

**Please see important information pertaining to Consultation regarding the proposed usual prices for residential and nursing care in Norfolk for the year 2019/20 – Please complete the survey before midnight 13<sup>th</sup> February.**



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

**Date:** 16 January 2019

Dear Provider

**Re: Consultation regarding the proposed usual prices for residential and nursing care in Norfolk for the year 2019/20**

Norfolk County Council (the Council) undertakes a review of the prices it would usually expect to pay adult social care providers in Norfolk for residential and nursing care for both older people and working age adults each year.

The proposed usual prices for the 2019/20 financial year were considered by the Adult Social Care Committee (the Committee) at its meeting on 14 January 2019. The full report and all the price proposals can be read [here](#) (pages 107 - 114).

The Council now wishes to consult providers on these proposed usual prices. An explanation of how the Council arrived at its proposed usual prices is set out in this letter. This is intended, together with the reports that can be accessed through the links provided, to give providers all the information that they require to effectively participate in the consultation.

This consultation stage will enable the Council to gather the views of providers and any financial or other information that they consider should be taken into account before a final decision is made.

This letter commences that consultation which will run for 28 days commencing 16 January 2019 and ending at midnight on 13 February 2019.

Once the consultation has closed, the Council will analyse all the responses it has received and, having had due regard to those responses and other relevant considerations including quality, sustainability and value for money, will determine the final usual prices for the 2019/20 financial year. It will then inform providers accordingly of that decision.

To take part in the consultation exercise or to seek further information, providers are asked to email [costofcare@norfolk.gov.uk](mailto:costofcare@norfolk.gov.uk) with their comments, information and views or write to:

Freepost Plus RTCL-XSTT-JZSK,  
Norfolk County Council  
County Hall,  
Martineau Lane,  
NORWICH,  
NR1 2DH.

Please note that a stamp is not needed.

Further information (including all background paperwork) about the Council's cost of care work can be found on its dedicated web page [here](#).

### **Working Age Adults**

In the case of residential and nursing care for working age adults, the Council is proposing to carry out a fundamental review of the market during 2019/20. In the meantime, the Council proposes to continue with its current pricing uplifted to reflect inflationary pressures.

The Council has coproduced an inflation model with providers that fully reflects changes in national minimum and living wage rates as well as non pay inflation. The model produced an inflation figure of 3.79%. This % uplift has been applied in full to the 2018/19 usual prices to produce the proposed usual prices for 2019/20 as shown in the tables below:

### **Learning disabilities**

<b>2019/20 Core Rates per Person per Week - LD</b>		
<b>Note: Where additional 1:1 hours exceed 12 per day on average in bands 2 and 3, the resident may be placed on the next band up and subject to that rate for the remainder of the placement or until the next review of care determines otherwise.</b>		
<b>These rates apply to all new placements from commencement of</b>	<b>Number of clients Home is</b>	<b>Number of clients Home is</b>

this contract	Registered for (CQC)		Registered for (CQC)	
	1 to 6		7 +	
Banding / Level of Need	Staff: service user ratio	Price per person per week	Staff: service user ratio	Price per person per week
<b><u>BAND 1</u></b> Very intensive for high level very complex needs	2:1 x 7 days	£3,052.44	2:1 x 7 days	£3,022.75
<b><u>BAND 2</u></b> Very intensive for high level very complex needs. If the client requires by exception more than 12 hours 2:1 per day on average, then move to Band 1	1:1 x 7 days	£1,971.64	1:1 x 7 days	£1,941.92
<b><u>BAND 3</u></b> Intensive for high level needs. If the client requires by exception more than 12 hours 1:1 per day on average, then move to Band 2	2:3	£950.18	2:3	£920.48
	3:5		3:5	
	1:2		1:2	
<b><u>BAND 4</u></b> Medium for substantial needs	2:5	£712.63	2:5	£682.97
	1:3		1:3	
	1:4		1:4	
<b><u>BAND 5</u></b> Moderate for appreciable support needs and small homes (registered for up to 4 people)	1:3	£534.49	1:4	£504.78
	1:4		1:5	
	1:5		1:6	
	1:6		1:7	
			1:8	
		1:10		

