

NCC have extended the one-off capacity incentive payment period. The date which the incentive programme will now run up to is 20 April 2018.

**Norfolk County Council – Easter Planning for Care Homes and Care Homes with Nursing
February 2018**

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

Busy periods and 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
The end of the winter period and Easter	Friday 16 th February 2018 – Friday 6 th April 2018 inclusive. **This has been extended to 20th April 2018**
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

	<ul style="list-style-type: none"> • 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-p pressures-and-preparation</p>
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**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. 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 – Easter Planning for Home Support February 2018

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

Busy periods and 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
The end of the winter	Friday 16 th February 2018 – Friday 6 th April 2018 inclusive

period and Easter	**This has been extended to 20th April 2018**
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
Home Support – Single worker packages	<p>Commence care within 12hrs* of request (Care Arranging Service) £130</p> <p>Commence care within 24hrs* of request (Care Arranging Service) £95</p> <p>Commence care within 24-48hrs* of request (Care Arranging Service) £60</p>
Home Support – Double worker packages	<p>Commence care within 12hrs* of request (Care Arranging Service) £195</p> <p>Commence care within 24hrs* of request (Care Arranging Service) £142.50</p> <p>Commence care within 24-48hrs* of request (Care Arranging Service) £90</p>

**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.norfolkcpwah.com

Please contact us at integratedcommissioners@norfolk.gov.uk if you have any questions.

Right to review:

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New Mental Health and Money Advice Service

Four million people in the UK currently experience mental health and money problems. A further four million are at risk of developing mental illness because of their financial situations. At Mental Health UK, we recognise that this is wrong, and we're launching a new service to help take some of the pressure of those in need.

The Mental Health and Money Advice website has been specifically designed to offer clear and impartial advice to people experiencing both mental health and financial issues. Together these problems create an ongoing cycle that affects all aspects of our lives.

The website will offer free information, support, and useful tools all in one place, creating an easy to use portal open to anyone affected by these matters, including carers, family members, and industry professionals.

Up until now there has been no UK wide service provide to offer both mental health and money advice together. We recognise that people experiencing a combination of issues do not need their lives made more difficult by having to visit many different sources/websites to get the information they desperately need.

Sarah Murphy "We all have mental health, and day to day we all have to deal with money. If we start to struggle with either our mental health or our money, one can very quickly start to affect the other, and a vicious cycle can start. I'm delighted we have been able to set up Mental Health & Money Advice. It's so important to ensure that there is a place people can go to feel understood and empowered around both their mental health and money issues. If

we can help break the cycle then we will have made such a difference to that individual. We're here to help people understand, manage and improve their mental health financial health."

- Sarah Murphy, Manager at Mental Health & Money Advice Service.

The service has been designed to offer detailed advice across a broad range of topics, including:

*Expert advice on the most common mental health and money related issues

*Free tools and calculators to help you create a clear plan for your financial future

*Sample letters and templates that can be used to contact creditors, healthcare professionals or organisations that you might need when dealing with money issues

*Real life stories from people that have been in similar situations to you and overcome their problems

*A list of useful contacts across all of our subject areas, should you really need to speak to someone

We have also set up a small team of advisers who are able to offer one to one advice and case work over the telephone. Access to the advice line is by referral from a small group of referral partners. We hope to increase the number of routes to be referred throughout 2018. If you're already receiving support and services from Rethink Mental Illness, Hafal, Mindwise or Support in Mind Scotland, and you are struggling with mental health and money issues, contact your support worker to ask if you can be referred to Mental Health & Money Advice.

This service was made possible thanks to the fundraising efforts of staff at Lloyds Banking Group. They voted to choose Mental Health UK as their Charity Partner for 2017/2018, and have successfully raised over £2 million to support those in desperate need of specialist support."

<https://www.rethink.org/news-views/2017/11/our-new-mental-health-and-money-advice-service>

Helping young people learn about money and banking.

