**Extra Care Provider Engagement Feedback**

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| **Provider Questions / Comments** | **Nottingham City Response** |
| **Proposed Extra Care Model** | |
| Do you have details of what charity or voluntary sector organisations already support or go into the Extra Care settings? (Or is there a forum or other avenue that could assist) | Winwood Court (Woodthorpe/Sherwood):   * Let’s talk, St Anns Advice, * The Bridge Notts CIC, * Tenant academy for courses, * Multiple social prescribers, * Mindfulness Shaun Glossop, * Belly dance world * Sycamore Dining CIC. (affordable social dining)     Larkhill (Clifton):   * 5-week art course offered by Creative Pathways * External agencies visit regularly e.g. local churches * Extensive activities programme * Internal volunteers (residents) and volunteers fro the local community help in a variety of different roles i.e. in the bistro, Gym and reception. |
| Is there a defined allocation process or panel for Extra Care? | The allocations process is designed to ensure that Extra Care vacancies are utilised for service users with the appropriate level of need. All parties are expected to work together to achieve the best outcome for the service user. The allocations process includes expected timescales for actions by all parties in order to ensure fairness to all partners.  ASC maintain a waiting list of service users who have been assessed as requiring a long term social care service and who are suitable for Extra Care accommodation and wish to move into such accommodation. Service users will access the waiting list through their allocated social worker, through reviews and through self-referral through the Nottingham Health and Care point.  The full allocations process will be included within the specification.  There will be a new panel process within Adult Social Care which will ensure that Extra Care is actively considered in all circumstances where it would provide an appropriate option. This is a change in approach and will ensure that there are more referrals into Extra Care and that this option is considered at an earlier point in the citizen’s journey. |
| Will there be funding for activities? | Several of our current Extra Care providers have created an activity co-ordinator post which works in partnership with the Care Provider and co-creates activities for citizens. Funding for activities is not part of the contractual arrangements and providers will be expected to look for opportunities to work with the community and voluntary sector organisations and specific health and social care practitioners to source and deliver relevant activities for citizens. These activities may be free at the point of access or funded through contributions from citizens, the provider, grants and other funding sources. The expectation is that the through strong partnership working, the housing and care provider will put in place and facilitate these activities. |
| **Proposed Extra Care Model - feedback** | |
| Are extra care facilities going to be mixed abilities and ages or are citizens going to be housed according to abilities of themselves and existing citizens? | Yes, within the eligibility, Extra Care schemes will be mixed abilities, but this will need to be achieved whilst maintaining the balance with the community of the scheme. There is an expectation that all citizens who are eligible and referred for Extra Care will potentially be accepted. |
| Do you have adult social practitioners and health (ICB) colleagues on board with the plans? | As part of the timescales set out in the presentation, internal and external engagement activities are taking place during May – June. |
| Realistic rates to enable and retain skilled staff- that are reviewed annually with again realistic increases. | The Council’s fee rates for adult social care services have historically been reviewed annually and decisions based on an established methodology for calculating inflationary increases. |
| Will there be a requirement for providers to do daily wellbeing checks with residents? All residents, not just those with care needs? | For care providers, there is no requirement to carry out wellbeing checks for citizens in addition to commissioned care visits.  For housing providers, wellbeing checks might be discussed with citizens as part of tenancy sign up processes. If citizens require wellbeing checks and consent to these then they should be carried out.  There is an expectation that there will be strong partnership working between housing and care providers to support the general overall wellbeing of citizens living in Extra Care. |
| Will providers be allowed to have decision-making influence on nominations panels? | Care and housing providers will assess all referrals made to their Extra Care scheme and are required to provide feedback to ASC and commissioners on their decision to accept the citizen or not.  There will be an escalation process in place for disputed rejected referrals. |
| Would there be support for a collaborative bid bringing together the specialisms of different organisations? | We would be supportive of a collaborative bid as long as the delivery elements of the spec could be met and within budgets. |
| Have you thought about where Extra Care can become defacto Care Homes (but cannot truly be a Care Home) in terms of needs? Pathways in and out would need work. | The reviews of the Age Well pathway are to ensure that citizens have access to an appropriate level of care at the right time. Adult Social Care will work with providers where increases in need require a review of the care setting.  The ethos of Extra Care in Nottingham City is that citizens are supported to maintain their independence for as long as possible and only to consider a move to residential care when their needs can no longer be met safely in an Extra Care setting. |