**Notes:**

1. The above rates include sleep-in staff. The number of staff to cover a sleep in must be sufficient to meet the needs of the service users. However if the core service level for the home is to provide a waking night member of staff then a payment of £83.14 per night will be added to the appropriate rate, divided between the number of service users who share each waking night member of staff.
2. Where a sleep in member of staff is provided as part of the core service, this member of staff is available to be woken up to three times a night to provide any part of the Service.
3. The above rates apply for 52 weeks of the year. There will be no additional charge for bank holidays
4. The above rates include the provision of appropriate activities during the day, seven days a week, to meet the outcomes identified in Service Users' care plans as specified by the Care Manager.
5. An additional £158.16 per person per week will be added to the above for a nursing care placement.
6. Ratios are presented as staff : service users

**Additional service elements**

Where additional service elements are the following rates will apply where the Care Manager has specified the need for additional service elements in order to meet the needs identified in a Service User's care plan where these are over and above that expected from within the core service. The rate for an additional service element will be shared between all the Service Users using it. These additional service elements will be subject to ongoing monitoring.

**Convert sleep-in to waking night:** £83.14 per staff member

**Additional waking night:** £118.77 per staff member

**Additional sleep-in:** £35.64 per staff member

**1:1 support:** £11.87 per hour

**2:1 support:** £23.74 per hour

These rates apply 52 weeks of the year. There will be no additional payment for weekends or bank holidays etc.

Mental health

2019/2020 Core Rates per Person per Week - MH				
<p><b>Note: Where additional 1:1 hours exceed 12 per day on average in bands 2 and 3, the resident may be placed on the next band up and subject to that rate for the remainder of the placement or until the next review of care determines otherwise.</b></p>				
<p><b>These rates apply to all new placements from commencement of this contract</b></p>	<p>Number of clients Home is Registered for (CQC)</p>		<p>Number of clients Home is Registered for (CQC)</p>	
	<p><b>1 to 6</b></p>		<p><b>7 +</b></p>	
<p><b>Banding / Level of Need</b></p>	<p><b>Staff: service user ratio</b></p>	<p><b>Price per person per week</b></p>	<p><b>Staff: service user ratio</b></p>	<p><b>Price per person per week</b></p>
<p><b><u>LEVEL 3 - INTENSIVE</u></b> <b>High level support needs.</b></p>	2:3	£950.18	2:3	£920.48
	3:5		3:5	
	1:2		1:2	
<p><b><u>LEVEL 2 – ENHANCED</u></b> <b>Substantial support needs.</b></p>	2:5	£712.63	2:5	£682.96
	1:3		1:3	
	1:4		1:4	
<p><b><u>LEVEL 1 – STANDARD</u></b> <b>Appreciable support needs.</b></p>	1:3	£534.49	1:4	£504.78
			1:5	
	1:4		1:6	
	1:5		1:7	
	1:6		1:8	
	1:10			

1. The above rates include sleep-in staff. The number of staff to cover a sleep in must be sufficient to meet the needs of the service users. However if the core service level for the home is to provide a waking night member of staff then a payment of £83.14 per night will be added to the appropriate rate, divided between the number of service users who share each waking night member of staff.
2. Where a sleep in member of staff is provided as part of the core service, this member of staff is available to be woken up to three times a night to provide any part of the Service.
3. The above rates apply for 52 weeks of the year. There will be no additional charge for bank holidays
4. The above rates include the provision of appropriate activities during the day, seven days a week, to meet the outcomes identified in Service Users' care plans as specified by the Care Manager.
5. An additional £158.16 per person per week will be added to the above for a nursing care placement.
6. Ratios are presented as staff : service users

#### **Additional service elements**

Where additional service elements are the following rates will apply where the Care Manager has specified the need for additional service elements in order to meet the needs identified in a Service User's care plan where these are over and above that expected from within the core service. The rate for an additional service element will be shared between all the Service Users using it. These additional service elements will be subject to ongoing monitoring.

