

Appendix 7

Summary of Consultation prior to October 2012

Detail of consultation on the fee proposal issued in October 2012 is contained in Appendix 10. Following the decision to review care home fees on 22nd May 2012 and prior to development of the proposal, the following consultation and engagement took place.

Event	Summary of feedback	How feedback taken into account
<p>Meeting with care homes 31 May 2012 (Attendees- 13 from Torbay Council and TSDHCT, 36 representing 29 Care Homes in Torbay)</p>	<ul style="list-style-type: none"> • Would like regular meetings with all care homes in the evening and involvement of care homes in wider discussion and review of fee setting • Concern about ability to deliver quality within current level of funding • Concerns about increase in complexity of need • Plan fees uplift over a longer period – 2/3year rolling basis • Address some of the issues raised in the Bishop Fleming report 	<ul style="list-style-type: none"> • Bi-monthly meetings in place • Quality assessment tool will be rolled out in 2013 • Increasing complexity acknowledged, individual choice & new ways of working mean people likely to remain at home longer & enter care later • 2 year fee rates proposed • Circulated 'points for clarification' with response to Bishop Fleming (Appendix 2)
<p>Meeting with care homes 9 July 2012 & Questionnaire to all (108) care homes 24 July 2012 (These questions were also asked at the stakeholder event on 9 July 2012. So feedback is combined). There were 26 questionnaire responses (1 from Torbay Quality Care Forum (TQCF) representing 25 providers = 51 responses).</p>	<ul style="list-style-type: none"> • Banding tool does not take into account individual needs of clients • Email, open meetings and letters are good methods of communication • Most wanted a quicker conclusion to the current review process to confirm fee levels through to March 2014 • A small fund for capital/ development grants would be welcome • Preference for a flat rate increase 	<ul style="list-style-type: none"> • Revised assessment tool developed & circulated. There is a band of 'exceptional needs' included in banding structure • Agreed to use all methods of communication • 2 year fee rates proposed • Will consider any potential to bid for public funding • Considered that moving from complex system of up to 24 bands to flat rate would not be practical or appropriate

Event	Summary of feedback	How feedback taken into account
<p>Meeting with care homes 6 September 2012 (Attendees-8 from Torbay Council and Torbay Care Trust, 40 representing 26 Care Homes in Torbay)</p>	<ul style="list-style-type: none"> • Request that information sought in respect of clients, vacancies & staffing went through third party <p>Round table discussion on proposed banding structure:</p> <ul style="list-style-type: none"> • Welcomed simplification of bands • Felt there was a lack of consistency of assessment across zones • Response time to review requests • Appeals process • Not clear on distinction between nursing and residential • Will assessment process underpinning banding structure be available? • TQCF wanted response on why BF report not accepted 	<ul style="list-style-type: none"> • Arranged for responses to go to Francis Clark accountants. <ul style="list-style-type: none"> • 4 bands plus exceptional needs proposed • To be raised with zone leads • To be raised with zone leads. Reviews are prioritised by need • Review can be requested if needs change • If nursing needs are identified a nursing assessment is triggered • Assessment tool circulated in October 2012 with fees proposal • Circulated 'points for clarification' with response to Bishop Fleming
<p>Meeting with care homes 25 October 2012</p>	<p>See Appendix 10</p>	
<p>Questionnaire & consultation pack to all (108) care homes 11 October 2012</p>	<p>See Appendix 10</p>	
<p>1-1s with care homes October/November 2012</p>	<p>See Appendix 10</p>	

In addition to the activity described above care home and Torbay and Southern Devon Health and Care Trust (TSDHCT) operational staff were involved in revising banding tool in September 2012 and in identifying the cost of care in Torbay.