

Help using this PDF claim form

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This form will only save if:

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The form will not save in:

- older versions of Acrobat Reader
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If you are having technical difficulties:

- downloading the form
- navigating around the form, or
- printing the form

please contact the **DWP Online Helpdesk**.

Phone: **0345 604 3349**

Email: **dwponline.helpdesk@dwp.gsi.gov.uk**

Opening hours

Monday to Friday: 8.00am - 6.00pm

Closed on weekends and all Public and Bank Holidays.

For help and advice on the information you need to put on the form or about the benefit you want to claim, contact the office that deals with the benefit.



Department
for Work &
Pensions

Attendance Allowance

for people aged 65 or over

Notes

This booklet provides help and information to fill in the Attendance Allowance claim form.

If you want help filling in the claim form

- phone us on **0345 605 6055**. We can also arrange interpreters if you phone or visit us.
- textphone **0345 604 5312** if you have speech or hearing difficulties.
Our textphone service does not receive messages from mobile phones.

Or you can contact an organisation like Citizens Advice.

This booklet is available in large print or braille. Please phone **0345 605 6055**.

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Things you will need before you fill in the claim form

Before you fill in the claim form, it will be useful to have ready some of the things listed below. Do not worry if you do not have all of them.

- Your National Insurance number. You can find this on your National Insurance number card, letters from the Department for Work and Pensions, or payslips.
- The name of your GP and the address of your GP's surgery.
- Details of your medication or an up-to-date printed prescription list if you have one.
- Details of anyone you have seen about your illnesses or disabilities in the last 12 months, apart from your GP.
- Your hospital record number (if you know it). You can find this on your appointment card or letter.
- If you have been in a hospital, a care home or similar place – the dates you went in and came out, and the name and address of the place you stayed.

You may also find it helpful to keep a record – write down a list of things you have needed help with or found difficult over one or two days. If you have good days and bad days, or your disability varies over time, you may want to keep a record of your needs over a good day and over a bad day. Start from the time you get up in the morning, through 24 hours, to the time you get up the following morning. You can send in the record with your form if you want to.

You do not have to fill in the form in one go. Take your time so that you can describe all the help you need.

How to fill in the claim form

Please use black ink to fill in the form. Do not worry if you are not sure how to spell something or you make a mistake. If you want to correct a mistake, please cross it out with a pen – do not use correction fluid.

Please tick the box to show your answer. For example:

Yes No

What is Attendance Allowance and can I get it?

Attendance Allowance is to help with extra costs if you have a disability severe enough that you need someone to help look after you.

You may get Attendance Allowance if:

- you are 65 or over when you make your claim
- you cannot get Disability Living Allowance
- you cannot get Personal Independence Payment
- your disability means that you need help with your personal care (see page 5) or you need someone to supervise you for your own or someone else's safety (see page 5), and
- you have needed that help for at least 6 months.

You may not think of yourself as disabled, but if you have a health condition or illness that means you need the type of help we tell you about in these notes, you may be able to get Attendance Allowance.

Your disability may be physical, or you may have mental-health problems, learning difficulties, sight, hearing or speech difficulties.

- Attendance Allowance is not usually affected by your income or savings (but, if you get Constant Attendance Allowance with another benefit, this will be paid instead, or reduce the amount of your Attendance Allowance).
- Attendance Allowance is not taken off other benefits and tax credits you may get.
- You don't usually need to have paid any National Insurance contributions to claim Attendance Allowance.
- You do not have to pay tax on the Attendance Allowance you get.
- If you get Attendance Allowance, you may get extra money with other benefits (see page 11).

Even if you are not actually getting the help you need, you can still get Attendance Allowance.

If you are under 65, you may be able to get Personal Independence Payment instead. Contact the Personal Independence Payment enquiry line on **0345 850 3322** if you want to ask us about a Personal Independence Payment.

You can find out more about Attendance Allowance online at **www.gov.uk/attendance-allowance** or by phoning **0345 605 6055** – see page 1.

What do ‘help with personal care’ and ‘supervise’ mean?

‘**Help with personal care**’ means day-to-day help with things like:

- washing (or getting into or out of a bath or shower)
- dressing
- eating
- going to or using the toilet, or
- telling people what you need or making yourself understood (if you have a problem, such as learning difficulties, that makes this hard).

‘**Supervise**’ means that you need someone to watch over you to help you avoid substantial danger to yourself or other people.

This could mean:

- when you take medicines or have treatment
- keeping you away from danger that you may not know is there
- avoiding danger you could face because you cannot control the way you behave, and
- stopping you from hurting yourself or other people.

You may need help with personal care or supervision because you:

- find it hard to move your arms or legs or have no control over them
- get breathless easily or are in pain, or
- have behaviour difficulties, mental-health problems, or you get confused.

When can I claim Attendance Allowance?

You can normally only get Attendance Allowance when you have needed help for 6 months (unless you claim under the special rules – see page 8). If you claim straight away, we will deal with your claim as soon as possible.

How is Attendance Allowance worked out?

There are 2 rates of Attendance Allowance:

- lower rate, and
- higher rate.

The rate you get is based on how much help you need.

Lower rate of Attendance Allowance

You may get the lower rate of Attendance Allowance if you need:

- help with personal care frequently throughout the day
- help with personal care during the night
- someone to supervise you continually throughout the day to help you avoid substantial danger
- someone to watch over you at night to help you avoid substantial danger, or
- someone with you when you are on dialysis.

Higher rate of Attendance Allowance

You may get the higher rate if you need:

- help with personal care or someone to supervise you throughout the day and also during the night.

You may also be able to get this rate if you claim under the special rules (see page 8).

There are fixed amounts of money for Attendance Allowance. You can find the current rates online at www.gov.uk

How your disabilities affect you

You may not think of yourself as disabled, but if you have a health condition or illness that means you need the sort of help we tell you about in these notes, you may be able to get Attendance Allowance.