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**1:1 support:** £11.87 per hour

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These rates apply 52 weeks of the year. There will be no additional payment for weekends or bank holidays etc.

#### **Physical disabilities**

	Shared Room 2019/20	Single Room 2019/20
7 – Physically disabled and disablement began under pension age	£473.91	£497.65

## Older People

In the case of residential and nursing care for older people, the prices proposed by the Committee are those prices that the Council would usually expect to pay in the 2019/20 financial year for those services.

The Council has developed a clear methodology to determine how it arrives at its proposed usual prices each year and this was set out in detail in the Committee report dated 29 April 2016 which can be read [here](#) (page 4).

## Actual costs of care

The methodology includes the determination of the indicative actual costs of care by applying relevant inflationary uplifts to pay and non pay elements in the cost model. The Council's position has been to set its usual prices within a range between the operating costs and operating costs plus returns. The adjusted cost model for 2019/20 is set out below.

The Council carried out a cost of care review with providers during 2018/19 to recalibrate its original indicative costs model. This review has resulted in cost of care adjustments to some cost lines and the revised model for 2019/20 is shown below:

## 2019/20 indicative actual costs model

	Residential		Nursing	
	Standard	Enhanced	Standard	Enhanced
Direct Social Care Costs	£234.00	£310.05	£238.24	£283.85
Nursing Supervision			£158.16	£158.16
Non Direct Staff Costs	£116.61	£116.61	£116.61	£116.61
Accommodation Costs	£120.35	£120.35	£125.77	£125.77
Overheads	£23.55	£27.35	£24.03	£26.31
<b>Total Operating Costs</b>	<b>£494.51</b>	<b>£574.36</b>	<b>£662.81</b>	<b>£710.70</b>
Returns	£78.47	£82.46	£86.88	£89.28

<b>Operating cost incl returns</b>	<b>£572.98</b>	<b>£656.82</b>	<b>£749.69</b>	<b>£799.98</b>

### Affordability

The Council methodology has been to set its usual prices between the total operating costs level and the operating costs plus returns level set out in the table. The Council proposes to maintain the relative position of its usual price in relation to the lower and upper levels in its cost model as in previous years. Due to affordability, however, it is proposed that the increase to the revised usual price is phased over a two year period with 75% paid in 2019/20 with the remaining cost of care increase paid in 2020/21. This increase applies to the revised usual price, if a negotiated rate has been agreed separately this will remain unchanged.

### Inflation

The Council has coproduced an inflation model with providers that fully reflects changes in national minimum and living wage rates as well as non pay inflation. The model produced a blended inflation figure of 4.09% which has been applied in full (with no reductions required by affordability limitations).

### Funded nursing care

Funded nursing care (FNC) is health funding that is used to support the Council's nursing placements. The value of FNC amount is set by NHS England and paid by the Clinical Commissioning Groups (CCGs). In Norfolk the Council pays the gross amount and recovers the FNC element from the CCGs. The table below assumes the current rate of FNC at £158.16 although this may be increased to reflect inflationary pressures.

