEST (ffinance) - Swift'. The main application window is 'Financial Assessments Further Details for Long Term Residential Admission'. It features a menu bar (File, Edit, Navigation, Toolbar1, Configuration, Window, Help) and a toolbar with icons for home, print, cut, copy, paste, undo, redo, back, forward, and help. The main content area has a 'Fin Assess Type' dropdown set to 'Long Term Residential Admission', 'Start Date' set to '22-APR-2007', and an empty 'End Date' field. Below this are three tabs: 'Parameters' (selected), 'IS Thresholds', and 'Pension Credit'. The 'Parameters' tab is divided into three sections: 'GUARANTEE CREDIT', 'SAVINGS CREDIT', and 'CAPITAL THRESHOLDS'. Each section contains several input fields with numerical values. At the bottom, there are 'Print', '< Back', 'Next >', and 'Save' buttons.

GUARANTEE CREDIT		SAVINGS CREDIT	
Lower Age	60	Upper Age	
Min G'tee Amount	119.05	Income Threshold	87.30
Couples	181.70	Inc. Thres. Couples	139.60
CAPITAL THRESHOLDS		Max Savings Credit	19.05
Lower Limit	10000	Max Sav. Cred. Couples	25.26
Upper Limit		Savings Credit %	60
Tariff Divisor	500	Savings Credit Reduction %	40
Tariff Rate	1		

REPORTS AND LETTERS FROM SWIFT

There are a number of reports and letters which can be produced from Swift. Refer to *Swift Reports and Forms* manual. Here are some examples of reports used by Finance staff:

- ◇ **Contact Notes FABO (Available from Frontsheet or Involvements Screen in Front Desk)**
Accessed by the FABO before visiting to assess the client.
- ◇ **Assessment Letter (available from the Summary screen or the More screen).**
This should be produced and checked before you complete the assessment on Swift. Once the assessment has been completed on Swift, the FABO must print this out.
- ◇ **Home Care Explained (available from the Summary screen or the More screen).**
This is a breakdown of how the charges were calculated and should be produced and checked before you complete the assessment.
- ◇ **Short Break Explained (available from the Summary screen or the More screen).**
This is a breakdown of how the charges were calculated and should be produced and checked before you complete the assessment.
- ◇ **Client Key Facts (available from the Front Desk Involvements Screen or the Assessment screens)**
This report may be used by FABOs to check key information, e.g. whether the client has S117 legal status recorded.
- ◇ **Financial Assessment Breakdown (available from the Assessments screen)**
This is a report which shows the financial information and the way in which the calculation of the client charge for residential care was made.

OTHER FINANCIAL PROCESSES

Residential Assessments

Part III

Guidance on recording in Part III is provided currently within Finance section.

Direct Debits

Guidance on recording in Direct Debits is provided currently within Finance section.

Home Care Charging

Guidance on recording in Direct Debits and invoicing is provided currently within Finance section.