

England Infected Blood Support Scheme (EIBSS) Discretionary one-off payments - Guidance Document

Discretionary one-off payments are a form of financial support that beneficiaries and bereaved spouses/partners may apply for to cover the cost of certain essential health-related items or services. Further evidence may be required to demonstrate need. In all cases, the applicant should check their eligibility with us before committing to any service or expenditure.

Please fill in the [Discretionary one-off payments application form](#) and check carefully that all of the evidence is included.

Discretionary one-off payments for infected beneficiaries

These one-off payments are available per annum unless stated otherwise:

Discretionary one-off payment type	Maximum payment (up to)
Counselling	£900
Respite break	£750 for a beneficiary and £750 for a carer (where required)
Hospital travel costs (per month)	£150
Hospital travel costs for family during a period of hospitalisation (per month)	£250
Accommodation adaptations (every 10 years)	£2,500
Accommodation repairs	£2,500
Mobility aids	£2,500
Car repairs	£500
Motability deposits (every 3 years)	£500
Dental Costs	Band 3 of NHS dental charges, £269.30 as of April 2019
Specialist bed and mattresses (every 10 years in line with mattress guarantees)	£1,500
Signposting – Welfare advice	Ongoing until case closes
Signposting – Money advice	Ongoing until case closes
Signposting – National Careers Service	Ongoing until case closes
Employment training	No maximum
Funeral pre-payment plan (one off)	£4,500

Discretionary one-off payments for bereaved spouses/partners

These one-off payments are available per annum unless stated otherwise:

Discretionary one-off payment type	Maximum payment (up to)
Counselling	£900
Signposting – Welfare advice	Ongoing until case closes
Signposting – Money advice	Ongoing until case closes
Signposting – National Careers Service	Ongoing until case closes
Employment training	No maximum
Funeral costs for a primary beneficiary	£4,500

Counselling

A discretionary payment is available towards counselling costs for an infected beneficiary or bereaved spouse/partner if support is not available through their GP or local NHS Trust, or if they have been on a long waiting list for counselling through the NHS, but require treatment more urgently.

To apply through EIBSS, the applicant **must** send:

- A completed discretionary one-off payment application form;
- Confirmation that support is not available through their GP or local NHS Trust (or waiting list if require treatment more urgently);
- A quote showing the counselling costs including the number of required sessions;
- Confirmation the therapist is on a register approved by the Professional Standards Authority for Health and Social Care; and
- Confirmation the therapist is insured i.e. a copy of their indemnity insurance certificate.

The [Hepatitis C Trust](#) offer a range of support services for those with hepatitis C as well as their families. This includes helping find local counsellors in their area. The Trust offers a confidential service and their helpline is staffed solely by people with hepatitis C.

The Hepatitis C Trust helpline:

Phone: 0845 223 4424 or 0207 089 6221 (open Monday to Friday 10.30am to 4.30pm)

Email: helpline@hepctrust.org.uk

The [British Association for Counselling and Psychotherapy register](#) can also be checked for registered counsellors.

Respite break

A discretionary payment is available towards the cost of a respite break for an infected beneficiary and their carer (where required).

The respite break must be recommended by a medical professional, following a period of ill-health as a direct result of the HIV and/or hepatitis C infection or its treatment. If the break is required following treatment for hepatitis C, the treatment start and end dates should be included in the supporting medical letter.

The break should be for no longer than one week and if travelling abroad, should not be considered a long-haul flight. The quotes for the break must be dated within three months of the application date.

To apply through EIBSS, the applicant **must** send:

- A completed discretionary one-off payment application form;
- A medical letter recommending the break and detailing the reason(s) it is required; and
- Two quotes from a travel agent on letter headed paper or internet pages which show the full itinerary of the break.

Hospital travel costs

A discretionary payment towards hospital travel costs is available for an infected beneficiary. Immediate family can also claim visiting costs where the infected beneficiary is hospitalised.

Support is only available if the applicant is not eligible for help under the [Healthcare Travel Costs Scheme \(HTCS\)](#).

An infected beneficiary will qualify for help under the HTCS if they get or are included in an award of one of the following benefits:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit (Guarantee Credit)
- Universal Credit and had no earnings or net earnings of £435 or less during the most recent assessment period (£935 with a child element or with limited capability for work).

An infected beneficiary would also get help under HTCS if they are named on, or entitled to, an [NHS Tax Credit Exemption Certificate](#).

