Homecare Forum FAQ

**What is the split between work on the PDPS and off the PDPS?**

An analysis of care packages awarded in December showed that 98.5% of all offers were awarded to PDPS providers.

**Are there any control measures to prevent companies joining the framework and oversaturating the market?**

Rigid control measures for the original framework had caused problems by limiting numbers of providers. It is now an open arrangement to allow for demand to be met across Lancashire, and while there are high numbers of providers there are not high numbers responding to every care package. New providers joining the PDPS must meet the requirements on the application form, including a CQC rating of good or above. Prior to November LCC were working with 160 providers. The PDPS started with 79 providers, and has now reduced to 77,

**Is there a risk the push to put individuals in care homes is causing a lack of packages on the portal?**

There is no push to put individuals in care homes – LCC's policy is to support people in their own homes wherever possible.

**Will the reallocated packages be going to the portal for providers to respond to?**

Yes and, wherever possible, packages will be grouped by postcodes and sent out to providers in batches.

**Can LCC provide an indication to PDPS providers as to when transitions will happen in their area?**

Packages are being reallocated across Lancashire. The work is being done on a provider-by-provider basis, and as providers work in many areas LCC would struggle to provide indications on an area basis.

**Will incumbent providers be asked if they are prepared to transfer staff?**

LCC will be investigating this possibility.

**Is the intention to give transfers to newer providers who have less volume?**

LCC are trying to allocate packages across the market. Care Navigation will distribute packages as fairly and equitably as possible and not prioritise one provider over another.

**How will providers be chosen for the batch volumes?**

All PDPS providers who cover the area will be offered the batches.

**Several recent packages have been cancelled on the doorstep due to not being needed. Why are packages being offered if care is not wanted or needed?**

LCC are investigating these issues as it wastes time across the entire process. Please send any examples of this happening to the Age Well mailbox commissioningAgeWell@lancashire.gov.uk.

**Is there anything LCC can do to support male carers as a lot of packages request female-only care?**

This is a national issue requiring some work.

**Is the 10-minute travel time considered for the Length-of-Visit KPI?**

The formula for the length of visits does take this into account. It is part of the contract documents and specifications, available on the LCC website at <https://www.lancashire.gov.uk/business/tenders-and-procurement/tenders/living-well-at-home-pdps/>

**Do Contracts have the capacity to hold 6-monthly meetings for all providers?**

Contracts were holding quarterly meetings with the previous cohort of providers. They also take a proactive response, including the creation of risk profiles. While there have been some struggles with proactive contract management work, they are expecting to keep on top of these meetings, though any reactive work will have to take priority.

**Can providers see their risk profile?**

It will not be shared regularly as it is an internal decision-making tool, but any risks will be discussed with providers.

**Is there anywhere to comment that a provider has other Sus in the area when responding to a care package on Fusion?**

There is a free text box on the referral form for this information.

**How would providers know and monitor the reasons they are not responding to packages to meet the KPI, especially as they may not know if an email does not go through?**

The Contract Management team will receive information on when providers don't respond, so they would get in touch and ask questions in that situation. If a provider thinks they are responding, the issue can be investigated at that time.

**What criteria is being used to award additional travel time?**

There are no additional travel payments given unless there are exceptional circumstances when care cannot be sourced otherwise.

**What are the best ways to accept and decline packages?**

LCC will expect a response via the Oracle system.

**Can providers give reasons why they have declined packages?**

The initial plan was for a drop-down box on the form. This will be investigated further.

**Could providers be given feedback about why packages are not awarded, so they can have the information for improvement?**

Feedback is not given as standard but could be provided if providers ask for further information.

**Is there a way for providers to check how they are doing against the KPIs?**

There is no external way to see this, though LCC are working on internal methods, and if a provider is below target Contract Management will be in contact.

**Does the contract still start from the acceptance of the package, and if cancelled can providers still claim for three day's cancellation?**

It does, and providers can.

**Can providers still claim the hour if they have turned up and the package has been cancelled on the doorstep?**

This question is with regard to the 'assessment' hour prior to the service starting, so yes, if providers have carried out the assessment visit then they can claim for this

**What information would LCC rely on if CQC asked for feedback?**

LCC would use any intelligence they hold if asked by CQC.

**Could Finance hold some forums, or attend some, due to the difficulties resolving financial issues on the systems?**

LCC will speak to finance around future updates or attending potential forums.