# Nottinghamshire County Council's Support to Self Funders

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# Our journey to support self funders

- Improving Outcomes
- Facts and Figures
- Need for efficiencies
- Improving outcomes - the drunken walk
- Our pathway to support self funders
- How many Self Funders???
- Work with Paying for Care
- The BEDs system

# Improving Outcomes

*“Giving people a better understanding of what is on offer, to help them plan for the future and ensure they know where to go for help when they need it”*

Queens Speech – Draft Social Care Bill

# Why?
# …No one knows

- Lack of clarity and understanding – 34% believe would be ‘free’
- 84% either unaware or not sure of what help they are entitled to for paying care costs
- 76% do not know about long-term care funding products.
- 63% of people not even considered about how to fund their LTC

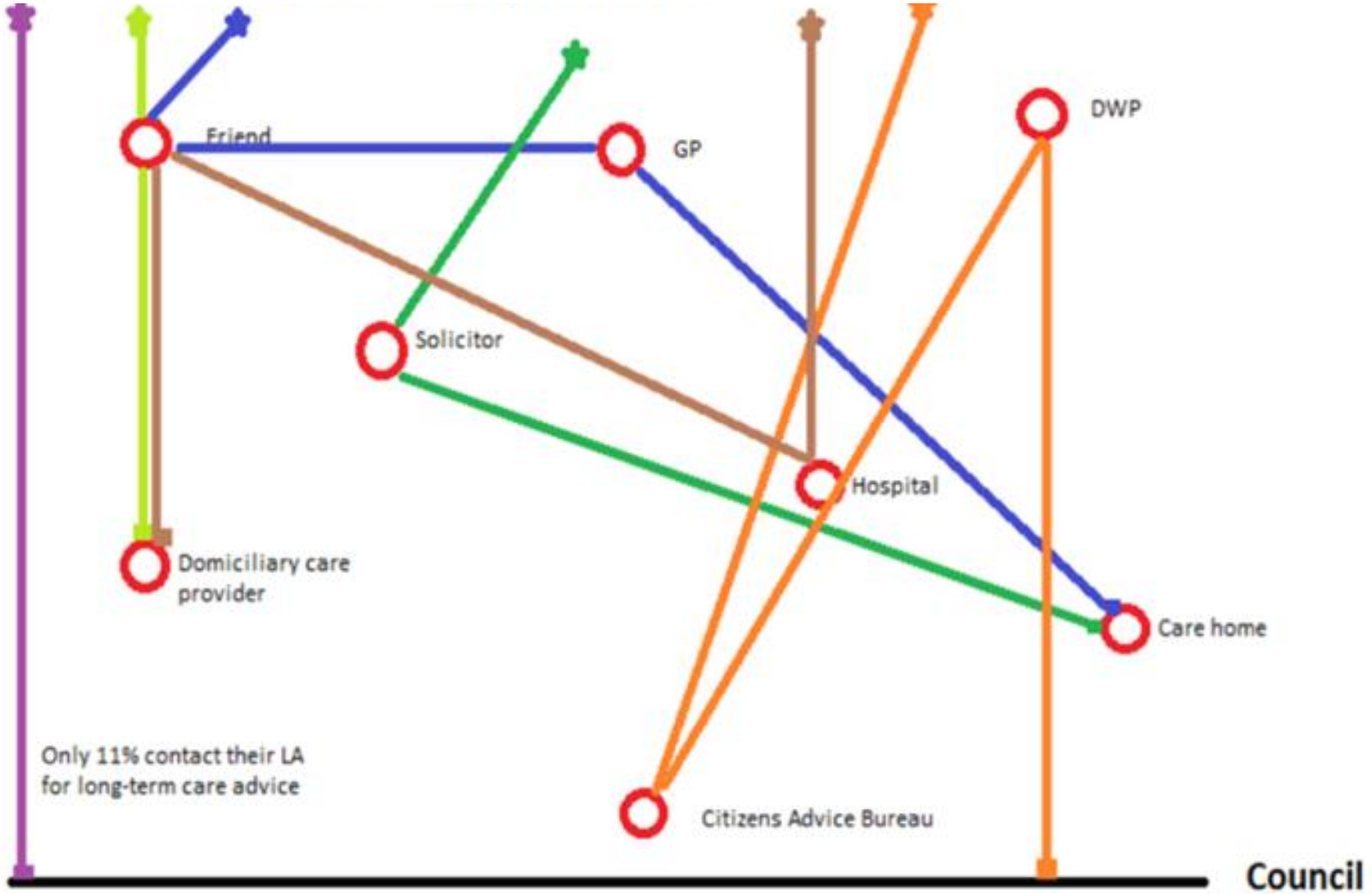
Sources: Charted Insurers Institute 2011, ABI consumer Survey Q4 10211, Policy Exchange 2010, ComRes Social Care Survey 2009, Jeff Jerome/National Transformation 2010, GfK NOP , Partnership

# Need for efficiencies

- Now 159,000 self funders just in care homes in the UK (41%)
- Estimated by LGiU up to 25% of self funders run out of money – 15% in Nottinghamshire
- Cost of £1billion per annum - £8.6m in Nottinghamshire
- 4% growth/annum in retired population
- In 2030 for every four people working, three will be retired
- **Only** 7,000 people seek appropriate care fees planning advice