The table below shows the combined effect of the 75% cost of care increase, inflation and FNC on the Council's proposed usual prices for 2019/20

<b>Single Room Only</b>	<b>2018/19 Usual Price</b>	<b>19/20 Cost of Care % increase</b>	<b>19/20 Price inflation % increase</b>	<b>19/20 Total % price increase</b>	<b>Proposed 2019/20 Usual Price</b>
<b>Band</b>					
<b>Residential - Standard</b>	£496.61	3.79%	4.09%	8.03%	£536.49
<b>Residential - Enhanced</b>	£555.96	6.85%	4.09%	11.22%	£618.37
<b>Nursing - Standard</b>	£518.62 + FNC of £158.16 = £676.78	2.61%	4.09%	6.81%	£553.94 + FNC of £158.16 = £712.10



<b>Nursing - Enhanced</b>	£544.96 + FNC of £158.16 = £703.12	6.00%	4.09%	10.34%	£601.30 + FNC of £158.16 = £759.46
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### Quality of care

The Council constantly monitors the quality of care in residential and nursing care in Norfolk. The Care Quality Commission (CQC) is the national statutory body responsible for the quality rating of residential and nursing care providers. The latest regime results in care homes being rated as either “outstanding”, “good”, “requires improvement” or “inadequate”. Ratings began to be awarded against revised fundamental standards of care from April 2015.

The Council also monitors changes in supply in the care market to ensure that the market can meet demand over the long term.

The table below shows the changes in quality ratings and supply over the twelve month period December 2017 to December 2018:

#### Care Home Changes 1 December 2017 to 1 December 2018

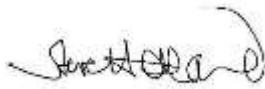
	Care Homes 01/12/2017	Care Homes 01/12/2018	Change in Number of Care Homes in 12 Months	Care Home Beds 01/12/2017	Care Home Beds 01/12/2018	Change in Number of Beds in 12 Months	% Homes Rated Good or Outstanding 1 December 2017	% Homes Rated Good or Outstanding 1 December 2018	Percentage Point Change in Ratings
Nursing Homes*	66	64	-2	2,938	2,812	-126	69.8%	72.6%	2.7%
Residential Homes	302	300	-2	7,101	7,099	-2	74.0%	81.4%	7.4%
<b>All Care Homes</b>	<b>368</b>	<b>364</b>	<b>-4</b>	<b>10,039</b>	<b>9,911</b>	<b>-128</b>	<b>73.3%</b>	<b>79.8%</b>	<b>6.5%</b>

It can be seen that quality ratings have improved in both residential and nursing care.

### Long term market sustainability

128 beds have been lost to the market over the past 12 months of which 126 are registered nursing beds. It is important to note that not all of these beds would in fact have been used for nursing care. At the time of writing there is no evidence that the Council’s proposed usual prices will undermine long term stability, however, continued pressure on prices particularly in nursing and specialist dementia care will need to be carefully considered in the Council’s recommissioning of these services taking place in 2019/20.

Yours faithfully



Steve Holland

**Head of Quality Assurance & Market Development**

### **Norfolk Care Association Consultation – Have your say**

With only three weeks to go before the online survey closes, our Market Connectors are busy making contact with social care providers in Norfolk to maximise participation in the consultation.

You can meet them 'in person' by clicking on the You Tube link below:

<https://youtu.be/Lh6c6AS8XEY>

and you can complete the online survey by going to:

[www.norfolkcareassociationconsultation.com](http://www.norfolkcareassociationconsultation.com)

The new Care Consultation will be all about supporting social care providers and representing their views to commissioners and policy makers alike. However, the priorities for a Care Association for Norfolk and the way it runs are still to be determined and are the focus of this consultation.

The Executive Steering Group overseeing the consultation is determined that the voice of the sector be sought and acted on throughout.

Below are just a few of the possible services a Care Association for Norfolk might offer:

- a voice for the sector with commissioners and regulators – around the true cost of care but also more widely on systems and processes,
- lobbying/campaigning/raising awareness of the sector generally.
- providing information/advice and specialist support (eg HR/recruitment law/finance)
- Signposting to partner services
- Supporting recruitment and promoting careers in social care
- Co-ordinating peer support networks
- Maximising opportunities to buy services and goods at a discounted rate

The survey will close at 11 pm on Friday 8<sup>th</sup> February so please find time to take 20 minutes out of your day to give us your views.

