**FAQs for Changes to the Locality Framework Contract**

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| **Commissioning Arrangements/e-brokerage**  |
| As this is a joint framework, is anyone able to confirm the process CHC/ICB will be using to broker their care packages? | SNEE are fully signed up to our Framework and they look to work with the same providers as us, and whilst they may commission care directly (SNEE has their own team) they do approach those providers who are on our Framework.  |
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| **One-off 30 minutes variations** |
| What do we do about one-off variations over 30 mins? | You will need to contact SCC to request authorization for any variations over 30 mins as per current process.  |
| Will we be asking providers to add a comment in the notes field in relation to why additional time was required when submitting actuals over and above commissioned up to 30 minutes? | Providers should always add a comment as to why they are charging for additional time. |
| Do I have to use the rounding up rules for my one-off variations over 30 mins?  | Yes, you will need to adhere to the new payment rules. |
| What if providers abuse the variation process now that they do not need authorisation?  | Variations will be monitored robustly. |
| For up to 30 mins one-off variations not needing authorisation - is this weekly/daily/ monthly? | Per visit |
| What is considered a variation? | Any extra care requested over and above the commissioned service, this applies to single and double assist visits.  |
| How do we deal with variations for double up visits? | If you have a 30-minute double assist call and both carers stay for 15 minutes extra (30 minutes in total) **NO** temporary variation form or authorisation is required. However, if both carers stay 20+ minutes extra (40 minutes in total), the provider **will** need to submit a temporary variation form and request authorisation.  |
| How certain can we be that we are going to be paid for the one-off up to 30 mins variations now they do not need authorising?  | If you add the variation onto the portal and add a comment detailing why your carers stayed the additional hours you will be paid.  |
| Do we need to record a CPLI for a one-off variation? | NO. You will need to record a CPLI for temporary variations but not for one-off variations.  |
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| **Payment Rules**  |
| * 30 minutes will remain the minimum commission of care; therefore, we will pay for the first 30 mins of commissioned care and no less.
* Service Levels 1-3 will be rounded up to the nearest 5 minutes. E.g. if the care package is commissioned at 45 minutes and the provider delivers 34 minutes of care they will be paid for 35 mins.
* Service levels 4-5 (Rural Lots) will be rounded up to the nearest 15 minutes. E.g. if commission 45 minutes of care and provider delivers 34 minutes of care, they will be paid 45 minutes.
* Providers will no longer need to request authorisation for one-off variations up to 30-minute.

Further examples* If we commission 45 mins and the carer stays for 18 mins we pay for 30 mins.
* If we commission 30 mins and the carer stays for 23 mins we pay for 30 mins
* If the carer overstays by 34 minutes - how much would they be paid? They would need to submit for authorisation a 35-minute variation as per the current process.