We know that disabilities can affect people more on one day than another – they have good days and bad days. We know that your disability may vary over a period of time. Please try to tell us as much as you can about how your disability varies.

We also know that help needed during the day and help needed during the night can be different. There are separate questions for you to tell us about the different sort of help you might need.

Medical examinations

If we cannot get a clear picture of how your illnesses or disabilities affect you, we may ask a health care professional to examine you. Medical Services, who arrange medical examinations for us will contact you if an examination is required.

These notes give you more help and advice with some of the questions in the claim form

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If you're not British, Swiss or a national of the following countries, send us your passport, travel documents and any letters you have from the Home Office with the form.

Austria	Italy (including Sicily, Sardinia and Elba, but not Vatican City and San Marino)
Belgium	Latvia
Bulgaria	Liechtenstein
Croatia	Lithuania
Cyprus	Luxemburg
Czech Republic	Malta
Denmark (but not the Faroe Islands and not Greenland)	Netherlands
Estonia	Norway
Finland (but not the Aland Islands)	Poland
France (including Corsica, Guadeloupe, Martinique, Reunion and French Guiana but not Monaco)	Portugal
Germany	Romania
Greece (Including Crete and the Greek Islands)	Slovakia
Hungary	Slovenia
Iceland	Spain (including the Balearic Islands, the Canary Islands and the Spanish enclaves of Ceuta and Melilla)
Republic of Ireland	Sweden

8 Do you normally live in Great Britain?

To be able to get Attendance Allowance you normally have to have lived in the UK for 2 years out of the last 3 and not be subject to immigration control. You may be able to meet this condition if you are, or have been, living in another European Economic Area (EEA) state or Switzerland.

These rules do not apply if you are terminally ill and qualify under the special rules.

Also, if you have come to Great Britain from a country that is part of the EEA, or Switzerland, then depending on your circumstances you may not have to wait for this period of time before you can get Attendance Allowance.

If you or a member of your family live in another country that is part of the EEA, or in Switzerland, then you may be able to get Attendance Allowance if the UK is responsible for paying you sickness benefits.

You can find more information about claiming Attendance Allowance when you live in another country that is part of the EEA, or in Switzerland, on our website www.gov.uk

12 Special rules

We have special rules for people who are terminally ill. This means people who have a progressive disease and are not expected to live longer than another 6 months.

So that we can deal with your claim as quickly as possible, it is important that you send a DS1500 report with your claim. The notes below tell you how to get a DS1500 report.

If you don't have the DS1500 report by the time you have filled in the claim form, send us the claim form straight away. Please send the DS1500 when you can.

Getting Attendance Allowance under the special rules means:

- getting the higher rate of Attendance Allowance
- getting paid straight away (this means you do not have to wait until you have needed help for 6 months – but changes like those on page 10 of these notes may still affect how much money you get), and
- we deal with your claim more quickly.

Claiming under the special rules for someone else

You can claim under the special rules for someone else. You do not have to tell them you are claiming for them. Tell us about them on the claim form. We will normally write to them about whether they can get Attendance Allowance, but we will not tell them anything about the special rules.

If you are filling in this form as part of your job, you do not need to tell us your National Insurance number or date of birth at question 13.

How to claim under the special rules

Please fill in the claim form. Tick the box at question 19 of the claim form to show you are claiming under the special rules.

If you do not tick this box, we cannot normally pay you under the special rules.

How to get a DS1500 report

Ask your doctor or specialist for a DS1500 report.

This is a report about your medical condition. You won't have to pay for it. You can ask the doctor's receptionist, a nurse or a social worker to arrange this for you. You do not have to see the doctor. Most doctors' practices provide DS1500 reports very quickly. Ask for the report in a sealed envelope if you do not want anyone to see it.

18 **About your illnesses or disabilities and the treatment or help you receive**

Consent

We may need to contact your GP, or the people or organisations involved with you, for information about your condition(s) or treatment. This may include medical information.

This is so that we understand your current needs. You do not have to agree to us contacting these people or organisations but if you do not agree, we may not be able to check you can get the payments you are claiming.

25 **The aids and adaptations you use**

We want to know if you use any aids or adaptations to help you do things. For example:

- a hoist, monkey pole or bed-raiser may help you get out of bed
- a commode, raised toilet seat or rails may help you with your toilet needs
- bath rails, a shower seat or a hoist may help you bath or shower
- a long-handled shoehorn, button hook, zip pull or sock aid may help you dress
- a stairlift, raised chair, wheelchair or rails may help you move about indoors
- a walking stick, walking frame, crutches or artificial limbs may help you get around
- special cutlery or a feeding cup may help you eat and drink, or
- a hearing aid, textphone, magnifier or braille terminal may help you communicate.

Please tell us if you need help to use the aids or adaptations and, if you do, what help you get from another person.

45 Being in hospital, a care home or a similar place

By care home, we mean a home such as a residential care home, nursing home, hospice or similar place.

We need to know if:

- you are in a hospital, a care home or similar place when you make your claim, and
- the local authority or NHS pay anything towards the cost of your stay.

If you are awarded Attendance Allowance when you are in hospital, a care home or a similar place, we cannot pay you until you come out. But if you are a private patient or resident, paying for your stay without help from public funds, we will be able to pay you.

We may still be able to pay you if you are claiming under the special rules and you are in a hospice.

48 How we pay you

If we pay you too much money

We have the right to take back any money we pay that you should not have got. This may be because of the way the system works for payments into an account.

For example, you may give us some information, which means you should get less money. Sometimes we may not be able to change the amount we have already paid you. This means we will have paid you money that you should not have got. **We will contact you before we take back any money.**

How the Department for Work and Pensions collects and uses information

When we collect information about you we may use it for any of our purposes.

These include dealing with:

- social security benefits and allowances
- child support
- employment and training
- financial planning for retirement
- occupational and personal pension schemes.