We look forward to hearing from you.

## **The Executive Steering Group - Shaping a Care Association for Norfolk**

Association Representing Mental health Care (ARMC)  
Community Action Norfolk (CAN)  
Norfolk and Suffolk Care Support Ltd (N&SCS)  
Norfolk County Council (NCC)  
Norfolk Community Health & Care NHS Trust (NCH&C)  
Norfolk Continuing Care Partnership (NCCP)  
Norfolk Independent Care (NIC)  
Norfolk Older People's Strategic Partnership  
Voluntary Norfolk



## **Norfolk Safeguarding Adults Board**

### **NEWS ITEMS**

- *New dates for NSAB's Train the Trainer Safeguarding Awareness training*  
| 17 January 2019
- *Domestic Abuse Training for Hairdressers and Beauty Therapists* | 17  
January 2019
- *West Norfolk: service launched to help homeless with health needs* | 17  
January 2019
- *Government issues deprivation of liberty definition* | 17 January 2019

- *New services to help and support people across Norfolk who are struggling with loneliness and isolation | 17 January 2019*
- *Safeguarding Adults & Mental Capacity Act training | 17 January 2019*
- *Does your workplace have a domestic abuse change champion? | 17 January 2019*
- *Updated guide to safeguarding information sharing | 16 January 2019*
- *Join the Fight conference 14 February 2019 | 16 January 2019*
- *Consumer law advice sets out obligations for care homes | 10 January 2019*

## **Latest Scam Alerts**

- [Scam Alert – Telephone Cold Calls claiming to be from ‘Citizens Advice’](#)
- [Scam Alert – Facebook messages claiming to be from a friend asking if you could ‘receive a payment’ via PayPal](#)
- [Scam Alert –Text messages claiming to be from ‘DVLA’ stating you have a ‘vehicle tax refund’](#)
- [Information Alert – Changes to Pension Cold Calling regulations](#)
- [Cold Calling Alert – Doorstep Cold Caller in the Mulbarton area enquiring about ‘insulation’](#)

## **Email scams and phishing alerts**

Look out for the following email scams which are circulating:

- [Phishing emails claiming to be from ‘American Express’ with the subject line ‘A concern that requires your action’](#)

If you receive one of these emails delete it without clicking on any links in the message. You can report scam emails to Action Fraud, details below.

## **More advice and updates from Norfolk Trading Standards**

For more consumer advice and updates, [visit our consumer alerts web page](#) or follow us on [Facebook](#) or [twitter](#).

## **Reporting scams**

Reporting any scams you receive can help to build up intelligence on the scammers and how they target people. You can report scams to:

Citizens Advice Consumer Helpline 03454 04 05 06  
or [www.citizensadvice.org.uk/consumer](http://www.citizensadvice.org.uk/consumer)

Action Fraud (UK's National Fraud Office) 0300 123 2040 or  
[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

My apologies for any cross-posting.

**# You can follow NSAB on Twitter – @NorfolkSAB #**

## **Training**

Contributes significantly towards Subjects 1, 4, 5, 7 and 8  
on the Dementia Standards Training Framework 2018



## 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....

We are GDPR  
compliant: please  
just email if you  
do not want us to  
contact you in the  
future

#### Dates:

5<sup>th</sup> & 6<sup>th</sup> February 2019

13<sup>th</sup> & 15<sup>th</sup> March 2019

16<sup>th</sup> & 17<sup>th</sup> April 2019

**Price: £57 per day or attend both days for a reduced price of £100.**

8.45am – 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](mailto:claire@carerite.co.uk)



## Upcoming Open Training Workshops – Norfolk

*Run by an experienced diabetes specialist nurse who also works within the NHS*

**Diabetes Awareness Training, £50pp:**

Dates for 2019 - please contact us if interested\*

**Diabetes Update for Registered Nurses, £65pp:**

Dates for 2019 - please contact us if interested\*

**Diabetic Foot Screening, £50pp:**

8 March 2019, Beccles House, Beccles, NR34 9BN

\* More dates are planned for Norfolk for all our open workshops in 2019 – please register your interest so that we can ensure venues are suitable for those looking to attend.