If the applicant does not qualify as detailed above, help with travel costs under HTCS is also available if the infected beneficiary meets the eligibility criteria for the [NHS Low Income Scheme](#). An application must be made through the NHS Low Income Scheme before applying to EIBSS.

A discretionary payment from EIBSS is only available if the applicant does not qualify under HTCS.

All applications must be made within three months of the date that the charges were paid.

If the applicant travelled by car and the claim is approved, they will be reimbursed for the cost of fuel at the current NHS rate of 37 pence per mile. Taxi fares will only be approved where it has been agreed in advance with EIBSS before travel. Transport costs can be claimed for an escort, where this is confirmed as being medically necessary by a medical professional.

To apply through EIBSS, the applicant **must** send:

- A completed discretionary one-off payment application form;
- A copy of the appointment letter or card;

And where appropriate:

- Confirmation they do not qualify for support under the NHS Low Income Scheme (not applicable for family claiming visiting costs)
- Details of any car journeys and number of miles being claimed
- Copy of any public transport receipts
- Confirmation of medical need for an escort.

Accommodation adaptations

A discretionary payment is available towards the cost of home adaptations required to prevent serious risk to the health and safety of an infected beneficiary.

The beneficiary's local authority (LA) should be the first point of call for getting help as some adaptations may be provided by local councils. The beneficiary's LA Social Services department will arrange an Occupational Therapist (OT) assessment to be undertaken. A copy of the assessment report is required for consideration.

If the beneficiary is a homeowner, they may qualify for a [Disabled Facilities Grant \(DFG\)](#) which are available from local council offices. DFGs available include bathrooms, shower/wet rooms, installing ramps, widening doors, improving access to the property, rooms and its facilities, providing a suitable heating system and adapting heating or lighting controls to make them easier to use.

If the beneficiary resides in rented accommodation, such as from the council, housing association or private landlord, an application should first be made to the homeowner for this support.

If the beneficiary cannot receive this support elsewhere, or if support is only partially offered, a discretionary payment is available per home adaptation from EIBSS; each adaptation can only be claimed once in a 10 year period.

To apply through EIBSS, the applicant **must** send:

- A completed discretionary one-off payment application form;
- A copy of correspondence(s) from the LA/Social Services/OT assessor;
- Two detailed quotes for the work on letter headed paper;

And where appropriate:

- Confirmation they do not qualify for a DFG; or
- Confirmation (if renting) that support is not available from the homeowner.

Accommodation repairs

A discretionary payment is available towards repairs to the home that are required to prevent serious risk to the health and safety of an infected beneficiary.

The beneficiary's insurance company should be the first point of call for getting help as some repairs may be provided under their policy. A copy of the response from the company is required for consideration.

If the beneficiary resides in rented accommodation, such as from the council, housing association or privately landlord, an application should first be made to the homeowner for this support.

If the beneficiary cannot receive this support elsewhere, a discretionary payment is available from EIBSS.

To apply through EIBSS, the applicant **must** send:

- A completed discretionary one-off payment application form;
- Confirmation from the insurance company that support is not covered or only partly

covered;

- Two quotes for the work on letter headed paper;

And if in rented accommodation:

- Confirmation from the homeowner that the repair is not their responsibility.

Mobility aids

A discretionary payment is available towards specialist equipment required for an infected beneficiary's disability, such as a wheelchair, stair-lift, bath-hoists or specialist furniture.

The beneficiary's local authority (LA) should be the first point of call for getting help as some aids may be provided by their local council. The beneficiary's LA Social Services department will arrange and an Occupational Therapist (OT) assessment to be undertaken. A copy of the assessment report is required for consideration.

If the beneficiary cannot receive this support from their LA or hospital a discretionary payment is available from EIBSS.

To apply through EIBSS, the applicant **must** send:

- A completed discretionary one-off payment application form;
- A copy of correspondence(s) from the local authority/social services/OT assessor;
- Confirmation that support is not available through their local council; and
- Two detailed quotes for the aids.

Car repairs

A discretionary payment is available towards car repairs for an infected beneficiary. This does not cover MOT, service, vehicle tax or insurance costs.

To apply through EIBSS, the applicant **must** send:

- A completed discretionary one-off payment application form; and
- Two quotes for the repairs.

Motability deposits

A discretionary payment is available for an infected beneficiary towards the deposit of a car hired on the Motability Scheme.

