



**Adult Social Care
County Hall
Martineau Lane
NORWICH
NR1 2SQ
Email: sera.hall@norfolk.gov.uk**

Date: 11 May 2018

Dear Provider,

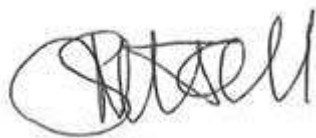
With the May Bank Holiday approaching, in order to continue to support timely and safe discharges from hospital, it has been agreed that the one-off capacity incentive payments will be re-started from Wednesday 23rd May 2018 to Monday 28th May 2018 inclusive.

The incentive payments are for discharges only; this includes picking up new, or resuming care packages from the hospitals. A document has been attached which provides further information and details on the one off capacity payments.

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. Capacity Incentive payments will have to be authorised and then administered by the Service Brokerage team and will be paid in line with your current payment schedule.

I would like to thank you for your support over the past few months 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 – Bank Holiday Planning for Care Homes and Care Homes with Nursing May 2018

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

Busy periods and Bank holidays create pressure and strain on the health and social care system which 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.

We understand the difficulties of operating as a Care provider or working as a carer during busy periods and we have identified that paying providers a premium for picking up new or resuming care packages from the hospitals for people being discharged over pressured times, would support both the people coming out of hospital and those who are providing the 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
May Bank Holiday	Wednesday 23 rd May 2018 – Monday 28 th May 2018 inclusive
Significant pressures on the health system	This may include but not be limited to: <ul style="list-style-type: none">• Severe weather conditions• Unexpected staff absence• Market failure NCC will notify accredited providers as dates become known, dates will also be listed on: https://www.norfolk.gov.uk/business/supplying-norfolk-county-council/care-providers/information-for-providers-of-care-and-support-services/winter-p pressures-and-preparation

**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 have to be authorised** and administered by the Service Brokerage team and will then be 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

**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.

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-pressure-and-preparation>

Please contact us at 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.

Norfolk County Council – Bank Holiday Planning for Home Support May 2018

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

Busy periods, especially bank holidays, create pressure and strain on the health and social care system which 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.

NCC has been working closely with home support providers to try and ensure that Norfolk has the home support provision it needs over busy periods – as a result of this work, we have identified that paying home support providers a premium for picking up new or resuming care packages from the hospitals for people being discharged over pressured times, would support both the people coming out of hospital and those who are providing the care.

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
Late May Bank Holiday	Wednesday 23 rd May 2018 – Monday 28 th May 2018 inclusive
Significant pressures on the health system	<p>This may include but not be limited to:</p> <ul style="list-style-type: none"> • Severe weather conditions • Unexpected staff absence • Market failure <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: www.norfolkcpwah.com</p>

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

What sort of care provision will count?

Only home support packages for **people being discharged from hospital** currently attract these premiums. They will apply to **ALL** new or restarted home support care packages notified and started as outlined in Table 2 below.

Table 2 – How and How Much?

Sector	Capacity Incentive Detail
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Home Support – Single worker packages	Commence care within 12hrs* of request (Care Arranging Service) £130 Commence care within 24hrs* of request (Care Arranging Service) £95 Commence care within 24-48hrs* of request (Care Arranging Service) £60
Home Support – Double worker packages	Commence care within 12hrs* of request (Care Arranging Service) £195 Commence care within 24hrs* of request (Care Arranging Service) £142.50 Commence care within 24-48hrs* of request (Care Arranging Service) £90

**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 first scheduled/delivered call time.*

**Restarted packages will only attract the payment if a retainer payment, allowed for in some contracts, has not been made for the length of the hospital stay.*

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?

All home support providers on NCC's accredited provider list can receive these payments.

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 home support providers and hospitals are under particular pressure.

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: www.norfolkcpwah.com

Please contact us at 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.

Reminder

Norwich Locality Providers Forum

Tuesday 15th May 2018, 2:00pm – 4:30pm

Stafford Hall, Costessey Centre, Longwater Lane, Norwich, NR8 5AH

Masterclasses/Workshops

NIC are very pleased to be working in association with Leathes Prior Solicitors to bring you the workshops below. Please see details below to book your place.

LEATHES PRIOR WORKSHOP FOR CARE SERVICE PROVIDERS



Leathes Prior are running a workshop on Wednesday 19th September for care service providers, whether that be privately or to the local authority, or NHS. Experts within our various teams will be offering one-off guidance, free of charge, in order to help you mitigate the risks you face, improve your services and ensure sustainability as a business in a challenging marketplace. The day will provide the opportunity for delegates to book a session with our team, tailored to bring together the right experts depending on the guidance required. Below covers the expertise available on the day, simply let us know who you would like to see.



All you need to know to prepare for GDPR
(Alex Saunders - Solicitor, Corporate & Commercial)



Employment considerations (NMW, Sleep in's, holiday pay etc.)
(Gareth Stevens - Associate, Employment)



Legal update on the charging of fees after death
(Richard Turner, Solicitor - Corporate & Commercial)



Key commercial and property considerations when selling
(Victoria Smith, Solicitor - Commercial Property and
Nina Ryan, Solicitor - Corporate & Commercial)



Offences involving ill-treatment or wilful neglect
(Tej Thakkar, Associate - Regulation & Defence)



Decisions on welfare for those lacking capacity, without consent
(Claire Wooliscroft, Solicitor - Wills, Estates & Powers of Attorney)

**Book your sessions with Alice Goldsmith at Leathes Prior on:
01603 281164 or agoldsmith@leathesprior.co.uk**



LEATHES PRIOR
SOLICITORS

Training



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:
22nd & 23rd May 2018 - **Only 4 Spaces Left**
6th & 7th June 2018 - **Availability**

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.
(The days are designed to be booked as a two-day workshop)

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



Dementia Action Week

Norwich City Dementia Action Alliance (NCDAA) in celebration of the Dementia Action Week 2018 would like to invite you to join us on our event at Level 1, Kastle Kids, Castlemall on the 21-24 May 2018.

The Right Worshipful the Lord Mayor of Norwich, David Fullman and the Worshipful the Sheriff of Norwich Mr David walker will be coming to launch the event on the Monday 21 May at 10 am.



COULD YOU MAKE A DIFFERENCE?

A SIMPLE REFERRAL COULD HELP CHANGE
SOMEONES LIFE.

If you know someone that could benefit from some support with Independent Travel Training, please visit our website to make a referral.

www.norfolk.gov.uk/TITAN
email TITAN@norfolk.gov.uk for enquiries
01603 228811

