



**SENT OUT ON BEHALF OF SERA HALL**

**Adult Social Care  
County Hall  
Martineau Lane  
NORWICH  
NR1 2SQ**

**Email: [sera.hall@norfolk.gov.uk](mailto:sera.hall@norfolk.gov.uk)**

**Date: 5 January 2018**

Dear Provider

As you will be aware the health system is currently under significant pressure; cold weather and winter related illnesses such as Norovirus and Flu are adding to these pressures and there is strain across the health and social care system especially in relation to safe discharges from hospital.

In order to support timely and safe discharges from hospital NCC has agreed a package of financial measures to support both home care and care home providers to respond swiftly to requests to take on care packages related to hospital discharges. Given the situation within our hospitals in the eastern region we have now agreed to extend these measures until the 19 January 2018.

We would ask that you use these financial incentives to support greater capacity and responsiveness within your organisation. Facilitating a speedy discharge for people from hospital, either to their own home or to residential care, is essential to support people with maintaining their independence but also supports the continued operation of our emergency care system.

I would like to thank you for your support over the winter period and look forward to your continued co-operation.

Yours sincerely



Sera Hall

Director Integrated Commissioning  
Norfolk CCGs / Norfolk County Council  
Adult Social Services

## **Norfolk County Council – Winter Planning for Home Support**

### **December 2017**

Our vision for Norfolk is to have sufficient, reliable, sustainable home support that is of excellent quality.

Over the winter cold temperatures and pressures in the health and social care system can often result in people failing to get the care they need when they are discharged from hospital – this has a detrimental impact on people’s health and is distressing for families and individuals.

All businesses should have measures in place to manage the pressures experienced over the winter period and such resilience steps are outlined in information which can be accessed via the following link: <https://norfolkpwah.com/category/winter-planning/>

NCC has been working closely with home support providers to try and ensure that Norfolk has the home support provision it needs over the winter period – as a result of this work we have identified that paying home support providers a premium for picking up new care packages over this pressured time would support both the people coming out of hospitals and those carers who are providing care.

We understand the difficulties of operating as a care provider or working as a carer during the winter holiday period and want to recognise that by offering a financial premium.

### **How will this work?**

New or restarted packages requested for people being discharged from hospital during designated periods (see Table 1 below) will attract a one off Capacity Incentive payment. You may use this to increase payments to your carers and to support the operation of your service.

### **Table 1 – Designated Periods for Capacity Incentives**

Situation	Specific trigger details
Extended Christmas period	Thursday 14th December 2017 – Monday 8th January 2018 inclusive - <b>This has now been extended to Friday 19th January 2018 inclusive</b>
Significant pressures resulting from cold weather conditions or pressure in the health system	<p>This may include but not be limited to:</p> <ul style="list-style-type: none"> <li>• Severe weather conditions</li> <li>• Unexpected staff absence</li> <li>• Market failure</li> </ul> <p>NCC will notify accredited home support providers as dates become known, dates will also be listed on NCC's Keeping People Well at Home blog: <a href="http://www.norfolkpwah.com">www.norfolkpwah.com</a></p>

*\*Norfolk County Council reserves the right to determine when the factors impacting on discharge attributed to Social Care will trigger the Capacity Incentive.*

The process for payments will be confirmed within the next week

## **Norfolk County Council – Winter Planning for Care Homes and Care Homes with Nursing**

### **December 2017**

Our vision for Norfolk is to have sufficient, reliable, sustainable care that is of excellent quality.

Over the winter cold temperatures and pressures in the health and social care system can often result in people failing to get the care they need when they are discharged from hospital – this has a detrimental impact on people's health and is distressing for families and individuals.

All businesses should have measures in place to manage the pressures experienced over the winter period and such resilience steps are outlined in information which can be accessed via the following link: <https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/care-providers/information-for-providers-of-care-and-support-services/winter-pressures-and-preparation>

We understand the difficulties of operating as a Care provider or working as a carer during the winter holiday period and want to recognise that by offering some guarantees and a financial premium where appropriate.

We will pay providers a one-off sum for picking up new care packages over this pressured time in order to support both the people coming out of hospital and those who are providing care.

## How will this work?

New packages requested for people being discharged from hospital during designated periods (see Table 1 below) will attract a **one off** Capacity Incentive payment. You may use this to increase payments to your carers and to support the operation of your service.

**Table 1 – Designated Periods for Capacity Incentives**

Situation	Specific trigger details
Extended Christmas period	Friday 15th December 2017 – Monday 8th January 2018 inclusive – <b>This has now been extended to Friday 19th January 2018 inclusive</b>
Significant pressures resulting from cold weather conditions or pressure in the health system	<p>This may include but not be limited to:</p> <ul style="list-style-type: none"> <li>• Severe weather conditions</li> <li>• Unexpected staff absence</li> <li>• Market failure</li> </ul> <p>NCC will notify accredited providers as dates become known, dates will also be listed on: <a href="https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/care-providers/information-for-providers-of-care-and-support-services/winter-presses-and-preparation">https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/care-providers/information-for-providers-of-care-and-support-services/winter-presses-and-preparation</a></p>

*\*Norfolk County Council reserves the right to determine when the factors impacting on discharge attributed to Social Care will trigger the Capacity Incentive.*

Capacity Incentive payments will be administered by the Care Arranging Service and paid in line with your current payment schedule.

