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://norfolkkpwah.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

<table>
<thead>
<tr>
<th>Situation</th>
<th>Specific trigger details</th>
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<tbody>
<tr>
<td>Extended Christmas period</td>
<td>Thursday 14th December 2017 – Monday 8th January 2018 inclusive – This has now been extended to Wednesday 31st 2018 inclusive</td>
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</table>
| Significant pressures resulting from cold weather conditions or pressure in the health system | This may include but not be limited to:  
• Severe weather conditions  
• Unexpected staff absence  
• Market failure  
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.norfolkkpwah.com |

*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?**

<table>
<thead>
<tr>
<th>Sector</th>
<th>Capacity Incentive Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Support – Single worker packages</td>
<td>Commence care within 12hrs* of request (Care Arranging Service) £130</td>
</tr>
<tr>
<td></td>
<td>Commence care within 24hrs* of request (Care Arranging Service) £95</td>
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<tr>
<td></td>
<td>Commence care within 24-48hrs* of request (Care Arranging Service) £60</td>
</tr>
<tr>
<td>Home Support – Double worker packages</td>
<td>Commence care within 12hrs* of request (Care Arranging Service) £195</td>
</tr>
<tr>
<td></td>
<td>Commence care within 24hrs* of request (Care Arranging Service) £142.50</td>
</tr>
<tr>
<td></td>
<td>Commence care within 24-48hrs* of request (Care Arranging Service) £90</td>
</tr>
</tbody>
</table>

*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 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 5°C 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.norfolkkpwah.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.