[info@duetdiabetes.co.uk](mailto:info@duetdiabetes.co.uk)

[www.duetdiabetes.co.uk](http://www.duetdiabetes.co.uk)

01799 584178

The full range of our workshops can be found on our website.

Our workshops can also be delivered in house at your place of work for up to 12 people, please contact us for prices

“Diabetic Foot Screening workshop in Beccles, 8 March 2019 – only 4 places remaining.



We have had some enquiries to run this workshop in the Norwich area and also in North Norfolk – please email [info@duetdiabetes.co.uk](mailto:info@duetdiabetes.co.uk) to register your interest so that you can be informed directly once dates and venues have been arranged.”

## Events/Information



**Assist Trust  
Information Evening**

January 24th 2019  
5pm - 7pm

**ASSIST  
TRUST**

For people with learning disabilities in Norfolk

**Benefits concerns? Housing questions?  
Not sure how to get the right support for an  
individual? Or just worried about what the future  
might hold?**

Then come along to The Assist Trust Information Evening on Thursday January 24th 2019 at Assist Trust offices at Lazar House, 219 Sprowston Road, Norwich, NR3 4HX, from 5pm to 7pm.

**It will be a great opportunity to meet Assist Trust members and staff and find out more about:**

- Making friends and getting more confident
- Living well and getting active
- Travel training and getting into the community
- Preparing for work
- Daily living and housing (meet our new Housing Officer – Owen de Lacey)
- Services at Assist – find out how can we help you and tell us what more we could do

### **Vital Information for Families**

Wayne Doman from the Norfolk County Council 'Local Offer' team will be giving a short presentation on services available to help people (from 5.30pm in the main hall). Expert advice will also be on hand on everything to do with the benefits system, throughout the evening.

Just call in for a brief visit or stick around and catch up with the many Assist Trust staff that will be on hand to answer your questions – and have some refreshments at the Assist Trust café while you're at it!

Free parking for this event is available just 50 yards away at St Georges Catholic Church on Sprowston Road, NR3 4HZ

[www.assist-trust.co.uk](http://www.assist-trust.co.uk)

**ASSIST  
TRUST**

# Direct Payment Support Services



**NEW**

## Direct Payments Support Services Workshop!



Norfolk County Council is making the support services for people who have Direct Payments, better!

Please come to our workshops, so we can talk about how we are making Direct Payments better.

workshops, so we can talk about how we are making Direct Payments better.



Tell us what you think and have a cup of tea or coffee!

### Where & When?

Thursday 14<sup>th</sup> February 2019

10.30 a.m. – 12.30 p.m.

Palm Court Hotel  
North Drive  
Great Yarmouth  
NR30 1EG



Friday 15<sup>th</sup> February 2019

10.30 a.m. – 12.30 p.m.

Dereham Town  
Football Club  
Aldiss Park  
Norwich Road  
Dereham  
NR20 3PX



Thursday 28<sup>th</sup> February 2019

11.00 a.m. – 1.00 p.m.  
Swaffham Assembly  
Rooms  
13 Market Place  
Swaffham  
PE37 7AB



### To Book a Place?

Call:  
01603 223392



Norfolk County Council





## **Mental Illness**

“People with severe and enduring mental illness are at greater risk of poor physical health and reduced life expectancy compared to the general population.

This edition of Health matters sets out the scale of the problem and presents actions that local areas can take to reduce health inequalities, improve physical health and life chances of people living with mental illness.”

<https://www.gov.uk/government/publications/health-matters-reducing-health-inequalities-in-mental-illness/health-matters-reducing-health-inequalities-in-mental-illness>