

# Torbay Council Care Home Fees Review

## QUESTIONNAIRE

Home \_\_\_\_\_ Date \_\_\_\_\_

Name of Person Completing \_\_\_\_\_

The Council has reviewed the fees offer made to care homes for 2012/13.

This questionnaire has been sent to all care home owners as part of the consultation process following a review of care home fees and should be read in conjunction with the report 'Review of Care Home Fees in Torbay 2012-2014'.

We welcome your feedback on the following questions and any other comments and suggestions you would like to make in relation to the review and resulting proposal.

As part of the consultation process we are offering 1-1 meetings with care home providers to answer any questions and to make sure everyone has the opportunity to feed back their views. Please email [linda.gibbs2@nhs.net](mailto:linda.gibbs2@nhs.net) or telephone 01803 208018 for an appointment.

### **Please return this questionnaire:**

- Via e-mail: [Carehomesconsultation@torbay.gov.uk](mailto:Carehomesconsultation@torbay.gov.uk) or
- By post to: Lin Gibbs, St Edmunds, Victoria Park Road, Plainmoor, Torquay TQ1 3QH

## Banding Structure

**Q1. We have listened to feedback about the fee structure - that it is too complex and needs to be simplified. Do you agree?**

**YES**

**NO**

*Please delete either Yes or No button*

The proposed new structure comprises 4 care categories:

Residential Standard  
Residential Standard Plus  
Nursing Standard  
Nursing Standard Plus

**Q2. Do you think this is the right number of categories?**

**YES**

**NO**

*Please delete either Yes or No button*

**Q3. If not what would you propose and why?**

*Please add any comments in the box below.*

**Q4. The draft assessment banding tool for residential placements is attached at Appendix A.**

*Please add any comments in the box below.*

## Banding Structure (continued)

We have mapped fee rates from the old to the new bandings in the following way:

CURRENT BANDING STRUCTURE			PROPOSED STRUCTURE
General Care Home	Good & Excellent CQUIN & NON CQUIN	B1	Residential Standard
		B2	
		B3	Residential Standard Plus
EMI Care Home	Good & Excellent CQUIN & NON CQUIN	B1	Residential Standard Plus
		B2	
		B3	
General Nursing Home	Good & Excellent CQUIN & NON CQUIN	B1	Nursing Standard
		B2	Nursing Standard Plus
		B3	
EMI Nursing Home	Good & Excellent CQUIN & NON CQUIN	B1	Nursing Standard Plus
		B2	
		B3	

**Q5. Do you think this allocation is correct?**

YES

NO

*Please delete either Yes or No button*

**Q6. If not what would you change and why?**

*Please add any comments in the box below.*

## Assessing costs Review Process

In assessing the cost of care we have reviewed costs in the following categories:

- Direct care costs (largely staffing related)
- Food and Accommodation costs (often referred to as hotel costs)
- Contribution to profit

The detailed figures for each of the first two categories are attached as **Appendix B**.

**Q7. Do you agree with these assumptions?**

YES

NO

*Please delete either Yes or No button*

**Q8. Do you agree the cost of care is the sum of the care costs and hotel costs?**

YES

NO

*Please delete either Yes or No button*

**Q9. If you do not agree with the assumptions and estimates set out in Appendix B, please set out in detail why these assumptions are incorrect.**

*Please note that in order to change our assumptions we will need an evidence base to support what you tell us. Therefore it is important that if you have evidence to support your position, that you provide it to us when you return this consultation document.*

*Please add any comments in the box below.*

## Cost & Pricing in the Care Market

It is important to share our view of how care pricing works because this has informed the cost model that underpins our fees proposal. Please answer the questions below providing further detail and alternative proposals where appropriate.