| How many citizens are in the extra care, I.E 3 per facility or more or less etc. Hope this makes sense. | Currently there are 85 units of Extra Care across 5 schemes in Nottingham. The exact number of nominations within each scheme will be set out within the specifications, along with target utilisation.  We are currently not utilising all available nominations effectively and we have plans to remove barriers and improve processes to ensure that there is an increase in the utilisation rates. The new process will be in place prior to the commencement of the new contracts. |
| Are you currently experiencing resistance from individuals who a referred through Extra Care? | No, we are not experiencing resistance from the citizens. Some providers feel they are unable to support citizens effectively and safely due to the viability of our current model. |
| Is there consideration within the pricing (if relevant) of those providers that may also have a care arm and are currently the housing provider, that won't be subject to the same rents? | Any additional rent costs incurred by a care provider in respect of delivering on-site care should be clearly set out in any SLA relating to the individual scheme. This is not part of the tender and is not a cost that NCC has any control over. |
| Do you have multiple different landlords or the same landlords and what is the current relationship with the care providers? | Currently 2 of our Extra Care schemes have the same landlord and care provider and 3 schemes have a separate landlord and care provider. SLAs are in place which set out the responsibilities and relationships between NCC, housing and care providers. |
| Are there any dementia related data that you have and/or is an issue for Nottingham CC? | We do have access to data on the prevalence of Dementia in Nottingham including projected figures.  Nottingham City Council doesn’t commission services for specific conditions, such as Dementia however, there is an expectation that citizens who are able to live independently with Dementia and other long-term conditions are supported to access and live safely in Extra Care while it is a safe and appropriate care setting for them. |
| Sustainability of providers was mentioned a few times - is that being looked at in terms of the tender and planning? | The sustainability of providers is key to the delivery of the long-term vision for Extra Care. In the development of the new model, we have responded to feedback from providers and citizens in terms of what would make a more sustainable model and improve the experience of Extra Care for citizens. |
| **Commissioning Intentions** | |
| Will the background hours include a number of hours for activities? | The provider should decide how they would like to deliver background hours. There is flexibility in how providers feel that the hours can best be delivered, in terms of what is delivered and when, to meet the needs of citizens within the scheme.  There is an expectation that there will be strong partnership working between housing and care providers to support the general overall wellbeing of citizens living in Extra Care. |
| Is there a set number of funded background hours? Will these hours be ring-fenced from planned care? | Yes, there will be a set number of background hours. These hours will be part of a block which is separate from commissioned care hours. |
| Ensuring that background hour rate is subject to fee increases reviews as well to ensure this remains sustainable | The block arrangements for the night-care and background hours will be subject to the same annual review as per the Council’s Adult Social Care fee rates. |
| Are schemes awarded per provider or will there be multiple providers in one scheme | The commissioning intention is to award one provider per scheme. |
| Can you confirm that this will be paid via the council and not through service charges paid collected from Residents by providers | Background hours will be paid via the Council and not via service charges. |
| Are the block hours to be used as outlined or as the citizens feel fit? | Background hours are to be utilised to respond to the needs of citizens. Feedback from citizens was that issues such as social interaction and tackling isolation and loneliness were issues that are important to them. |
| **Night-care** | |
| In a lot of our services, we normally see a 63-hour provision for nights- would the council review this? | We have modelled 56 hours on an existing block for night care in Extra Care. There is no intention in increase this but night-care will be reviewed in all schemes to ensure it is providing value for money to the Council and citizens. |
| Will there be an expectation that these hours include any planned care/support? | Night care hours will be commissioned/planned hours within a citizens care plan. |
| **Current and Future needs of citizens** | |
| Have the councils considered multigenerational services within ECS? | Yes, we have looked at evidence and examples of multi-generational living in Extra Care however, we have chosen to re-commission the provision in its current format, with a revised model.  We are open to discussions with providers about ideas for new services and working more closely with local communities. |
| **Teams chat questions** | |
| Can you share the set rate that was mentioned or a link to where the information is? (do appreciate the budgetary pressures) | The current fee rate for commissioned hours in Extra Care in Nottingham (2024/25) is £19.88 per hour. |