We may get information about you from others for any of our purposes if the law allows us to do so. We may also share information with certain other organisations if the law allows us to.

To find out more about how we use information, go online at www.gov.uk/dwp/personal-information-charter or contact any of our offices.

Help and advice about other benefits

If you want general advice about any other benefits you may be able to claim, you can:

- go online at www.gov.uk
- contact Jobcentre Plus. The number is in the phone book.
Look under Jobcentre Plus
- contact an advice service like Citizens Advice.

To find out about Child Tax Credit or Working Tax Credit

- Go online at www.gov.uk/child-tax-credit or www.gov.uk/working-tax-credit
- Contact the Tax Credit Helpline:
Phone: **0345 300 3900**
Textphone: **0345 300 3909**
- If you need a form or help in Welsh, phone **0300 200 1900**.

To find out about State Pension

- Go online at www.gov.uk/new-state-pension

To find out about Pension Credit

- Go online at www.gov.uk/pension-credit
- Contact The Pension Service:
Phone: **0800 99 1234**
Textphone: **0800 169 0133**.

Carer's Allowance and Carer's Credit

If you are claiming Attendance Allowance and someone cares for you, read the information sheet about Carer's Allowance and Carer's Credit we have sent with this claim pack.

What happens next

Fill in the form and post it back to us.

Write the date you post your form to us in this box.

Do not send this Notes booklet back with your claim form.

We can send you this leaflet in other formats, such as large print.

This leaflet is only a guide and does not cover every circumstance. We have done our best to make sure that the information is correct as of April 2017. It is possible that some of the information may change over time.

Calls to 0345 numbers cost no more than a standard geographic call, and count towards any free or inclusive minutes in your landline or mobile phone contract.



Attendance Allowance, Carer's Allowance and Carer's Credit

Please read this then pass it to your carer if you have one.

This leaflet is in 2 parts:

- Part 1 – for you
- Part 2 – for your carer, if you have one. It gives information about Carer's Allowance and Carer's Credit.

Part 1 – for you

Your benefit could be affected if someone claims Carer's Allowance for looking after you.

If your claim for Attendance Allowance is successful, you may get an extra amount for severe disability with an income-related benefit or Pension Credit.

If someone is paid Carer's Allowance for looking after you, you may not be able to get this extra amount. Contact the office dealing with your benefits for more information. **Your Attendance Allowance will not be affected.**

Part 2 – for your carer

Carer's Allowance

If you care for someone for 35 hours or more each week, you may also get Carer's Allowance. You can get Carer's Allowance once we have agreed the person you care for is awarded Attendance Allowance. You must claim Carer's Allowance within 3 months of the Attendance Allowance decision being made or you could lose benefit.

Carer's Allowance and other benefits

Some benefits, allowances or pensions can change how much Carer's Allowance we can pay. This means that if you get another benefit, we may not pay Carer's Allowance at all, or pay you less. But you may still qualify for Carer's Allowance even if we cannot pay it. This means you may get an extra amount paid with income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Income Support, Pension Credit or Housing Benefit.

How to claim Carer's Allowance or find out more information

- Visit our website at www.gov.uk
- Write to DWP, Mail opening site A, Wolverhampton, WV98 1AA.

Carer's Credit

If you cannot get Carer's Allowance and look after one or more disabled people for a total of 20 hours or more a week, you can apply for Carer's Credit. This is a National Insurance credit for working age carers. It can help you qualify for the State Pension and bereavement benefits.

You do not need to apply for Carer's Credit if you receive Child Benefit for a child under age 12 or get Carer's Allowance, as you will already get National Insurance credits.

You can find out more about Carer's Credit and how to apply:

- online at **www.gov.uk**
- phone: **0345 605 6055**
- textphone: **0345 604 5312**.

We can send you this leaflet in other formats, such as large print.

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Attendance Allowance for people aged 65 or over

Please fill in this claim form and send it back to us as soon as you can. We can only consider paying benefit from the day we receive it.

i Before you fill in this form, read page 3 of the notes booklet that came with this form.

About you

Please tell us your personal details. **If you are filling in this form for someone else, tell us about them, not you.**

1

Surname or family name

All other names in full

Title

For example, Mr, Mrs, Miss, Ms

Letters Numbers Letter

2

National Insurance number

3

Date of birth (day/month/year)

4

Sex

Male

Female

5

The full address where you live

Postcode

6

Daytime phone number

Please include the dialling code.

Mobile phone number,
if different

If you have speech or hearing difficulties and want us to contact you by textphone, please tick this box.

Textphone number

7

What is your nationality?

Please see question 7 in the notes booklet

About you continued

8 Do you normally live in Great Britain?

Great Britain is England, Scotland and Wales.



For more information please read page 7 of the **notes**.

Yes Please continue below. **No** Go to question 9.

If you live in Wales and would like us to contact you in Welsh in future, tick this box.

9 Have you been abroad for more than 4 weeks at a time in the last 3 years?

Abroad means out of Great Britain.

Yes Please continue below. **No** Go to question 10.

Please tell us when you went abroad.

From To

Tell us where you went.

Tell us why you went.

If you have been abroad more than once in the last 3 years, please tell us the dates you went, where you went and why you went at question 50 **Extra information**.

10 Entitlement to other benefits from another European Economic Area (EEA) state or Switzerland

Are you, your wife, husband or civil partner receiving any pensions or benefits from another EEA state or Switzerland?

No Go to question 11. **Yes** We will contact you about this.

Don't know We will contact you about this.

11 Entitlement to other benefits from another EEA state or Switzerland

Are you, your wife, husband or civil partner working in or paying insurance to another EEA state or Switzerland? By insurance we mean connected to work, like UK National Insurance.

No Go to question 12. **Yes** We will contact you about this.

Don't know We will contact you about this.

12

Special rules



You **must** read page 8 of the **notes** about special rules before you complete this question.