**Q10. Profit is the return that a home owner, and other investors can expect in return for the risk they have taken by investing in a care home.**

Agree

Disagree

*Please add any comments in the box below.*

**Q11. Without sufficient profit a care home will not be viable in the longer term.**

Agree

Disagree

*Please add any comments in the box below.*

**Q12. The price that can be charged for a bed in a care home will depend on what a person is willing to pay.**

Agree

Disagree

*Please add any comments in the box below.*

**Q13. There are different segments, or sectors, in the care home market which meet the needs of different people.**

Agree

Disagree

*Please add any comments in the box below.*

**Q14. To optimise income, prices are likely to vary according to these different market segments.**

Agree

Disagree

*Please add any comments in the box below.*

**Q15. The prices agreed for a bed will reflect a wide variety of factors in which both buyers and sellers are trying to get the 'best value'**

Agree

Disagree

*Please add any comments in the box below.*

**Q16. High numbers of vacancies will damage the viability of homes**

*Please add any comments in the box below.*

Agree

Disagree

**Q17. This might mean that the number of homes or beds has to reduce so that the remaining homes in the market are viable**

Agree

Disagree

*Please add any comments in the box below.*

## Market Assumptions

Please see below a number of assumptions and estimates we have used to Define the nature of the care market in Torbay.

**Q18. Do you agree the public sector purchase only a percentage of the Care Home capacity at its banded rates and contribution to profit also comes from other sources?**

YES

NO

*Please delete either Yes or No button*

*Please add any comments in the box below.*

We have looked at our conclusions to see if our purchase of bed spaces will, on average, provide for a reasonable contribution to profit in a well-run and efficient care home. To do this we have had to make some assumptions about an average business model for a care home, although it is important to note that these assumptions do not influence our calculations of cost of care. These assumptions are set out below and if you do not agree with them then please set out your reasons why and supply supporting evidence for any alternative assumptions you may propose.

Average capital cost per bed for a newly built/acquired business is:

- Residential £61,000
- Nursing £62,600

**Q19. Do you agree with this assumption?**

**YES**

**NO**

*Please delete either Yes or No button*

*If 'no' please explain why providing supporting evidence for any alternative assumptions you propose. Please add any comments in the box below.*

Taking into account the average age of care home businesses in Torbay, the average capital employed per bed for businesses currently operating in Torbay is:

- Residential £45,200
- Nursing £46,100

**Q20. Do you agree with this assumption?**

**YES**

**NO**

*Please delete either Yes or No button*

*If 'no' please explain why providing supporting evidence for any alternative assumptions you propose. Please add any comments in the box below.*

## **Usual Cost to the Local Authority for Banded Fees**

We have used all of the above estimates to help inform our decision on setting our usual cost for banded fees. These figures are set out below. They are



weekly rates and include Registered Nurse Care Contribution (RNCC) payment (currently £108.70 per week, rounded to £109). They exclude Continuing Healthcare (CHC) and any third party top-up.

<b>Residential Care</b>	Standard	Standard Plus	<b>Needs</b>
	<b>£341</b>	<b>£392</b>	
<b>Nursing Care</b>	Standard	Standard Plus	
	<b>£529</b>	<b>£555</b>	
<b>Exceptional</b>			

**Q21. Please enter any further comments below**

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- ➔ By post to: **Lin Gibbs, St Edmunds, Victoria Park Road, Plainmoor, Torquay TQ1 3QH**

