Capacity Incentive Payments for Residential and Nursing Homes, 2018/19

Busy periods and Bank holidays create pressure and strain on the health and social care system which can result in people failing to get the care they need. 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. We have identified that paying a premium for picking up new care packages can strengthen the workforce and support resilient services.

How will this work?

We will have designated period this Winter and Spring (see table 1) where incentive payments will be offered for promptly commencing new and restarted packages of care for people discharged or transferred from specific care settings. These include acute and community hospital discharges and transfers of care from short term block beds, bed-based reablement, NFS, NEAT and out of hospital services.

This is a one-off payment that our social workers are empowered to agree with you to facilitate prompt payment. This payment is to support workforce resilience, increase payments to your carers and the delivery of sustainable services through the Winter period.

Table 1 – Designated Periods for Capacity Incentives

<table>
<thead>
<tr>
<th>Situation</th>
<th>Specific dates</th>
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<tbody>
<tr>
<td>Christmas, New Year, up to and including February Half-Term</td>
<td>Friday 21st December 2018 – Sunday 24th February 2019</td>
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<tr>
<td>April Bank Holiday</td>
<td>Monday 8th April 2019 – Wednesday 24th April 2019</td>
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<tr>
<td>Early May Bank Holiday</td>
<td>Wednesday 1st May 2019 – Wednesday 8th May 2019</td>
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<tr>
<td>Late May Bank Holiday</td>
<td>Wednesday 22nd May 2019 – Wednesday 29th May 2019</td>
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Significant pressures on the health system

This may include but not be limited to:

- Severe weather conditions
- Unexpected staff absence
- Market failure

NCC will notify accredited providers as dates become known, dates will also be listed on: [www.norfolk.gov.uk/caremarket](http://www.norfolk.gov.uk/caremarket)

What sort of care provision will count?

Only care packages for people being discharged from acute and community hospitals and transfers of care from short term block beds, bed-based reablement, NFS, NEAT and out of...
hospital services are eligible for these incentives. They will apply to any new or restarted residential and nursing home care packages notified and started as outlined in Table 2 below.

Table 2 – What are the Incentives?

<table>
<thead>
<tr>
<th>Sector</th>
<th>Capacity Incentive Detail</th>
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| 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 with the provider 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 that care is 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 short-term bed.

When this will apply?

Capacity Incentive payments will apply during the periods indicated in Table 1. Norfolk County Council may extend or add to these designated periods if there are severe weather conditions or heightened system pressures over the Winter period. These will be announced on our website www.norfolk.gov.uk/caremarket and communicated to providers via email.
Please contact us at casteamleaders@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.