The special rules are for people who have a progressive disease and are not expected to live longer than another 6 months.

If you are claiming under the special rules, tick this box.

If you are claiming under the special rules you do not need to answer questions 20 to 44.

Then please send this form to us with a DS1500 report. You can get the report from your doctor or specialist.

If you have not got your DS1500 report by the time you have filled in the claim form, send the claim form straight away. If you wait, you could lose money.

Please send the DS1500 report when you can.

Please make sure you sign the **consent** question 18 and the **declaration** question 51.

Signing the form for someone else

13

You can fill in the form for someone else, but they must still sign themselves unless:

- you've already been legally appointed to receive and deal with their benefits. That is, you're a benefit appointee, a deputy or hold a Power of Attorney, or
- the person you're claiming for is too ill or disabled to claim for themselves and you want to be appointed to receive and deal with their benefits, or
- you're completing this form in their absence and/or without their knowledge.

Are you signing the form for someone else?

Yes

Continue below.

No

Go to question 14.

Why are you signing the form for them? Please select one of the following.

I'm claiming for them under the special rules for terminally ill people.

You may wish to tell the person you have claimed for that you have made a claim to this benefit on their behalf. This is because we will send letters about Attendance Allowance to them. There is no mention of terminal illness or the special rules in our notifications.

Signing the form for someone else continued

I'm an appointee, appointed by the
Department for Work and Pensions

I hold power of attorney

I'm a Deputy

I'm a Tutor (under Scottish law)

I'm a curator bonis or judicial factor
(under Scottish law)

**I'm a Corporate Acting Body or
Corporate Appointee**

Please tell us the name
of your organisation.

For example, an organisation appointed to act on behalf of the person the benefit is for,
such as a local authority or firm of solicitors.

**Unless we've already seen this authority we'll need to see it before we can
process the claim. Please send us your power of attorney or the relevant
documents with this claim. You can send the original or a certified copy.**

I want to be appointed to act on their behalf.

Tick this box if:

- the person you're claiming for is too ill or disabled to claim for themselves and you want to be appointed to handle their benefit affairs, or
- you're in the process of becoming a legally appointed representative.
We'll contact you about this.

Your name

Letters Numbers

Letter

National Insurance number

Date of birth (day/month/year)

Your full address

Postcode

Daytime phone number,
including the dialling code

About your illnesses or disabilities and the treatment or help you receive

14 Please list separately details of your illnesses or disabilities in the table below.

By illnesses or disabilities we mean physical, sight, hearing or speech difficulty or mental-health problems.

If you have a spare up-to-date printed prescription list, please send it in with this form. If you send in your prescription list you do not need to tell us about your medicines and dosage in the table below, but we still need to know your illness or disability.

You can find the dosage on the label on your medicine.

By treatments we mean things like physiotherapy, speech therapy, occupational therapy or visiting a day-care centre or a mental-health professional for counselling or other treatments.

Name of illness or disability	How long have you had this illness or disability?	What medicines or treatments (or both) have you been prescribed for this illness or disability?	What is the dosage and how often do you take each of the medicines or receive treatment?
Example Alzheimer's	Two years	Aricept	10 milligrams (mg) One tablet a day
Example Kidney failure	One year	Dialysis	Two times a week
Example Partially sighted	About 10 years	None	None

If you need more space to tell us about your illnesses or disabilities, please continue at question 50 **Extra information**.

About your illnesses or disabilities and the treatment or help you receive continued

15 Apart from your GP, in the last 12 months have you seen anyone about your illnesses or disabilities?

For example, a hospital doctor or consultant, district or specialist nurse, community psychiatric nurse, occupational therapist, physiotherapist, audiologist or social worker.

Yes Please continue below. **No** Go to question 16.

Their name (Mr, Mrs, Miss, Ms, Dr)

Their profession or specialist area

The full address where you see them

For example, the address of the health centre or hospital

Postcode

Their phone number,
including the dialling code

Your hospital record number

You can find this on your appointment card or letter.

Which of your illnesses or disabilities do you see them about?

How often do you usually see them because of your illnesses or disabilities?

When did you last see them because of your illnesses or disabilities?

If you have seen more than one professional, please tell us their contact details, what they treat you for and when you last saw them at question 50 **Extra information.**

About your illnesses or disabilities and the treatment or help you receive continued

16 Does anyone else help you because of your illnesses or disabilities?

For example, a carer, support worker, nurse, friend, neighbour or family member.

Yes Please continue below. **No** Go to question 17.

Their name

Their full address

Postcode

Their phone number,
including the dialling code

**What help do you get
from them?**

Their relationship to you

How often do you see them?

If more than one person helps you, please tell us their name and how they help you at question 50 **Extra information**.

17 About your GP

The GP only gives details of medical fact, they don't decide if you can get Attendance Allowance.

Their name

If you do not know your GP's name,
please give the name of the
surgery or health centre.

Their full address

Postcode

Their phone number,
including the dialling code

**When did you last see
them because of your
illnesses or disabilities?**

About your illnesses or disabilities and the treatment or help you receive continued

18

Consent



For more information please read page 9 of the **notes**

We may want to contact your GP, or the people or organisations involved with you, for information about your claim. This may include medical information. You do not have to agree to us contacting these people or organisations, but if you don't agree, we may be unable to make sure you are entitled to the benefit you are claiming.

We, or any health care professional working for an organisation approved by the Secretary of State, may ask any person or organisation to give them or us any information, including medical information, which we need to deal with:

- this claim for benefit, or
- any appeal or other request to reconsider a decision about this claim.

Please tick one of the consent options then sign and date below.

I agree to you contacting the people or organisations described in the statement above.

Yes **No**

Signature

Date

Please make sure you also sign and date the declaration at question 51.

If you are claiming under the special rules, please go to question 45.
You do not have to answer any more questions until then.

19

Do you have any reports about your illnesses or disabilities?