It is essential to learn good money skills early in life. Even if you don't have aspirations to be an accountant or finance manager, you are likely to need to learn how to look after your own money. NCC have recently added lots of new videos about bank accounts and money skills to help make these subjects more accessible for children and young people with special educational needs and disabilities. Use the links below to take a look]

<<http://links.govdelivery.com/track?type=click&enid=ZWFzPTEmbWFpbGluZ2lkPTlwMTgwMzAyLjg2MzEzNDcxJm1lc3NhZ2VpZD1NREItUFJELUJVTTC0yMDE4MDMwMj44NjMxMzQ3MSZkYXRhYmFzZWlkPTEwMDEmc2VyaWFsPTE3OTU2ODA5JmVtYWlzaWQ9a2FyZW4uc2VhcmxIQG5vcmZvbGsuZ292LnVrJnVzZXJpZD1rYXJlbi5zZWFyYVZm9zay5nb3YudWsmZmw9JmV4dHJhPU11bHRpdmFyaWF0ZUIkP>

[SYmJg==&&&124&&&https://www.norfolk.gov.uk/children-and-families/send-local-offer/local-offer-for-children-and-young-people/my-money/bank-accounts](https://www.norfolk.gov.uk/children-and-families/send-local-offer/local-offer-for-children-and-young-people/my-money/bank-accounts)

Care Workers Charity awareness

The Care Workers Charity (CWC) supports current, former and retired care workers with hardship grants (up to £500), which are treated as gifts, and online information and advice on a range of health and wellbeing topics. Please do tell your care teams about CWC in case they need to apply for support - <https://www.thecareworkerscharity.org.uk/>

CWC are rallying all care providers to join the movement and help them get closer to their vision: **No care worker will ever face financial hardship alone.**

You can get on board today by joining their Supporters Club. In 12 months over 50 care providers and 20 suppliers/advisers to the care sector have joined, taking advantage of the great benefits on offer to members. For more details and to view current members [click here](#).

If interested please contact CWC's Chief Executive, Alex, direct on alex@thecareworkerscharity.org.uk to find out more.

Sleep-ins

Iceni Care has been fined by HMRC following the whole sleep-in debacle. Have you been fined by HMRC over the sleep-in issue prior to the 26th July and the introduction of the scheme care providers can sign up to, preventing them being fined as Iceni were? Iceni are currently fighting HMRC to get their fine back and it would probably be helpful to their cause if they knew there were other providers who were fined previous to the 26th July. If you have been fined and are interested in joining Iceni in attempting to get the fines back please email: mandydavy@icenicare.com

Events

Norwich Learning Disability Action Group

MAY 2018 – VIP Library session!

When?



8th May 2018

Where?



Millenium Library,
The Forum,
Millennium Plain,
Norwich, NR2 1AW

What time?

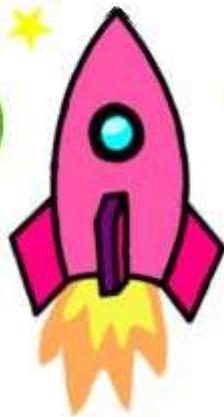


12.00pm to 3.30pm

We want people with a learning disability to join our group and have a say about things that matter to them.

"I've worked for Mencap for 10 years. I love being part of the group, meeting new people and talking about things that make my community better".

Abby



If you have time, want to make a difference and have fun along the way then you can.



There will be lunch and drinks provided

Email: emily.flores-gutierrez@mencap.org.uk to book your place.

Training

* More dates added due to waiting list *



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:
25th & 27th April 2018 - **FULL**
22nd & 23rd May 2018 - **Only 10 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



Master Class

Norfolk Independent Care in association with local businesses are bringing a series of Master Classes free of charge to Care Providers in Norfolk.

Please see details below of our first Master Class, Building and Maximising the value of your businesses. Details of how to book your place can also be found below.



Lovewell Blake

Different because you are

Accountants | Business Advisers | Financial Planners

Masterclass:

Building and maximising the value of your businesses

Thursday 17 May

This masterclass is an excellent opportunity to hear the latest thinking from an industry expert, to ask questions, share ideas and discuss key issues alongside fellow care providers.

If you're planning to exit or sell your business:

- what are the various options for exit
- the sale process; what to expect, how does it work and how you should prepare
- how to plan in the most tax efficient way

We will explain:

- what things a prospective purchaser will look for
- what attributes buyers will pay more for
- how to create these in your business

Venue: Lovewell Blake, Norwich
Bankside 300, Peachman Way
Broadland Business Park,
Norwich NR7 0LB (sat nav NR7 0WF)

Timings: 7.45 am - registration and buffet breakfast
8.00 am - presentations
9.00 am - questions and answers
9.15 am - close

RSVP: To book your place, please email Caroline Payne:
caroline.payne@norfolk-independentcare.com
or telephone Caroline on 01603 712250
Places are limited and so booking is essential.



