



Norfolk Independent Care are members of Care England, please find link below to an enhanced health in care homes vanguard learning guide on dementia care

<http://www.careengland.org.uk/news/enhanced-health-care-homes-ehch-vanguard-learning-guide>



Prices for home care 2018/19

Norfolk County Council Adult Social Care Committee (the Committee) approved proposed prices for a range of care services including home care at its meeting on 15 January 2018. The prices will come into effect in April 2018 and will apply for the 2018/19 financial year.

In Norfolk we want to encourage the creation of effective and efficient home care rounds through much greater collaboration between providers led by providers who have qualified for our new home care frameworks. We also want to encourage more flexible and responsive services that focus on maximising independence seeing commissioned hours reducing wherever possible as independence increases. In order to incentivise these changes we have set framework home care prices at a level above our spot price and will introduce three cost bands to reflect the higher cost of services in less densely populated areas.

The Council worked with the Norfolk Independent Home Care Group (NIHCG) during last year and a cost model was developed as part of that work. The Council undertook further development work to produce a cost model for the framework prices and the United Kingdom Home Care Association have just published their average price of home care model.

In the spirit of transparency the three models are reproduced in full below. (The NIHCG model has been uplifted by 3% to better reflect 2018/19 values and provide a more like for like comparison)

We currently estimate that the average hourly rate for framework providers based on the Council's model will be about £18.12 an hour which is one of the highest levels in the East of England and higher than the UKHCA average price for home care for 2018/19. Commissioners will carefully monitor the effectiveness of the framework approach throughout 2018/19 and reserve the right to reopen the framework if necessary in consultation with current framework providers.

The spot price will rise to £17.28 an hour which is amongst the highest in the East of England. If any spot providers believe that they will not be able to sustain their businesses at this rate please do not hesitate to contact Steve Holland by email steve.holland@norfolk.gov.uk

Norfolk County Council Home Care Framework Cost Model compared to UKHCA model and NIHCG model 2018/19

| NCC 2018/19 Uplifted Model - Framework | | | | |
|---|---------------|---------------|---------------|--|
| Input | Cost | | | Rationale |
| | 0-3 miles | 3-6 miles | 6+ miles | |
| Staff hourly rate | £8.59 | £8.59 | £8.59 | From Norfolk provider survey |
| Additional allowance | £0.52 | £0.52 | £0.52 | Offer competitive rate of pay |
| Travel Time | £1.09 | £2.19 | £3.28 | Travel time for average miles at 25mph |
| Total Pay inc travel time | £10.20 | £11.30 | £12.39 | |
| NI Contribution | £0.82 | £0.90 | £0.99 | 8% of total pay as per UKHCA |
| Pension | £0.20 | £0.23 | £0.25 | 2% of total pay as per UKHCA |
| Holiday Pay | £1.35 | £1.50 | £1.64 | 28 days = 12.07% of total pay, NI and pension as per UKHCA |
| Training | £0.21 | £0.21 | £0.21 | £0.20 based on 'silent conspiracy' presentation uplifted |
| Sickness Pay | £0.06 | £0.06 | £0.07 | 0.5% of total pay, NI and pension as per UKHCA |
| Notice & Suspension Pay | £0.03 | £0.04 | £0.04 | 0.3% of total pay, NI and pension as per UKHCA |
| Mileage | £0.75 | £1.50 | £2.25 | Relative mileage at £0.25 per mile |
| Total Carer Support Costs | £13.62 | £15.74 | £17.84 | |
| Running a Business | £3.29 | £3.29 | £3.29 | 18.4% to 24.2% mark up on carer support costs * |
| Profit | £0.51 | £0.57 | £0.63 | 3% mark up on all costs |
| Calculated Rate | £17.42 | £19.60 | £21.76 | |
| Proposed rate divisible by 12 ** | £17.40 | £19.68 | £21.72 | 5 min increments of care |

| UKHCA v5.1 Model | | |
|------------------------------------|---------------|---|
| Input | Cost | Rationale |
| Staff hourly rate | £7.78 | Combined NMW (11%) and NLW (89%) |
| Additional allowance | £0.00 | n/a |
| Travel Time | £1.48 | 11.4 minutes per hour of 'contact time' |
| Total Pay Incl. Travel Time | £9.26 | |
| NI Contribution | £0.74 | 8% of total pay |
| Pension | £0.19 | 2% of total pay |
| Holiday Pay | £1.23 | 28 days = 12.07% of pay including travel time, NI and pension |
| Training | £0.18 | 1.73% of gross pay, NI and pension |
| Sickness Pay | £0.05 | 0.5% of gross pay, NI and pension |
| Notice & Suspension Pay | £0.03 | 0.3% of gross pay, NI and pension |
| Mileage | £1.40 | £0.35 per mile, 4 miles per hour of contact time |
| Total Carer Support Costs | £13.08 | |
| Running a Business | £4.41 | 33.8% mark up on carer support costs |
| Profit | £0.52 | 3% mark up on all costs |
| Proposed Rate | £18.01 | |
| Rate divisible by 12 | £18.00 | n/a |

| NIHCG model - 2017 *** | | |
|------------------------------------|---------------|---|
| Input | Cost | Rationale |
| Staff hourly rate | £7.50 | NLW |
| Additional allowance | £0.62 | tbc |
| Travel Time | £1.43 | 11.4 minutes per hour of 'contact time' paid at NLW |
| Total Pay Incl. Travel Time | £9.55 | |
| NI Contribution | £2.16 | 9.5% of pay |
| Pension | | 1% of pay |
| Holiday Pay | | 28 days = 12.07% of pay |
| Training | £0.20 | 1.73% of gross pay |
| Sickness Pay | £0.00 | n/a |
| Notice & Suspension Pay | £0.00 | n/a |
| Mileage | £1.00 | £0.25 per mile, 4 miles per hour of contact time |
| Total Carer Support Costs | £12.91 | |
| Running a Business | £4.98 | 38.6% of total carer support costs |
| Profit | £0.55 | 3% mark up |
| Proposed Rate | £18.44 | |
| Rate divisible by 12 | £18.48 | n/a |

