

Dear

I am writing to you in reply to your Freedom of Information Act (FOIA) request to Nottinghamshire County Council. Firstly I apologise for the delay in replying to you and hope it has not caused any inconvenience. I have the following information.

Question 1 Can you provide the following details of each of the private domiciliary care providers delivering Adult Social Care that are currently signed up to your local authority framework as of September 2019?

Nottinghamshire County Council does not operate a Framework Agreement for Domiciliary Care. The authority operates a Dynamic Purchasing System and has awarded contracts following the Further Competition route specified in the DPS Process Overview.

As you are seeking the contact details of our Domiciliary Care providers I attach a list of the current Lead and Additional Provider Contracts we have in place.

- Total Number of hours and people receiving services that have/are contracted in 2018 and 2019 (as of September 2019)

Year			
2018 (As at September 2018)		2019 (As at September 2019)	
Number of Service Users	Number of Hours	Number of Service Users	Number of Hours
330	3,793	0	0
356	4,306	811	9,981
119	1,643	394	5,090
1	14	104	1,411
806	9,756	1,309	16,482

- For each person currently receiving care services can you specify the 5 digit postcode area (postcode district) and geographic area they fall under as defined by your own geo classification:
See attached

Question 2 Can you provide the following details of each of the private nursing/residential care home providers delivering Adult Social Care that are currently signed up to your local authority framework as of September 2019?

Nottinghamshire County Council does not operate a Framework Agreement for Younger Adults Residential Care. The authority operates a Dynamic Purchasing System and has awarded contracts following the Further Competition route specified in the DPS Process Overview.

Question 3 Can you provide the following details of each of the private domiciliary care providers delivering Adult Social Care that you utilise for Spot Contracts within your local authority as of September 2019?

See the attached spreadsheet.

- Total Number of hours and people receiving services that have/are contracted in 2018 and 2019 (as of September 2019)

Year	
2018 (As at September 2018)	2019 (As at September 2019)

Number of Service Users	Number of Hours	Number of Service Users	Number of Hours
939	11,191	415	4,981

Question 4 Can you provide the following details of the private nursing/residential care home providers delivering Adult Social Care that you utilise for Spot Contracts within your local authority framework as of September 2019?

Please see the response to question 2

Question 5 What information do you provide to a privately funded care seeker who is wishing to source a care provider delivering Adult Social Care within your local authority area?

Nottinghamshire County Councils website contains information regarding Care and Support in Nottinghamshire. This includes related links to a variety of topics including Nottinghamshire Help Yourself

There are also two short videos about how to get information and how to get support.

If an individual thinks they will be responsible for paying for their care and support, we have produced a guide to support you. 'A self-funder's guide to care and support'

If after exploring these options they feel they may need more support they can contact us on 0300 500 80 80, an advisor can help them with the options

Via NCC Customer Service Centre telephone system, an Adult Social Care adviser will have a conversation with the customer and if mutually agreed that if the customer was able and happy to source a care provider themselves they would offer the following:

- NCC Care directory
- Nottinghamshire Help Yourself
- Self-funder guide
- To carry out a search for them on NHY and send information

If the adviser and customer feel that further support with the process or specialist discussion is required a referral will be entered on our system and passed to the Adult Access Service.

These staff will discuss with the customer their strengths, support and resources available to them and how they can maintain their independence and wellbeing to achieve the things that matter to them.

If required they can support them with contacting a variety of agencies such as support groups, care & support or voluntary. They will discuss their needs as a carer, benefits entitlement, any equipment or adaptation or reablement which can reduce, prevent or delay their need for formal assessment or care and refer as appropriate.

Question 6 Can you provide a link to the local authority care provider directory for Adult Social Care which is available to the general public? I understand this will feature every care home and domiciliary care provider delivering Adult Social Care in your local authority area whether on your framework or not. The name of the person and email to get on this list.

