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

<table>
<thead>
<tr>
<th>Situation</th>
<th>Specific trigger details</th>
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<tbody>
<tr>
<td>Extended Christmas period</td>
<td>Friday 15th December 2017 – Monday 8th January 2018 inclusive – This has now been extended to Wednesday 31st January 2018 inclusive</td>
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| 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 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-pressures-and-preparation |

*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?

<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 (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](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](mailto: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.