An application must be made to the Motability Scheme for a [Motability Charitable Grant](#) first before applying to EIBSS.

To apply through EIBSS, the applicant **must** send:

- A completed discretionary one-off payment application form;
- A copy of eligibility outcome, or the decline/part funding response from the Motability Scheme; and
- A quote for the car on Motability Scheme (the Motability deposit can be claimed once in a three year period)

Dental costs

A discretionary payment of up to a band three NHS dental treatment charge is available for an infected beneficiary where the dental treatment is deemed necessary following a check-up.

To apply through EIBSS, the applicant **must** send:

- A completed discretionary one-off payment application form; and
- A quote for the dental work(s) required.

Specialist bed and mattress

A discretionary payment is available towards the cost of a specialist bed and/or mattress which have been medically recommended and required as a result of the HIV or hepatitis C infection. This can be claimed once in a 10 year period; in line with mattress guarantees.

To apply through EIBSS, the applicant **must** send:

- A completed discretionary one-off payment application form;
- A medical recommendation confirming the necessity and requirements of the specialist bed and/or mattress and the link to the HIV or hepatitis C infection; and
- Two quotes for a specialist bed and mattress showing that the bed and mattress meet the medically recommended requirements.

Signposting to external services

Money Management Advice

EIBSS can signpost an infected beneficiary or a bereaved spouse/partner to the Money Advice Service, or they may choose to use another adviser of their choosing. Where required, EIBSS cover the cost of the Money Advice Service (or similar) adviser's fee and the one-off cost (following adviser recommendation) for services such as a Debt Relief Order fee.

Benefits Advice

EIBSS can signpost an infected beneficiary or a bereaved spouse/partner to an independent benefit adviser, their local Citizens Advice Bureau, or they may choose to use another adviser of their choosing. Where required, EIBSS would cover the cost of the adviser's fee.

Career Advice

EIBSS can signpost an infected beneficiary or a bereaved spouse/partner to the National Careers Service for advice, or they may choose to use another adviser of their choosing. Where required, EIBSS would cover the cost of the adviser's fee.

Employment training

A discretionary payment is available towards employment training costs for the infected beneficiary to improve employment opportunities.

This may also be available to partners and bereaved spouse/partners to support them to gain employment following the caring duties of the infected beneficiary.

This payment is not available towards child education-related costs.

To apply through EIBSS, the applicant **must** send:

- A completed discretionary one-off payment application form;
- Detailed information about the course they wish to undertake including an outline of the planned career path; and
- A quote from the educational establishment.

Funeral costs or funeral prepayment plan for a primary beneficiary

A discretionary payment is available towards the funeral costs when an infected beneficiary has passed away or towards a prepayment funeral plan for an infected beneficiary that has received the hepatitis C Stage 2 payment.

To apply for a funeral prepayment plan payment, the applicant **must** send:

- A completed discretionary one-off payment application form; and
- A quote for the pre-payment funeral plan.

To apply for a funeral costs payment, the applicant **must** send:

- A completed discretionary one-off payment application form;
- A copy of the death certificate (if the beneficiary is deceased); and
- A copy of the funeral invoice or receipt.

Discretionary payments that will not be considered*

Household goods - internal items		
Washing machine	Tumble dryer	Washer/dryer
Fridge/freezer	Microwave	Dishwasher
Bedding	Non-specialised mattress	Cooker
Carpeting, flooring, underlay	Bed	TV
Hoover, iron, kettle, fan	Furniture	Sofa

Accommodation		
Moving home costs	Removals	Legal fees
First month deposit, rent, bond	Setting up home costs (furniture and furnishings)	Rent or mortgage related costs
Decorating costs		

Stress/Medical		
Gym membership	Glasses	Clothing
Complimentary therapies	Private medical treatment	

Motability		
Vehicle (other than Motability car)	Driving lessons	

Education or child-related costs		
IT equipment, software including printers	Computer/laptops/tablets/iPads	Courses for children
Baby-related items	School uniform or school costs (trips, tutoring, and equipment)	Higher education (fees, living costs including travel, equipment)

Financial Assistance/Debts		
Catalogue/credit card/loans/overdraft/Debt Relief Order fee	Household bills (telephone, gas, electric, water, council tax)	Heating oil/wood
Power of Attorney, wills or other legal documents required	Family member funeral costs	Employment Projects (business-related costs)

*This is not an exhaustive list.