Appendix A

## Draft Assessment for Residential Care Homes

Name of Home: \_\_\_\_\_

Name of Resident: \_\_\_\_\_

	1	2	3	4	5
<b>Falls &amp; Mobility</b>	Independent	Unsteady/ minimal supervision	With basic equipment - supervision needed	Constant supervision during 24 hours - high risk of falling. Assistance of one other	Constant supervision 24 hours - high risk of falling. Assistance of two others/hoist
<b>Bathing /Showering</b>	Independent/ some difficulty	Not Applicable	With equipment/prompting	With assistance of one other	With assistance of two others
<b>Washing/ Dressing</b>	Independent/ some difficulty	Not Applicable	With prompting/ guidance on appropriate dress	With assistance of one other	With assistance of two others
<b>Toileting Urinary/faecal continence</b>	Full control	With difficulty / Some lapses	Uses continence aids / equipment	Uses continence aids - day and night - needs 1 to assist	Uses continence aids uncontrolled double incontinence- possibly 2 to assist
<b>Incontinence management/ toileting</b>	No problems	Rare episodes of inappropriate urinary/faecal activity	Weekly episodes of inappropriate behaviour	Daily episodes of inappropriate behaviour	Severe problems with inappropriate urinary and faecal activity
<b>Eating/Drinking</b>	Independent or with some difficulty	Food needs special preparation/equipment	Prompts/supervision of one other	Needs to be fed by staff	Specialist 1:1 feeding due to risks eg. choke/swallow - thickened fluids etc
<b>Sleeping</b>	No problems	Wakes early/ difficulty getting to sleep	Occasional disrupted sleep pattern	Sleeplessness affecting functioning and demands on staff	Severe sleep disturbance causing disruption to others. Needs constant monitoring
<b>Sensory loss - hearing/vision</b>	Independent	Manages well with equipment	Has difficulty even with equipment - occasional 1 to 1 help needed	Severe sensory loss/reluctance to use aids. 1 to 1 assistance needed for some tasks	Severe sensory loss. At risk without constant 1:1 support and/or specialist input required eg. sign language
<b>Wandering /Orientation</b>	Wanders but not at risk	Wanders and needs occasional assistance	Not Applicable	Wanders, and needs frequent assistance/monitoring during the day	Wanders, placing self at risk - constant assistance/monitoring required day & night
<b>Memory</b>	Some forgetfulness/ poor short term memory	Not Applicable/	Poor short term memory & needs regular reminders & supervision	Poor short and long term, requiring frequent reminders and monitoring	Poor short and/or long term memory with confusion/anxiety/distress

<b>Psychotic episodes (Perception)</b>	No problems/hallucinations/delusions controlled by medication	Suffers from hallucinations/delusions and needs occasional monitoring/reassurance	Suffers from hallucinations/delusions and needs regular intervention/reassurance	Not Applicable	Suffers from hallucinations/delusions of such intensity that frequent reassurance/intervention is required
<b>Mood</b>	No issues/or some mood fluctuation but little intervention required	Fluctuating mood requiring some reassurance/intervention by staff	Not Applicable	Fluctuating mood, requiring regular intervention by staff	Severe mood changes requiring constant monitoring/ frequent intervention. High risk of self-harm/suicide
<b>Communication</b>	No issues	Lacks confidence. Some skills but needs support	Occasionally inappropriate /withdrawn or limited communication/needs support	Often inappropriate/withdrawn or significant communication difficulties. Needs frequent support to avoid isolation	Always inappropriate/withdrawn or unable to communicate. Needs skilled intervention and/or specialist equipment
<b>Behaviour - including sexual behaviour and substance/alcohol use</b>	No problems	Disruptive or sexually disinhibited on rare occasions. Guidance needed occasionally with substance/alcohol	Regularly disruptive or sexually disinhibited - requiring intervention, or occasional episodes of substance/alcohol misuse	Frequently disruptive or sexually disinhibited in presence of others, or frequent episodes of substance /alcohol misuse. Frequent intervention required	Frequently disruptive or sexually disinhibited in presence of others, or frequent episodes of substance /alcohol misuse. Needing constant supervision, high level of staff intervention
<b>Verbally aggressive behaviour</b>	No problems	Occasional episodes - easily defused	Some predictable episodes requiring careful staff intervention	Frequent predictable episodes causing disruption to others	Frequent unpredictable aggression posing risk to others. Constant monitoring and skilled staff intervention required
<b>Physically aggressive behaviour</b>	No problems	Occasional episodes of mild threatening behaviour to others	Frequent predictable episodes of threatening behaviour to others - requiring intervention	Episodes of unpredictable aggression to others - not serious, but distressing - monitoring and skilled intervention required	Frequent episodes of unpredictable aggression posing risk to others. Constant supervision and skilled staff intervention required
<b>Social/emotional support</b>	Minimal needed	Occasionally requires support and reassurance.	Regularly requires support and reassurance - in predictable situations	Requires support and reassurance often and in less predictable situations	Constant high level of support and reassurance needed daily
<b>Skin Care</b>	Not Applicable	Low risk requires monitoring / moisturising	Needs pressure relieving equipment/ some intervention	Needs established turning programme/changing of	Broken skin, areas that need dressing with frequent

