

Care Home Framework Newsletter

Welcome to the December 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 280 homes approved to deliver care throughout Hampshire and across all need's profiles.

Community of practice:

Thank you to all providers who attended the Community of Practice in September 2025. We saw over 115 providers attend this event.

During this event we went through the Journey of the Care Home framework, Care needs profile data, provider feedback, Continuing Health Care information provided by HIOW ICB and Public Health presented information on their Live longer better. We would like to give a huge shout out to Malcolm from Ashley House for his fantastic presentation on using volunteers in the care home.

Things we've been asked to tell you about:

The Adult Social Care Workforce Data Set is a service helps care providers run their business and manage their staff training needs. It can also provide access to funding for staff training.

The data collected is vital to the Government, the Department of Health and Social Care, local authorities and the Care Quality Commission as it allows them to plan, fund and monitor the sector.

If you've not done so already, please consider signing up to the Data set and completing the information for your business. Further information can be found here

[Adult Social Care Workforce Data Set](#)

Reminders:

Needs Profiles

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 - [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: [Rates and Needs Profiles | Health and social care | Hampshire County Council](#)

Any questions, please e-mail oascommissioning.team@hants.gov.uk

Capital Depleters

When an individual or representative contacts HCC due to their capital reaching £40,000 or less, we will commence their Care Act Assessment and Financial Assessment to determine their eligibility for support from the Council. As a Care Home Framework provider we do expect you to be offering a Care Home Framework rate when someone's Capital depletes.

What can you do to help?

- Have regular conversations with the individuals, their families and representatives about finances.
- Direct them to HCC's financial assessment webpages if they have any queries [Financial assessment | Health and social care | Hampshire County Council](#)
- 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](#)
- Recommend individuals seek independent financial advice
- Print out and display the poster in your home or give people the information pack

[Print out information for Residents](#)

[Print out and display in your home](#)

Communication & Feedback

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 brokerage@hants.gov.uk

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.

Why am I getting referrals for individuals who are not near my area?

- As per the choice of accommodation policy, we need to ensure that the individual is given a choice of a care home on the care home framework.
- Please ensure that you look at whether you can meet the needs of the individual rather than the location.
- Brokerage will then look to match the individual with the right home.

Rates

- There have been several homes who accept referrals but put rates outside of the CHF rates in the comments section
- These referrals will be rejected by Brokerage and may affect the homes overall KPIs.
- If the home cannot meet the needs of the individual at the CHF rate, the referral **MUST** be declined using the correct decline reasons below.

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.
- As part of your KPIs outcomes, and what is part of the foundation of the CQC assessment framework, please can you ensure that you **submit a report to oascommissioning.team@hants.gov.uk** highlighting results from a home survey showing individuals outcomes as per the 'I' statements found on page 23 of the service specification [AS15180A-Annex1-servicespecification.pdf](#)

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

Key Performance Indicators (KPI) reminders

- Vacancies (received on Mondays and weds) **must** be completed once a week.
- Self-Assessment forms must be completed within 1 week before a visit from the Commissioning team.
- Case studies will need to be added:
 - Case studies relating to individuals who have required a temporary increase in support to meet their care needs
 - ***Example: Someone needed additional support due to falls. What happened, who worked on this, outcomes and lessons learned.***
 - Case studies showcasing how individuals' outcomes have been met/ worked towards?
 - ***Example: Someone has been a gardener all their working life and wish to keep this up in the home as a hobby. How are you going to meet the needs of this person to ensure they can keep doing their hobby, who is***

involved, what was the outcome? How did this affect the individual's wellbeing?

- Referrals must be accepted or declined within 24 hours (excluding weekends and bank holidays)
- Any changes to emails or management must be reported to oascommissioning.team@hants.gov.uk in the first instance
- Assessments must be completed within 3 days of receiving the request to assess from Brokerage
- If you have been informed that brokerage wish to proceed with your acceptance of an individual but have not had any further information from Brokerage, please contact them within 48-72 hours for an update.

Changes to the way you receive referrals

1. Weekly Vacancy Submission Form

- **Frequency:** Sent every **Monday and Wednesday**.
- **Live Link:** The form remains live—please update it as soon as a CHF bed becomes available or unavailable.
- **What's New:**
You will now only see the **needs profiles your home is signed up to**.

Want to sign up to additional profiles?

Email: oascommissioning.team@hants.gov.uk

Include your home's name and the profile(s) you wish to add.

2. Tier 2 Referral Form

- **If you select "No":**
Choosing "Unable to meet the needs" will now prompt you to provide a reason.
- **If you select "Yes":**
You will only be able to enter a cost **within the agreed banding**.
If a higher cost is entered, the form will not allow submission.

3. Provider Referral – Change of Response Form

Use this form if your response to a referral has changed:

- **Example:**
If you previously declined but can now accept, or vice versa.
- **Note:**
If declining after previously accepting, you'll be prompted to provide a reason.

Important:

This option is **not available** if the referral has already been **closed by Brokerage** (i.e. accepted and placed to another provider).

If you have any questions or need support using the updated forms, please don't hesitate to get in touch.

Decline reasons and examples	When to use
Decline Reason Decline: Provider believes pen picture shows needs higher than assessed needs profile	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: Provider believes pen picture shows needs lower than assessed needs profile	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: Bed is no longer available (update vacancy form)	If the bed is no longer available.
Decline: Unable to assess in time	When you are unable to assess the individual within the KPI of 72 hours
Decline: Family or individual has already visited	Family may have already visited the home before Brokerage sent the referral with pen picture out
Decline: Referral pending assessment	Home has already accepted someone and are waiting for the assessment to happen
Decline: Unable to meet needs (drop down)	
<ul style="list-style-type: none"> • Incompatible with needs of other residents in service 	
<ul style="list-style-type: none"> • No suitable room/facilities/layout 	
<ul style="list-style-type: none"> • Specialist staff training required 	
<ul style="list-style-type: none"> • Equipment cost too high and/or unable to be sourced. 	
<ul style="list-style-type: none"> • Staffing Levels 	
<ul style="list-style-type: none"> • Not a dementia registered home 	
<ul style="list-style-type: none"> • Previously assessed as unsuitable for the service 	

Thank you for all your support, and we wish you and your team a very Merry Christmas.