These may be from a person who treats you, for example, an occupational therapist, hospital doctor or counsellor. It may be an assessment report, a care plan or something like this.

Yes Please send us a copy if you have one. **No** Go to question 20.

Do not worry if you do not have any reports. Just send in your claim form.

About your illnesses or disabilities and the treatment or help you receive continued

20 Are you on a waiting list for surgery?

Yes Tell us about this in the table below. **No** Go to question 21.

The date you were put on the waiting list	What surgery are you going to have?	When is the surgery planned for, if you know this?
Example 13 December 2014	Operation to replace my right hip	1 December 2015

21 Have you had any tests for your illnesses or disabilities?

For example, a peak flow, a treadmill exercise, a hearing or sight test or something else.

Yes Tell us about these in the table below. **No** Go to question 22.

Date and type of test	Results
Example December 2014 treadmill test	Four minutes (stage 2)

22 What type of accommodation do you live in?

For example, you may live in a house, bungalow, flat, supported housing, residential care home, nursing home or somewhere else.

About your illnesses or disabilities and the treatment or help you receive continued

23 Where is there a toilet in your home?

Upstairs Downstairs Other

Tell us where.

24 Where do you sleep in your home?

Upstairs Downstairs Other

Tell us where.

25 Please list any aids or adaptations you use.

Put a tick in the second box against those that have been prescribed by a health care professional, for example, an occupational therapist.

If you have difficulty using any aids or adaptations or you need help from another person to use them, tell us in the table below.

i For more information please read page 9 of the **notes**.

Aids and adaptations	<input type="checkbox"/>	How does this help you?	What difficulty do you have using this aid or adaptation?
Example Magnifier	<input checked="" type="checkbox"/>	Helps me to see the print in the newspaper.	None
Example Stairlift	<input type="checkbox"/>	I can get up and down stairs	I need help to get in and out of the chair.
	<input type="checkbox"/>		
	<input type="checkbox"/>		
	<input type="checkbox"/>		
	<input type="checkbox"/>		
	<input type="checkbox"/>		
	<input type="checkbox"/>		

If you need more space to tell us about your aids or adaptations, please continue at question 50 **Extra information**.

Care needs

26

When your care needs started

Normally, you can only get Attendance Allowance if you have had difficulty or needed help for 6 months.

Please tell us the date your care needs started.

If you cannot remember the exact date, tell us roughly when this was.

Your care needs during the day

During the day includes the evening. Care needs during the night are covered later.

By care needs we mean help or supervision, due to an illness or disability, with:

- everyday tasks like getting in and out of bed, dressing, washing
- taking part in certain hobbies, interests, social or religious activities, or
- communication.

Help means physical help, guidance or encouragement from someone else so you can do the task.

Use the tick boxes to tell us about the difficulty you have or the help you usually need.

Usually means most of the time.

It is important that you tell us about the difficulty you have or the help you need, whether you get the help or not.



For more information about care and supervision see page 5 of the **notes**.

Help with your care needs during the day

27

Do you usually have difficulty or do you need help getting out of bed in the morning or getting into bed at night?

Yes Please tick the boxes that apply to you.

No Go to question 28.

I have difficulty:

- getting into bed
- getting out of bed

I need help:

- getting into bed
- getting out of bed

I have difficulty concentrating or motivating myself and need:

- encouraging to get out of bed in the morning
- encouraging to go to bed at night

Help with your care needs during the day continued

Is there anything else you want to tell us about the difficulty you have or the help you need getting in or out of bed?

For example, you may go back to bed during the day or stay in bed all day.

Yes Tell us in the box below. **No** Go to question 28.

28 Do you usually have difficulty or do you need help with your toilet needs?

This means things like getting to the toilet, or using the toilet, commode, bedpan or bottle. It also means using or changing incontinence aids, or a catheter or cleaning yourself.

Yes Please continue below. **No** Go to question 29.

Please tell us what help you need and how often you need this help.

For example

If you need help to get to and use the toilet four times a day, you would fill in the boxes as shown below.

I have difficulty:

- with my toilet needs

How often each day?

4

I have difficulty:

- with my toilet needs
- with my incontinence needs

How often each day?

I need help:

- with my toilet needs
- with my incontinence needs

How often each day?

I have difficulty concentrating or motivating myself and need:

- encouraging with my toilet needs
- encouraging with my incontinence needs

Help with your care needs during the day continued

Is there anything else you want to tell us about the difficulty you have or the help you need with your toilet needs?

Yes Tell us in the box below. **No** Go to question 29.

29 Do you usually have difficulty or do you need help with washing, bathing, showering or looking after your appearance?

This means things like getting into or out of the bath or shower, checking your appearance or looking after your personal hygiene. Personal hygiene includes things like cleaning your teeth, washing your hair, shaving or something like this.

Yes Please continue below. **No** Go to question 30.

Please tell us what help you need and how often you need this help.

I have difficulty:

How often each day?

- looking after my appearance
- getting in and out of the bath
- washing and drying myself or looking after my personal hygiene
- using a shower

I need help:

How often each day?

- looking after my appearance
- getting in and out of the bath
- washing and drying myself or looking after my personal hygiene
- using a shower

Help with your care needs during the day (continued)

I have difficulty concentrating or motivating myself and need:

How often each day?

- encouraging to look after my appearance
- encouraging or reminding about washing, bathing, showering, drying or looking after my personal hygiene

Is there anything else you want to tell us about the difficulty you have or the help you need washing, bathing, showering or looking after your appearance or personal hygiene?

Yes Tell us in the box below.

No Go to question 30.

30 **Do you usually have difficulty or do you need help with dressing or undressing?**

Yes Please continue below.

No Go to question 31.

Please tell us what help you need and how often you need this help.

I have difficulty:

How often each day?

- with putting on or fastening clothes or footwear
- with taking off clothes or footwear
- with choosing the appropriate clothes

I need help:

How often each day?

