



## Welcome to the April edition of the Care Home Framework newsletter

We would like to thank everyone for their continued work to support Hampshire residents to access safe and appropriate care home services, ensuring positive outcomes and enabling them to live meaningful lives and become part of their community.

To date we have over 250 homes approved to deliver care throughout Hampshire and across all need's profiles.

### Reminders:

#### Needs Profiles

As we are fast approaching the 1-year anniversary of the Care Home Framework, as a provider you may decide to add additional profiles to allow you to receive a wider range of referrals; as well as Hampshire County Council being able to offer more choice of homes to individuals.

This can be done easily by logging on to [Hampshire County Council Electronic Tendering Site - Home](#), Tenders, My Tenders, Look for AS15180A (Long term call off for residential and nursing), view details, modify questionnaire, add the needs profiles to Question 2.

If you are signing your home up to Nursing or Residential complex care, question 23 and 24 must be completed with as much evidence as possible.

Further information about the Needs profiles and rates can be found: [Provider Charter | Health and social care | Hampshire County Council](#)

Any questions, please e-mail [oascommissioning.team@hants.gov.uk](mailto:oascommissioning.team@hants.gov.uk)

#### Capital Depleters

Going forward, when an individual or representative contacts HCC due to their capital reaching £40,000 or less, we will commence their Care Act Assessment to determine their eligibility for support from the Council.

Once we have confirmed the individuals eligibility to receive care and support, the Council will then start paying for their care before the Financial Assessment (FA) is complete. This will ensure Care Providers are paid appropriately whilst HCC completes the Financial Assessment with the individual.

When the Financial Assessment is complete, HCC will continue to pay for the individuals care, recharging the individual accordingly based on the outcome of their Financial Assessment. Whilst there may be instances of the individual being classed as a self-funder, HCC will bill the individual for the full cost of their care, whilst continuing to pay the Care Provider, therefore reducing the debt held by Care Providers and the market.

**When did this start?** We Started working this way from 29th of January 2025.

### What can you do to help?

Have regular conversations with the individuals, their families and representatives about finances. Direct them to HCC's webpages if they have any queries. If they are receiving Residential or Nursing care and have £40,000 or less in assessable income/savings/assets (including Bank Accounts, Investments, Shares, Premium Bonds, ISAs), tell them to contact HCC as soon as possible

You can also direct self-funders to the website - [Long term residential and nursing care in Hampshire | Health and social care | Hampshire County Council](#)

There is a poster that you can print and add to the self funders pack: [Print out and display in your home](#)

### Contract monitoring

As part of your contract with Hampshire County Council, the commissioning team will arrange a contract monitoring meeting to discuss the Key Performance Indicators (KPIs) and go through your self-assessment form. Discussions will include

- Referrals sent since the home has joined the Framework
- Accepted, Declined and missed referrals
- Weekly vacancy updates

These meetings are to ensure that there is an open and transparent conversation about what is and isn't working for you and if we can support you further.

### KPI reminders and feedback from providers during Contract Monitoring visits

#### Missed referrals

- A missed referral is when Brokerage sends a referral to a home and no response has been given.
- There should be no missed referrals as all referrals sent to homes must be picked up and responded to within 24 hours.
- You may only have one or two emails or maybe someone has left? Ensure that you update any information by completing the [Provider Contact Form](#)

#### Vacancy email

- Homes will receive a vacancy email every Monday and Wednesday. The link in those emails is always live.
- *Example:* If an individual were to leave the home on Wednesday night, the link can be used on Thursday to update your bed vacancy.
- Contractually you should be updating your vacancies a minimum of once a week, but you can update at ANY time.

**Accepting & Declining**

- All referrals must be accepted or declined within 24 hours.

**Communication**

- Some homes have raised that they do not receive any communication from Brokerage once they have accepted a referral.

*If you have accepted a referral, you can respond to the email after 2 days to ask Brokerage for an update.*

**What happens if I cannot meet the needs of the individual from the Pen picture?**

- If you feel that you cannot meet the needs of the individual based on the specified needs profile and associated rates, you will need to decline the referral giving the appropriate decline reason (see below)

**Unsuccessful notifications**

*Why has my bid been unsuccessful?*

- The Care Home Framework ensures that individuals have a choice of homes. Unfortunately, this may mean that an individual or family choose a different home.
- As a home, you can reply to the email and ask for further information on why your home has been declined.

**Decline reasons and examples**

<b>Decline Reason</b>	<b>When to use</b>
Decline: Assigned needs profile too high	When you believe someone’s needs are not as high as the needs profile they have been assigned e.g. they are assigned a residential enhanced needs profile but you believe they should be residential standard
Decline: Assigned needs profile too low	When you believe someone’s needs are higher than the needs profile they have been assigned e.g. they are assigned a residential enhanced needs profile but you believe they should be complex care
Decline: No vacant beds for needs profile	When you have no vacant beds for that needs profile (please ensure you then update the vacancy app accordingly)
Decline: Unable to assess in time	When you are unable to assess the individual within the KPI of 72 hours
Decline: Family or individual	When the individual and/ or their representative has been in touch with the home or you have met with them previously and they have already informed you that they do not want to be placed at your home
Decline: Unable to meet needs	When you do not feel you would be able to meet the individual’s needs. This will then provide you with further options to select which you will need to select before you can submit <ul style="list-style-type: none"> <li>• Equipment cost too high</li> <li>• Equipment unable to be sourced</li> <li>• Incompatible with needs of other residents</li> <li>• No suitable room/facilities</li> <li>• Short staff</li> <li>• Specialist Training required.</li> </ul>



### Care home Framework Provider events

We will be looking to organise a few provider events across the county in July 2025.

