

## **Details of Process for Provider Engagement and Consultation**

### **Consultation Phase 1: 28<sup>th</sup> November 2013 – 2<sup>nd</sup> January 2014**

A letter informing providers about the consultation and including a link to the online survey was emailed to all providers on 28/11/2013. The emails issued included the following as attachments:

- Appendix 1 – Proposed Fees for Residential and Nursing Care 2014/15 onwards
- Appendix 2 – Core Elements of Care document defining the proposed elements of a core package of care to which the proposed fees will apply

Of the 89 emails sent to providers, undeliverable notifications were received for 2 of these emails. The email was sent with a read receipt so that they could respond when they opened the e-mail. 20 read receipts were received from the 89 emails sent.

A reminder about the consultation was emailed to all providers on 10/12/13. The read receipt for this email was returned by 13 providers. Further e-mail reminders were sent to all providers on the following dates:

- 23/12/2013
- 02/01/2014

This phase of consultation closed 02/01/2014.

During the 1<sup>st</sup> phase of consultation 12 provider responses were received. Consideration of the consultation responses received suggested that there were some areas of misunderstanding amongst providers about the proposals and how they would be implemented, therefore a 'Frequently Asked Questions' document was produced providing clarification in some key areas.

### **Meeting with Nottinghamshire Care Association (NCA) – 23<sup>rd</sup> January 2014**

In response to NCA submissions made during phase 1 of the consultation process a meeting was arranged to be held with the NCA on 23/01/2014. The purpose was to discuss the issues and concerns raised by the NCA in their submissions.

The CHA meeting was attended by representatives of the NCA, a number of care home providers invited by the NCA and representatives of Nottingham City Council (Quality and Commissioning and Strategic Finance).

### **Provider Engagement Meeting – 28<sup>th</sup> January 2014**

In response to some issues and questions raised by providers during the phase 1 consultation, an engagement meeting was arranged for all providers of residential and nursing care services in the City. The aim was to clarify the proposals for pricing of residential and nursing care, to provide further details of how the proposals would be implemented and to offer further opportunity for providers to raise any additional concerns or questions.

An invitation to the provider meeting was emailed to all providers on 20/01/2014.

A reminder email about the provider meeting was sent on 23/01/2014

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Due to a low number of read receipts evidencing that the meeting invitations had been received and opened, telephone calls were made to contact all homes that did not send a read receipt. The phone calls were made on Friday 24<sup>th</sup> and Monday 27<sup>th</sup> January to make sure that all care homes were informed about the event.

Through e-mail receipts and the conversations via the phone, 81 providers were contacted. Only 1 provider couldn't be contacted. After contacting the providers there were requests for 37 places at this meeting from 27 care homes.

The provider engagement meeting took place on 28<sup>th</sup> January 2014. At the event 25 providers completed the attendance sheet.

The following information was made available to providers during the engagement meeting:

- Consultation Appendix 1 document - Proposed Fees for Residential and Nursing Care 2014/15 onwards
- Consultation Appendix 2 document - Core Elements of Care
- Frequently Asked Questions document produced to clarify the proposals

At the engagement meeting Officers from the Council gave a slide presentation and this was followed by a Question and Answer session giving providers an opportunity to raise further questions and issues.

### **Consultation Phase 2: 29<sup>th</sup> January 2014 – 12<sup>th</sup> February 2014**

A letter informing providers about the extended consultation and including a link to the online survey was emailed to all providers on 29/01/2014. The emails issued included the following as attachments:

- Appendix 1 – Proposed Fees for Residential and Nursing Care 2014/15 onwards
- Appendix 2 – Core Elements of Care document defining the proposed elements of a core package of care to which the proposed fees will apply
- Frequently Asked Questions document

The e-mails were sent to 101 provider e-mail addresses. Some care homes had only 1 e-mail while others had 2+ e-mails that were used, with the aim of ensuring that the information reached the home. During the phone calls made before the provider engagement meeting and at the provider event, provider e-mail addresses were checked and obtained so to ensure that up to date contact details were used for the 2<sup>nd</sup> consultation.

A final reminder about the consultation was emailed to all providers on 07/02/2014  
This phase of consultation closed 12/02/2014

The following homes were contacted by e-mail;

32 Bentinck Road	Beechdale Manor
514 Arnold Road	Beeches, The
Acacia Care Centre	Beechwood Care Home
Acorn House	Belle Vue Lodge Care Home.
Alexandra Lodge Care Home	Belvoir Lodge
Alfred Minto House	Burlington Villa
Ascot House Care Home	Carisbrooke Care Home
Ashleigh House Care Home	Carrington House
Beechdale House	Churchfields

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Claremont Road Care Home	Melbourne House Care Home
Clifton Manor Care Home (Nursing)	Milverton Road Care Home
Clifton Manor Care Home (Residential)	Mount Vernon Terrace Care Home
Derbyshire Haven Care Home	NCHA Harrington Drive
Devonshire Manor Care Home	Notintone House Care Home
Edenhurst Care Home	Nottingham Neurodisability Aspley Unit
fairway view care home	Oxclose Lodge (Scope)
Field House Care Home	Palmwood Court Care Home
Forest Lodge Care Home	Park House Care Home
Gregory Court	Park View Nursing Home
Gregory House II Care Home	Peacemills Care Home
Hall Park Care Home	Portland House Care Home
Haven Lodge Care Home	Radiant Care Home
Hawthorn Lodge Care Home	Seely Hirst House Care Home
Heathcotes Basford	Springfield Care Home
Heathcotes Carrington Park	Springfield Lodge Care Home
Heathcotes Mapperley Lodge	St Augustines Court Care Home
Highfields Care Home	St Martins Care Home
Huntercombe Centre - Sherwood	Sycamore House Care Home
Huws Care Home	Sycamore Lodge Care Home
Katherine House Care Home	The Conifers Care Home
Kingfisher Court Care Home	The Firs Nursing Home
Kingsbury House Care Home	Thyra Grove Care Home
Kingsthorpe View Care Home	Watcombe Circus Care Home
Langdale Court Care Home	Wells Road Care Home
Langdale House Care Home	West Lodge Care Home
Lime Lodge	Wollaton Park Care Home
Linby Drive	Wycar Leys Care Home (Bulwell)
Linwood House Care Home	Yolanta House Care Home
Mappleton House	
Martinmass Close Care Home	

Through both phases of the consultation, a total of 28 responses were received from providers. Of the 28 responses, a total of 10 were removed:

- 5 received during phase 1 were removed as they were replaced by a response from the same provider during phase 2 of the consultation
- 5 were removed as the responses were from county not city homes.

This left 18 responses to analyse along with the information provided by the Nottingham Care Association on behalf of the following Care Homes within Nottingham City.

### **Consultation on 1% Inflationary Increase for 2014/15: 27<sup>th</sup> February – 27<sup>th</sup> March 2014**

A letter informing providers about the consultation was emailed to all providers on 27/02/2014. The email included a consultation form for responses. Reminder emails were issued on 21/03/2014 and 26/03/2014.

This consultation closed on 27<sup>th</sup> March 2014. Of the 79 providers consulted, a total of 16 responses were received.