- with putting on or fastening clothes or footwear
- with taking off clothes or footwear
- with choosing the appropriate clothes

Help with your care needs during the day continued

I have difficulty concentrating or motivating myself and need:

How often each day?

- encouraging to get dressed or undressed
- reminding to change my clothes

Is there anything else you want to tell us about the difficulty you have or the help you need dressing or undressing?

For example, you may get breathless, feel pain or it may take you a long time.

Yes Tell us in the box below.

No Go to question 31.

31 **Do you usually have difficulty or do you need help with moving around indoors? By indoors we mean anywhere inside, not just the place where you live.**

Yes Please tick the boxes that apply to you.

No Go to question 32.

I have difficulty:

- walking around indoors
- going up or down stairs
- getting in or out of a chair
- transferring to and from a wheelchair

I need help:

- walking around indoors
- going up or down stairs
- getting in or out of a chair
- transferring to and from a wheelchair

Help with your care needs during the day continued

I have difficulty concentrating or motivating myself and need:

- encouraging or reminding to move around indoors

Is there anything else you want to tell us about the difficulty you have or the help you need with moving around indoors?

For example, you may hold on to furniture to get about or it may take you a long time.

Yes Tell us in the box below. **No** Go to question 32.

32 **Do you fall or stumble because of your illnesses or disabilities?**

For example, you may fall or stumble because you have weak muscles, stiff joints or your knee gives way, or you may have problems with your sight, or you may faint, feel dizzy, blackout or have a fit.

Fall Please continue below.

No Go to question 33.

Stumble Please continue below.

What happens when you fall or stumble?

Tell us why you fall or stumble and if you hurt yourself.

Have you been referred to a Falls Clinic?

Yes

No

Help with your care needs during the day continued

Do you need help to get up after a fall?

Tell us if you have difficulty getting up after a fall and the help you need from someone else.

Yes Tell us in the box below.

No

When did you last fall or stumble?

If you don't know the exact date, tell us roughly when this was.

How often do you fall or stumble?

Tell us roughly how many times you have fallen or stumbled in the last month or year.

times last month

times last year

33 Do you usually have difficulty or do you need help with cutting up food, eating or drinking?

This means things like getting food or drink into your mouth or identifying food on your plate.

Yes Please continue below.

No Go to question 34.

I have difficulty:

- eating or drinking
- with cutting up food on my plate

How often each day?

I need help:

- eating or drinking
- with cutting up food on my plate

How often each day?

I have difficulty concentrating or motivating myself and need:

- encouraging or reminding to eat or drink

How often each day?

Help with your care needs during the day continued

Is there anything else you want to tell us about the difficulty you have or the help you need with cutting up food, eating or drinking?

Yes Tell us in the box below. **No** Go to question 34.

34 **Do you usually have difficulty or do you need help with taking your medicines or with your medical treatment?**

This means things like injections, an inhaler, eye drops, physiotherapy, oxygen therapy, speech therapy, monitoring treatment, coping with side effects, and help from mental-health services. It includes handling medicine and understanding which medicines to take, how much to take and when to take them.

Yes Please continue below. **No** Go to question 35.

Please tell us what help you need and how often you need this help.

I have difficulty:

How often each day?

- taking my medication
- with my treatment or therapy

I need help:

How often each day?

- taking my medication
- with my treatment or therapy

I have difficulty concentrating or motivating myself and need:

How often each day?

- encouraging or reminding to take my medication
- encouraging or reminding about my treatment or therapy

Help with your care needs during the day continued

Is there anything else you want to tell us about the difficulty you have or the help you need taking your medication or with medical treatment?

Yes Tell us in the box below. **No** Go to question 35.

35 **Do you usually need help from another person to communicate with other people?**

For example, you may have a mental-health problem, learning disability, sight, hearing or speech difficulty and need help to communicate. Please answer as if using your normal aids, such as glasses or a hearing aid.

Yes Please tick the boxes that apply to you. **No** Go to question 36.

I have difficulty:

- understanding people I do not know well
- being understood by people who do not know me well
- concentrating or remembering things
- answering or using the phone
- reading letters, filling in forms, replying to mail
- asking for help when I need it

Help with your care needs during the day continued

I need help:

- understanding people I do not know well
- being understood by people who do not know me well
- concentrating or remembering things
- answering or using the phone
- reading letters, filling in forms, replying to mail
- asking for help when I need it

Is there anything else you want to tell us about the difficulty you have or the help you need from another person to communicate with other people?

For example, you use BSL (British Sign Language).

Yes

Tell us about your communication needs in the box below.

No

Go to question 36.

36

How many days a week do you have difficulty or need help with the care needs you have told us about on questions 26 to 34?

days

Help with your care needs during the day continued

37 Do you usually need help from another person to actively take part in hobbies, interests, social or religious activities?

We need this information because we can take into account the help you need or would need to take part in these activities, as well as the other help you need during the day.

Yes Please continue below. **No** Go to question 38.

Tell us about the activities and the help you need from another person **at home**.

What you do or would like to do.	What help do you need or would you need from another person to do this?	How often do you or would you do this?
Example Listening to music	I cannot see and need help to find the disc I want and put the disc in the player.	Four or five times a week

Tell us about the activities and the help you need from another person **when you go out**.

What you do or would like to do.	What help do you need or would you need from another person to do this?	How often do you or would you do this?
Example Swimming	When I get to the swimming pool I need help to get changed, to dry myself and to get in and out of the pool.	Three times a week for half an hour each time.

If you need some more space to tell us about your hobbies, interests, social or religious activities please continue at question 50 **Extra information**.

Help with your care needs during the day continued

38 Do you usually need someone to keep an eye on you?

For example, you may have a mental-health problem, learning disability, sight, hearing or speech difficulty and need supervision.

Yes Please tick the boxes that apply to you. **No** Go to question 40.