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| If I am manually entering my actuals into the portal, should I be using the new payment rules to round up? | **Yes**, you should be using the new payment rules to round up before entering your actuals into the portal. |
| If I am using my ECM data to enter my actuals into the portal, should I be using the new payment rules to round up? | **No**, you just need to run your ECM report and upload your actuals information into the portal. Our RPA programme will complete the rounding up using the new payment rules for you. |
| I do not use the provider portal so do I need to adhere to the new payment rules?  | **Yes**, all providers whether they are using the portal or not need to adhere to the new payment rules.  |
| Will I still receive a remittance advice? | Yes |
| Some providers may not adhere to the payment rules. | Adherence to the new payment rules will be robustly audited. |
| What is the consequence of not following the payment rules? | There has been a new Audit process approved by SCC that will be followed. |
| Do we round down at any time? | No |
| What happens if a customer does not give 24 hours’ notice, and the carer arrives to complete care. | We would pay the provider and charge the customer.  |
| In relation to abortive visits - what would happen if a carer attended a night wake/sleep and that customer was taken into hospital during the night, do services then only claim the amount of hours completed in line with payment rules? | In this example the provider would still get paid the full commissioned hours. |
| What happens if a carer starts to complete a one-hour visit but then the customer tells them to go after 40 mins.  | The rounding up rules will apply and we would only pay for the actual care hours delivered. If it becomes a regular occurrence SCC will pick this up as part of the new Customer Review criteria.  |
| We are going to struggle to work out our staff’s wages/payroll using the payment rules.  | We understand that there is a lot of change happening around the locality framework and appreciate this will involve adjustments in your business. SCC can support in various ways; however, we are unable to offer advice around your business model and staff remuneration as this would be outside SCC’s remit. |
| Why do providers need to enter all the separate changes to a customer’s visits, if overall they have delivered the full commissioned care hours for that week.  | ASC Care Practitioners assess the care and support needs of individual customers and in the current process determine how much time is required to meet that need. The Council, and customers that contribute to their care costs, are now charged based on the amount of time it takes to deliver the care and support, not on what is commissioned. Recording the actual length of the visit ensures care charging is more accurate and if there are significant variations to either under or over delivery of care, this can be addressed.  |
| If a customer has a commissioned 15-minute wellbeing visit, with the new payment rules, will they just be paid for 15 minutes? | 15 min wellbeing visits will be paid for 15 mins they will not be rounded up to the minimum 30 min commissioned care which are for personal care visits.If the 15 min visit goes over i.e. up to 22 mins the rounding up rules will kick in so 25 mins for levels 1-3 and 30 mins for level 4-5 |
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| **ECM process** |
| When I run the report in my ECM software do I need to adhere to the new payment rules and round up? | No, you will just run the required report, follow the ECM process (e-learning will be provided) and we will calculate the rounding up for you. |
| How do I run the report in my ECM software?  | We will provide guides and training on this. |
| If a carer makes a mistake when logging in and out of a visit, (i.e. forgetting to log out) can we still adjust this before you run the reports? | Yes, you should still have that option.  |
| Can we still add comments in the customers data before we submit, i.e. they were in hospital or respite etc?  | Yes, please do still add all relevant information to your data.  |
| In terms of exporting data, how to set SCC only customers through ECM monitoring? | You should be able to select SCC customers only, depending on system. |
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| **General Queries** |
| Will the Homecare leaflets be produced in easy read formats and different languages. | Yes  |
| Will the updated Guide to charges leaflet be produced in easy read formats and different languages. | Yes  |
| Can 15-minute visits still be commissioned. | Yes – these are for wellbeing support services but not for the delivery of personal care.  |
| If a client has a sit in service and the informal carer returns early – what would the provider be paid?  | As with everything else commissioned through Locality Framework we will pay based on actuals. If it becomes a regular occurrence the provider should notify SCC who will then pick this up as a review.  |
| For Locality Homecare Block 4-hour placements do we need to adjust the hours down if we deliver less care or do we get paid for the full 4 hours? | You will be paid for the full 4 hours you should not adjust the actuals down. |
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| If you have further questions, you would like answered please complete the following form <https://forms.office.com/e/YYRkdRSYAb>We will respond to your questions directly and add them onto the FAQ document for everyone’s information.  |
| **Examples of reasons to use in the comments box** |
| **Visit (Less time provided)** | **Visit (More time provided)** |
| No reason given | No reason given |
| Customer declined some or all of care | Customer needed more support |
| Family assisted | Tasks took longer than expected |
| All tasks completed early, nothing else required | Extra errands required by customer |
| Inappropriate behaviour from customer | Extended visit due to assisting health professional(s) |
| Visit shortened due to carer availability | Extended visit due to awaiting emergency services  |
| Hospital admission | Extended visit due to health or wellbeing issues  |
| Customer in respite  | Extended visit due to medication collection  |
| Visit cancelled by customer |  |
| Visit cancelled due to carer availability |  |
| Missed visit |  |
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