				dressings	observation & intervention
<b>Support with medication</b>	Low risk needs monitoring/ moisturising	Needs regular checks eg. diabetes/bloods	Frequent intervention controlled drugs(eg. diazepam)	Needs significant time & persuasion/serious effects	Not Applicable
<b>Transfers</b>	Independent	Unsteady/basic equipment/minimal supervision	Equipment/frequent supervision & assistance of one other	Specialist equipment/frequent supervision & assistance of one/two others	Very complex positioning possibly 3 to move (bariatric or contracted limbs)
TOTAL					
GRAND TOTAL		Assessors Name: _____			

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

<b>Standard</b>	<b>Standard Plus</b>		
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**Appendix B**

Direct care costs

Staff hours

**Direct care costs – Staff hours**

	Standard Residential Care	Standard Plus Residential Care	Standard Nursing Care	Standard Plus Nursing Care
<b>Qualified Nursing Staff (excludes Supernumerary managers)</b>				
Hours per resident per week	-	-	7.64	8.45
Weighted average hourly rate			£12.48	£12.48
On-costs			24.1%	24.1%
Cost per resident per week			£118	£131
<b>Care Assistant (including activities)</b>				
Hours per resident per week	17.4	21.9	19.8	23.73
Weighted average hourly rate	£6.52	£6.52	£6.52	£6.52
On-costs	23.0%	23.0%	23.0%	23.0%
Cost per resident per week	£140	£176	£159	£190
<b>Domestic Staff</b>				
Hours per resident per week	4.6	4.6	4.6	4.6
Weighted average hourly rate	£6.18	£6.18	£6.18	£6.18
On-costs	23.0%	23.0%	23.0%	23.0%
Cost per resident per week	£35	£35	£35	£35
<b>Chefs / Cooks</b>				
Hours per resident per week	2.1	2.1	2.1	2.1
Weighted average hourly rate	£7.10	£7.10	£7.10	£7.10
On-costs	23.0%	23.0%	23.0%	23.0%
Cost per resident per week	£18	£18	£18	£18
<b>Management / Administration / Reception Staff</b>				
Hours per resident per week	1	1	1	1
Weighted average hourly rate	£24.00	£24.00	£24.00	£24.00
On-costs	7.3%	7.3%	7.3%	7.3%
Cost per resident per week	£26	£26	£26	£26

## Staff Costs

	Standard Residential Care	Standard Plus Residential Care	Standard Nursing Care	Standard Plus Nursing Care
	£ per resident per week	£ per resident per week	£ per resident per week	£ per resident per week
Qualified Nursing Staff (excludes Supernumerary managers)	-	-	118	131
Care Assistant (including activities)	140	176	159	190
Catering, Cleaning & Laundry Staff	53	53	53	53
Management, Administration & Reception Staff	26	26	26	26
Other staff costs (Agency staff allowances & training backfill)	5	6	9	9
<b>TOTAL STAFF COSTS</b>	<b>£224</b>	<b>£261</b>	<b>£365</b>	<b>£409</b>

## Hotel Costs

	Standard Residential Care	Standard Plus Residential Care	Standard Nursing Care	Standard Plus Nursing Care
	£ per resident per week	£ per resident per week	£ per resident per week	£ per resident per week
Food	26	26	26	26
Utilities (Gas, oil, electricity, water, telephone)	25	25	25	25
Repairs and Maintenance	34	34	34	34
Other Accommodation costs	32	32	32	32
<b>TOTAL HOTEL COSTS</b>	<b>£117</b>	<b>£117</b>	<b>£117</b>	<b>£117</b>