## What sort of care provision will count?

Only care packages for people being discharged from hospital and who require care from a Care Home or Care Home with Nursing will currently attract these incentives. They will apply to any new Care Home or Care Home with Nursing care packages notified and started as outlined in Table 2 below.

**Table 2 – How and How Much?**

Sector	Capacity Incentive Detail
Care Home / Residential – Standard	Commence care the same day * of request (Care Arranging Service) £125 Commence care within 24hrs* of request (Care Arranging Service) £70
Care Home / Residential – Enhanced	Commence care the same day* of request (Care Arranging Service) £250 Commence care within 24hrs* of request (Care Arranging Service) £100
Care Home With Nursing - Standard	Commence care the same day* of request (Care Arranging Service) £350 Commence care within 24hrs* of request (Care Arranging Service) £200

Care Home With Nursing - Enhanced	Commence care the same day* of request (Care Arranging Service) £400 Commence care within 24hrs* of request (Care Arranging Service) £250
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*\*The time frame used to determine the incentive will be measured from a) the time of the request made for care (Care Arranging Service) to b) the care in place and being delivered. For those providers who undertake their own assessment this will also need to be actioned and agreed within the time period outlined above.*

Norfolk County Council will use the contractual clauses and processes already in existence to monitor care delivered in a timely and high quality manner.

**Who can receive this incentive?**

Care Homes or Care Homes with Nursing providers on NCC’s accredited provider list and are contracted via a spot contract arrangement can receive these payments.

*This incentive **will not** apply to block contracted providers or those who provide a planning bed.*

**When this will apply?**

Capacity Incentive payments will apply during the periods indicated in Table 1. However Capacity Incentive payments will also be implemented when circumstances mean that providers and hospitals are under particular pressure.

For example – did you know for every 1 degree drop below 5oC there is:

- 10% increase in elderly with breathing problems peaking on day 12
- 0.8% increase in emergency admissions – 3.4% die
- Heart attacks 40% rise
- Stroke increase at day 5

All of these factors will increase demand on the health and care system. NCC is committed to supporting our care providers to meet that demand.

**How will I know if a day is designated as an incentive day?**

Other than the periods indicated in Table 1, NCC will notify providers through email and on our website here: <https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/care-providers/information-for-providers-of-care-and-support-services/winter-pressures-and-preparation>

**Please contact us at [integratedcommissioners@norfolk.gov.uk](mailto:integratedcommissioners@norfolk.gov.uk) if you have any questions.**

**Right to review:**

Norfolk County Council reserves the right to review and amend this at any time.

## **Speed networking event at City College Norwich**

A fantastic opportunity to meet a large number of Health & Social Care students is taking place at City College Norwich on February 5th. The organisers are looking for some more local social care providers to take part. There will be up to 180 students and it will be organised in a speed dating style with students moving around in groups of 6/8 students spending around 15 minutes with each provider. It will offer be a fantastic opportunity to meet potential future employees, trainees or apprentices.

<http://norfolkandsuffolkaresupport.co.uk/news/latest-news/city-college-norwich-health-social-care-speed-networking-event>

## **Training Offered**



**EXPERIENTIAL DEMENTIA TRAINING**

**Day 1: Dementia – The Wider Picture**  
Exploring the Brain, Different Types of Dementia, Recognising the Key Characteristics (Including Signs and Symptoms)

**Day 2: Dementia - Distressed Behaviour / Communication**  
What to say when someone says... What to do when someone does...

**Dates:**  
7<sup>th</sup> & 8<sup>th</sup> February 2018  
21<sup>st</sup> & 22<sup>nd</sup> March 2018

**Price: £57 per day or attend both days for a reduced price of £100.**  
9am – 4pm each day at The Willow Centre, Cringleford, Norwich NR4 7JJ.

To find out more and to book your place please contact Claire Gilbert on 07584 047996 or email [claire@carerite.co.uk](mailto:claire@carerite.co.uk)



**Norfolk Open Workshops  
Diabetes Awareness Training**

run by  
an experienced diabetes specialist nurse

An informative and interactive way to stay up to date, and increase skills and confidence, when caring for adults living with diabetes.

**Norwich**

Thursday 22 February 2018  
(9.30am – 1.30pm)

**Venue**

Serenity Training  
4 Manor Farm Barns  
Fox Road, Framingham Pigot  
Norwich, NR14 7PZ

**Cost**

£45 per person; this includes a delegate pack, attendance certificate  
and post workshop Evaluation Report  
Complimentary refreshments are provided and free parking is available

Contact us to book a place or for further information:

01799 584178

info@duetdiabetes.co.uk

www.duetdiabetes.co.uk