We would like you to take a lead in the content and running of the events. If there is anything specific you would like to see on the agenda or wish to do please let us know by emailing

[oascommissioning.team@hants.gov.uk](mailto:oascommissioning.team@hants.gov.uk)

### FNC Reminder

CHC D2A funded referrals will be sent to you from brokerage however they should come via an e-mail and not through the usual email with link that you would get for long-term referrals.

They will be clearly labelled as a bed being bought on behalf of the ICB as a CHC D2A bed. As a reminder, you cannot claim FNC for these beds.

If the individual has been through the Decision Support Tool (DST) process and the decision is the individual is not eligible for CHC funding, they may be funded by Hampshire County Council or they may need to self-fund their care. Hampshire County Council may not always know if they are self-funding their care or eligible for a financial contribution from Hampshire County Council until their financial assessment is complete. If it is known at the point of decision that they will be self-funding their care, you will need to discuss with the individual/ their representative about private arrangements. However, if they are likely to be eligible for financial contributions from Hampshire CC, these will be sourced through the CHF.

For S117 placements, these will come via the Care Home Framework e-mail with link that you receive for long-term care. Please note you should submit the **full cost** of the placement. Again, as a reminder you cannot claim FNC on these beds

### Training Discount Code:

We have updated care home framework discount code. This code entitles those signed up to the long-term residential and nursing contract to a 20% discount on any impact courses on our website [Impact Adult Care Training – Hampshire County Council Shop](#) and 20% off of any bespoke courses [Bespoke courses with Impact | Health and social care | Hampshire County Council](#)

Please contact us for the Code

### Personal Allowances:

There may be some circumstances where Hampshire County Council have agreed to pay a personal allowance for an individual for a short-term period whilst an alternative arrangement is sought.

It is expected that the personal allowance is only to be used for items not covered under your contractual arrangement with Hampshire County Council.

This may include but is not limited to items such as:

- Clothing
- Toiletries
- Chiropody
- Hairdressing



The personal allowances should not be used for items such as escorting the individual to medical appointments which is covered through your contractual arrangements.

The Council expect you to keep clear records of any income and expenditure of the personal allowance including retention of associated receipts. The Council reserves the right to audit such documents at any point and will take appropriate action should there not be clearly accountable financial records available.

**Useful links and events:**

Please see below links from Public Health. These are focused on a variety of different elements aimed at falls prevention, movement and continence. We will be looking into the possibility of public health attending this Summer's Community of Practice to discuss these in person.

Steady and Strong falls prevention classes: [Steady and Strong balance classes | Health and social care | Hampshire County Council](#)

Care to Move Training: [About Care to Move \(CTM\) Course – Later Life Training](#)

Live Longer Better Website: [Live Longer Better | Health and social care | Hampshire County Council](#)

Falls Prevention Checklist: [FallsPreventionleaflet-A4-TM-print.pdf](#)

Continence Checklist: [PreventingIncontinence-checklist-leaflet.pdf](#)

Fall Proof (at home exercises as part of everyday routines): [fallproof-strength-and-balance-plan-guide.pdf](#)

**Your Invitation to Hampshire  
Care Association's Spring  
Seminar**

*Join fellow providers at Hampshire Care Association's Spring Seminar in May.*

This workshop-style event will give you access to industry and Council leaders and is designed to provide you with valuable insights and practical actions that you can take back to your services.

 **Wednesday, May 14, 2025**

 **9:30 AM – 3:00 PM**

 **Kings Community Church, Upper Northam Road, Hedge End, SO30 4BZ**

 [Booking Link](#)

### **What's On?**

#### **New Third-Party Harassment Law**

Learn about the latest developments and implications of new third-party harassment laws for our sector, with experts from Citation.

**Workshop:** Collaborate with peers to create action plans to safeguard your employees and business.

#### **Annual General Meeting (AGM)**

Review the past year's achievements and hear about plans for the future.

#### **Capital Depleters**

Gain insights from Dr. Philip Kinghorn, University of Birmingham, Lester Aldridge experts, and Hampshire County Council's Commissioning Leads on the challenges when self-funders run out of money.

**Workshop:** Troubleshoot challenges and come up with solutions related to capital depletion with leaders from the Council and experts in the sector.

#### **Additional Details:**

**Lunch:** Provided

**Cost:** Free for Hampshire Care Association Members

Non-members can attend for £75 per ticket, or sign up as [Hampshire Care Association members](#).

[Book your place today](#)

Don't miss this unique opportunity to connect, learn, and take away actionable insights for your organisation.