Please tell us why you need supervision.

- To prevent danger to myself or others.
- I am not aware of common dangers.
- I am at risk of neglecting myself.
- I am at risk of harming myself.
- I may wander.
- To discourage antisocial or aggressive behaviour.
- I may have fits, dizzy spells or blackouts.
- I may get confused.
- I may hear voices or experience thoughts that disrupt my thinking.

How long can you be safely left for at a time?

Is there anything else you want to tell us about the supervision you need from another person?

Yes Tell us in the box below. **No** Go to question 39.

39 How many days a week do you need someone to keep an eye on you?

days

Help with your care needs during the night

By night we mean when the household has closed down at the end of the day.

40 Do you usually have difficulty or need help during the night?

This means things like settling, getting into position to sleep, being propped up or getting your bedclothes back on the bed if they fall off, getting to the toilet, using the toilet, using a commode, bedpan or bottle, getting to and taking the tablets or medicines prescribed for you and having any treatment or therapy.

Yes Please continue below. **No** Go to question 42.

Please tell us what help you need, how often and how long each time you need this help for.

I have difficulty or need help:	How often each night?			How long each time?
	1	2	3+	
• turning over or changing position in bed				minutes
• sleeping comfortably				minutes
• with my toilet needs				minutes
• with my incontinence needs				minutes
• taking my medication				minutes
• with treatment or therapy				minutes

I have difficulty concentrating or motivating myself and need:

	How often each night?			How long each time?
	1	2	3+	
• encouraging or reminding about my toilet or incontinence needs		<input type="checkbox"/>		minutes
• encouraging or reminding about medication or medical treatment				minutes

Is there anything else you want to tell us about the difficulty you have or the help you need during the night?

Yes Tell us in the box below. **No** Go to question 41.

Help with your care needs during the night continued

41 How many nights a week do you have difficulty or need help with your care needs?

nights

42 Do you usually need someone to watch over you?

For example, you may have a mental-health problem, learning disability, sight, hearing or speech difficulty and need another person to be awake to watch over you.

Yes Please tick the boxes that apply to you. **No** Go to question 44.

Please tell us why you need watching over.

- To prevent danger to myself or others.
- I am not aware of common dangers.
- I am at risk of harming myself.
- I may wander.
- To discourage antisocial or aggressive behaviour.
- I may get confused.
- I may hear voices or experience thoughts that disrupt my thinking.

How many times a night does another person need to be awake to watch over you?

How long on average does another person need to be awake to watch over you at night?

minutes

Is there anything else you want to tell us about why you need someone to watch over you?

Yes Tell us in the box below. **No** Go to question 43.

43 How many nights a week do you need someone to watch over you?

nights

Help with your care needs

44

Please tell us anything else you think we should know about the difficulty you have or the help you need.

If you need some more space to tell us about the help you need or the difficulty you have with your care needs, please continue at question 50 **Extra information**.

About time spent in hospital, a care home or a similar place

45

Are you in hospital, a care home or similar place now?

For example, a residential care home, nursing home, hospice or similar place.



For more information please read page 10 of the **notes**.

Yes

Tell us when you went in.

No

Go to question 46.

Please tell us the full name and address of the place where you are staying.

Postcode

If you are in hospital, why did you go into hospital?

Does a local authority, health authority, education authority or a government department give you, or the place where you stay, any money towards the costs of your stay?

Yes

If “Yes”, which authority or government department pays?

No

Go to question 46.

46

Have you come out of hospital, a care home or similar place in the past 6 weeks?

Yes

Tell us when you went in.

No

Go to question 47.

Tell us when you came out.

Please tell us the full name and address of the place where you were staying.

Postcode

If you have been in hospital, why did you go into hospital?

Constant Attendance Allowance

47 Constant Attendance Allowance

Please tick the box if you are getting or waiting to hear about:

- War Pension Constant Attendance Allowance
- Industrial Injuries Disablement Benefit Constant Attendance Allowance

How we pay you

48 How we pay you



Please read page 10 of the **notes** before you fill in this page.

Please tell us the account details below.

It's very important you fill in all the boxes correctly, including the building society roll or reference number, if you have one. If you tell us the wrong account details your payment may be delayed or you may lose money.

Name of the account holder

Please write the name of the account holder exactly as it is shown on the chequebook or statement.

Full name of bank or building society

Sort code

Please tell us all 6 numbers, for example: 12-34-56.

Account number

Most account numbers are 8 numbers long. If your account number has fewer than 10 numbers, please fill in the numbers from the left.

Building society roll or reference number

If you are using a building society account you may need to tell us a roll or reference number. This may be made up of letters and numbers, and may be up to 18 characters long. If you are not sure if the account has a roll or reference number, ask the building society.

You may get other benefits and entitlements we do not pay into an account. If you want us to pay them into the account above, please tick this box.

Statement from someone who knows you

49 Please note, this statement does not have to be filled in.

If you do want this statement to be filled in, the best person to do it is the one who is most involved with your treatment or care. This may be someone you have already told us about on this form.

If you are signing this form on behalf of the disabled person, please get someone else to fill in this section.

How often do you see the person this form is about?

Please tell us what their illnesses and disabilities are, and how they are affected by them.

Tell us your job, profession or relationship to the person this form is about.