Sources: Laing & Buisson Elderly Care Report 2011

# The “drunken walk” to Long Term Care



# Our Journey to support self funders

- Training
- Public Awareness
- Health involvement
- Social Care Teams
- Brochures & Leaflets
- Customer Services Centre
- Paying for Care
- BEDs

# Which way……. Signposting or referral?

*"Signposting should be banished as it does not work"*

Rt. Honourable Greg Clark MP – Minister to Decentralisation

# Paying For Care

PAYING FOR care

- Not for profit organisation
- Free information and advice service
- Air gap between Public and Authorities and Care Fees Advisers

mumsnet
By parents for parents

counsel + care
for older people, their families and carers

Turn2us
to access benefits & grants

NCF
THE NATIONAL CARE FORUM

UKHCA
UNITED KINGDOM HOME CARE ASSOCIATION LIMITED
INCORPORATING HOME CARE AND HOME NURSING SERVICES

the Money Advice Service

directors of adass
Adult Social Services

English Community Care Association

GRANSNET

R&RA
For Quality of Life of Older People in Care

REGISTERED NURSING HOME ASSOCIATION

acm
ıe Association Care Managers

SOLLA
Society of LATER LIFE ADVISERS

CARERS UK
the voice of carers

scie
social care institute for excellence

Surrey Care Association
Supporting Social Care Providers in Surrey

# Information & Advice

PAYING FOR care

- Provides independent information and advice on **all** aspects of long-term care
- Free service for councils and its citizens
- Free telephone information service
- Information includes:
  - the social care system
  - state benefits and allowances – ie AA, Pension Credit, NHS FNC
  - NHS CHC
  - information on the different types of care available
  - highlighting topics  possibly not considered - POA and Wills
  - information on intentional deprivation of assets
- Access to Specialist Care Fees Advisers
  - on the best way to fund long-term care and avoid running out of money
  - protecting an inheritance for loved ones
  - inheritance tax planning + tax planning
  - Power of Attorneys/Wills
  - property management – sale/rental etc

# Quick Win Now

PAYING FOR care

**New Care Fees Calculator Tool (widget)**

# The Journey Continues

## BEDs

1. Background “The Idea”
2. Name
3. IPR
4. Benefits of the system

# The BEDs front screen

Nottinghamshire County Council
proud of our past, ambitious for our future

Local Authority Homepage

Home | Help | Accessibility | Logout

**Solutions**

- MAINTENANCE
  - Reference Files
- CARE HOME DETAILS
  - Care Home Details
- BED MANAGEMENT DETAILS
  - Bed Management Details
- PAYMENT MANAGEMENT
  - Payment Management Details
- CUSTOMER ENQUIRY
  - Customer Enquiry Details
- USER ACCOUNTS
  - User Accounts
- REPORTS
  - Reports

**User Details**

| | |
|---|---|
| Name: | CHS ADMINISTRATOR |
| Todays Date: | Mon, 28 January 2013 |

**Key Performance Indicators Local Authority Homepage**

Funding Status - NCC Funded - Total ( 79.41 % )

Funding Status - Self Funded - Total ( 15.67 % )

Funding Status - NHS - Total ( 1.69 % )

Funding Status - Joint NHS & NCC - Total ( 0.15 % )

Funding Status - Pending - Total ( 0.17 % )

Funding Status - Other Funded Residents - Total ( 2.91 % )

Total - Number of beds - Total ( 6,069 )

# Key Benefits

- Public –
  - Care fees advice including real time
  - Safeguarding
  - One stop shop
  - Self serve
  - Search for a Care Home
  - Enquiries to NCC
  - Information re care fees planning
  - CQC/Quality banding

- Care Homes –
  - Electronic system for changes in deaths and discharges
  - Reports
  - Website and advertise services
  - National agenda “Heart of the community”
  - Avoiding unnecessary costs
  - Recruitment

# Key Benefits for NCC (1)

- Numbers of Self Funders, Occupancy levels, Ownership changes
- Links to Paying for Care, CQC, safeguarding
- Managing budget – Improved Payment process approved
- Built in alerts - when Care Homes updates an email is sent re the change/admission

# How - Measures Bed Movements

- Admission
- Death
- Discharge
- Transfer to & from Hospital
- Transfer between homes
- Change of funding status
- Rate Change

# Key Benefits for NCC (2)

- Back office efficiencies
- Emergency Planning
- Capacity Planning
- Improved outcomes for the public
- National agenda

# Payment Schedule Process in BEDs

- Provisional payment schedule generated
- Care Homes notified by email
- Care Homes review the online schedule and enter any necessary bed movements
- Care Homes make online payment return
- NCC approve bed movements
- NCC confirm and issue reconcile schedule

# The end of the journey…Next Steps

- Rolling out to all care homes
- Recruitment
- Adult Placements
- Advertising Opportunities
- Shopping Basket
- Choose and Book
- CQC Reports
- Anonymous Alerts

# Questions and Answers