* The NCC model assumes £0.52 of the fee rate goes to front line pay. If this remains in cost of running a business the range becomes 22.0% to 29.1%

**** Blended rate based on an assumed 75% of care packages being in lowest band is £18.12**

***** The NIHCG model needs to be uplifted to reflect changes in NLW and general inflation for 2018**

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 - This has now been extended to Wednesday 31st 2018 inclusive |
| Significant pressures | This may include but not be limited to: |

| | |
|--|---|
| <p>resulting from cold weather conditions or pressure in the health system</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 |
|---------------------------------------|---|
| 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.

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 system and home support. 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: www.norfolkpwah.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.

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 – This has now been extended to Wednesday 31st January 2018 inclusive |
| 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"> • Severe weather conditions • Unexpected staff absence • Market failure <p>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-presures-and-preparation</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 / | Commence care the same day * of request (Care Arranging Service) £125 |

| | |
|------------------------------------|--|
| Residential – Standard | 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.

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 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 – 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 - This has now been extended to Wednesday 31st 2018 inclusive |
| Significant pressures resulting from cold weather conditions or pressure in 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 <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.norfolkpwah.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 |
|---------------------------------------|---|
| 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.

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 system and home support. 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: www.norfolkpwah.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.



**AUTISM ANGLIA'S
INFORMATION SHARING DAY 2018**
A DAY OF DISCOVERY, SHARING & CELEBRATION

THURSDAY 8TH MARCH 2018
9.15AM - 4.15PM
THEATRE ROYAL, NORWICH, NR2 1RL

An Information Day providing opportunities to discover, share and celebrate Autism.

The focus of this event will be 'Autism and Females' with a host of other sessions relating to autism as well as an array of information stands. It will also be an opportunity to meet, hear and learn from people with Autism.

CLICK HERE TO BOOK TICKETS

To book and for more information please visit: www.autism-anglia.org.uk/sharing2018
Or call us on: 01206 577678 or email conferences@autism-anglia.org.uk

We offer a wide range of CPD-Accredited training throughout East Anglia.



Helping to prevent infection: a new quick guide for managers and staff in care homes



A new guide has been published by NICE and SCIE which covers:

- Hand decontamination
- Personal protective equipment
- Sharps
- Waste disposal
- Education and information
- Further information

More here:

<http://norfolkandsuffolkcaresupport.co.uk/news/latest-news/helping-to-prevent-infection-a-new-quick-guide-for-managers-and-staff-in-ca>

New mental health services in Norfolk in 2018

“From 1 March 2018, we will work with a partnership of local mental health service providers working together to deliver a new mental health service.”

<https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/mental-health/mental-health-transformation/new-mental-health-services-in-norfolk-in-2018>

Doc ready – helping you discuss mental health with a GP

“We know that it can be difficult to talk to people when you're having difficulties with your mental health. Doc Ready helps you get ready for the first time you visit a doctor to discuss your mental health.”

Info & Advice

Doc Ready has info and advice about what to expect and how to plan speaking to a GP about your mental health.

Build Your Checklist

It can be awkward, scary or embarrassing talking about your mental health. Doc Ready helps you to plan what you're going to say to your doctor.

<http://www.docready.org/#/home>

Open workshops from DUET diabetes

An informative and interactive way to stay up-to-date and increase skills and confidence in caring for people living with diabetes. All of our workshops can be delivered at your place of work and, additionally,

three of our workshops are conducted as “open workshops”, where individual places can be booked.

The open workshops currently scheduled for the first half of this year are listed below. If you are interested in booking places but these locations are not suitable, we are happy to explore alternatives – contact us to discuss.

More information can be found at <https://www.duetdiabetes.co.uk/workshops>

Or contact Lynne Reedman

lynnereedman@duetdiabetes.co.uk

01799 584178

| Date | Workshop | Location | Availability |
|------------------|--|---------------------------|---------------------|
| 22 February 2018 | Diabetes Awareness Training (DAT) | Framingham Pigot, Norwich | 4 places left |
| 26 February 2018 | Diabetes Awareness Training (DAT) | Bury St Edmunds | 7 places left |
| 16 March 2018 | Diabetic Foot Screening (DFS) | Bury St Edmunds | FULL |
| 20 April 2018 | Diabetic Foot Screening (DFS) | Ipswich | 5 places left |
| 11 May 2018 | Diabetic Foot Screening (DFS) | Bury St Edmunds | |
| 18 May 2018 | Diabetes Update for Registered Nurses (DURN) | Bury St Edmunds | 7 places left |
| 29 June 2018 | Diabetes Awareness Training (DAT) | Bury St Edmunds | |
| 5 July 2018 | Diabetic Foot Screening (DFS) | Bury St Edmunds | |

All of our workshops are run by an experienced diabetes specialist nurse.