Your full name

Your full address

Postcode

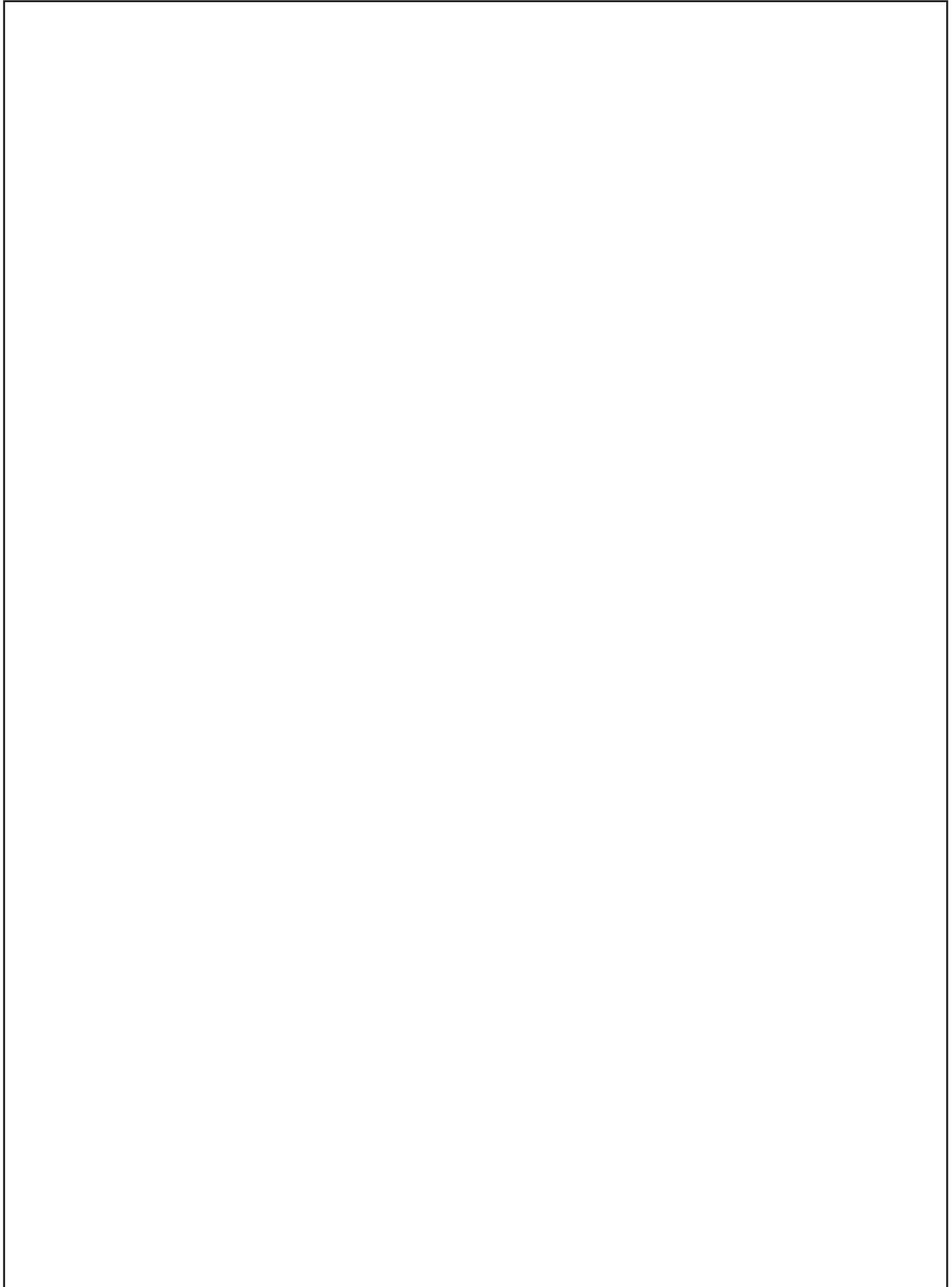
Daytime phone number,
where we can contact you or
leave a message

Your signature

Date

Extra information

50 Please tell us anything else you think we should know about your claim.



Continue on a separate piece of paper, if necessary. Remember to write your name and National Insurance number at the top of each page.

Declaration

51

We cannot pay any benefit until you have signed the declaration, and returned the form to us. Please return the signed form straight away.

I declare that the information I have given on this form is correct and complete as far as I know and believe.

I understand that if I knowingly give false information, I may be liable to prosecution or other action.

I understand that I must promptly tell the office that pays my Attendance Allowance of anything that may affect my entitlement to, or the amount of, that benefit.

I understand that the Department for Work and Pensions may use the information which it has now or may get in the future to decide whether I am entitled to:

- the benefit I am claiming
- any other benefit I have claimed
- any other benefit I may claim in the future.

This is my claim for Attendance Allowance.

Signature

Date

Print your name here

Have you signed and dated the consent question 18 on this claim form?



For information about how we collect and use information and help and advice about other benefits, see pages 10 and 11 of the **notes**.

What to do now

Please check that you have filled in all the questions that apply to you or the person you are claiming for. Failure to answer all the required questions may affect the time taken to deal with your claim.

Checklist

Make sure you have ticked the relevant box and signed the **consent at question 18**.

Make sure you have signed the **declaration at question 51**.

Make sure that you have included full details of your **GP at question 17**.

Make sure that you have included full details for **anyone else you have seen at question 15**.

Make sure that you have included full details for **anyone else who helps you at question 16**.

Make sure you have completed care needs start date at **question 26**.

52

Please list all the documents you are sending with this claim form below.

For example, a prescription list, a certificate of vision impairment, a medical report, passport or a care plan.

Send the claim form and any reports, if you hold them, back to us in the envelope we have sent you. It does not need a stamp. Send copies as we cannot return them.

What happens next



For information about what happens next, see page 12 of the **notes**.

Where to send the completed form

Please print off the completed form, sign and date the consent at question 18 and declaration at question 51 then send the form and any supporting documents to:

**Attendance Allowance Unit
Mail Handling Site A
Wolverhampton
WV98 2AD**

Please return the completed claim form as soon as you can as we can only consider paying benefit from the day we receive it.

For help or advice you can call the Attendance Allowance Service Centre on **0345 605 6055**.

Calls to 0345 numbers cost no more than a standard geographic call, and count towards any free or inclusive minutes in your landline or mobile phone contract.

Textphone: 0345 604 5312 for people who do not speak or hear clearly.

We cannot accept claim forms returned by email.