The Care and Support Directory is designed and printed for us annually by Care Choices. Nottinghamshire County Council provides Care Choices with their list of contract care providers. Anybody else that wishes to be contained within the Directory should contact Care Choices on 01223 207770 to discuss with them advertising options. Here is the link to the online pdf publication <https://www.nottinghamshire.gov.uk/media/2313509/careandsupportdirectory.pdf>

Question 7 Can you provide a contact name, email address and a contact number for the person responsible for commissioning Adult Social Care domiciliary care services and nursing/residential home services in your local authority?

Clare Gilbert, Group Manager - Strategic Commissioning, tel: 0115 8044527

Question 8 Can you provide a contact name, email address and a contact number for the person responsible for commissioning Adult Social Care nursing/residential care home services in your local authority?

Clare Gilbert

Question 9 Can you provide the number of service users currently receiving a direct payment or SDS option 2 within your local authority?

As of the end of August 2019 there were currently 2617 Service Users in receipt of a Direct Payment in Nottinghamshire.

Question 10 On assessing an individuals' needs, which of the following bands must they fall in to to qualify for local authority funding?:

- Critical
- Substantial
- Moderate
- Low

The bands referred to above are no longer applicable as this was the previous eligibility criteria set out in Fair Access to Care Services (FACS). FACS criteria has been replaced by the Care Act 2014, and we follow the eligibility criteria detailed in the Act.

Question 11 How many people are currently waiting for an assessment for Adult Social Care within your local authority?

As at 07/10/19, 480 people waiting for a care and support assessment.

Question 12 What % of people qualify for Adult Social Care following an assessment?

95% following a care and support assessment.

Question 13 How many people died while waiting for an assessment or while waiting for Adult Social Care to start in the last 12 months?

The council does not record this information.

Question 14 What is the average waiting time for an Adult Social Care assessment by the social work department in your local authority?

24 days on average from contact to start of care and support assessment.

Question 15 In your local authority how many people are currently in hospital awaiting an adult/elderly domiciliary/care at home service/package?

Questions 15 to 19 – the council does not record this information.

Question 16 In your local authority how many people are currently in hospital awaiting an adult/elderly nursing/residential care home placement?

Question 17 What is the average, shortest and longest time someone has waited for Adult Social Care domiciliary care service or nursing/residential care home placement from the point of assessment in 2018/19?

Question 18 Post Adult Social Care assessment how many people are currently awaiting a domiciliary/care at home service/package for:

Question 19 Post Adult Social Care assessment how many people are currently awaiting a nursing/residential care home for:

Question 20 What are the payment or contractual arrangements for nursing/residential care homes and domiciliary/care at home providers if a client were to be admitted to hospital?

Here is an example clause from the Home-Based Care and Support Contract:

Temporary Suspension and Restarting of Care Packages

Service Users may require temporary changes to their care package for such things as:-

- Urgent hospital admission
- Unplanned or urgent admission to respite or short-term care
- Planned breaks/time away from home e.g. visiting family

If the Provider is required to continue to provide support to the Service User during this period whilst they are temporarily away from home e.g. visiting the Service User in hospital or assistance with maintaining the property, the Provider should continue to record this activity as delivered care. Therefore, the Provider would continue to be paid for the services provided.

However, if the care package is not required to continue during this temporary period the first 24 hours only (one seventh of weekly commissioned hours), from the time of notification will count towards hours delivered. The remaining period must be recorded as non-delivered hours rather than suspending the service.

Providers will be expected to temporarily hold the package for up to 14 calendar days, during which time the package may be restarted. In the event of the Service User not returning by the end of the 14 days, the package will be ceased and will require a re-referral should the Service User require care and support in the future. The package may also be ceased before the 14 days if the Council notifies the Provider of a change to circumstances or needs of the Service User.

Question 21 How many nursing/residential care home beds do you buy in block? Of those what is the average occupancy level? e.g. do you pay for 100 beds regardless of occupancy where occupancy is 90%?

We purchase 13 residential beds – one block of 3 + one block of 10. As they are block purchased we pay 100% regardless of level of occupancy. The average occupancy of the 3-bed unit is 86% - the 10-bed unit only recently opened so there is no average data available yet.

If you have any queries or concerns then please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottscc.gov.uk.

Yours sincerely

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