



COUNCIL CABINET
12 February 2020

ITEM 8

Report sponsor: Andy Smith, Strategic Director
for People Services
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Intelligence

Adult Social Care Fees and Charges 2020/21

Purpose

- 1.1 Under the Care Act 2014, Councils have a duty to ensure that there is a sustainable and affordable social care market locally. This includes establishing fee levels that providers will expect to receive for commissioned care that is delivered to meet a person's needs. To ensure that the Council is aware of and taking account of the cost pressures affecting local providers of care, engagement and consultation with independent sector providers has been undertaken in recent months. This has been focused on those providers operating "standard" care i.e. not those dealing with more complex levels of care. This report summarises the engagement findings, the reported cost pressures and feedback from providers. The report sets out details of the funding model itself and the proposed rates for 2020/21 for standard residential / nursing care and for homecare services.
- 1.2 This report also sets out the proposed charges for Council-provided adult social care services for 2020/21, which forms the annual review referred to in the Council's Adult Social Care Charging Policy.
- 1.3 It should be noted that the full cost of care services is only paid by around a tenth of customers, the majority are subsidised following the outcome of a Financial Assessment.
- 1.4 This report includes a recommendation to approve an annual inflationary uplift to be applied to Personal Budgets paid as Direct Payments where required, which will help ensure that such arrangements remain sustainable.

Recommendations

- 2.1 To approve a **3.91%** fee increase for independent sector standard residential care and nursing care weekly fee rates (net of the Registered Nursing Care contribution) from April 2020.
- 2.2 To approve a **3.3%** fee increase for standard independent sector homecare services from April 2020.
- 2.3 To approve an increase to the charging rates for Council provided services of **3.0%** from April 2020.

- 2.4 To approve an increase in existing Direct Payments, where an inflationary uplift is requested and evidenced, to a maximum of **2.4%** in 2020/21 in line with the levels of inflation cited under general RPI.
- 2.5 To approve that all the new rates will apply from 06 April 2020 (in line with the planned date of the rise in state benefits for 2020/21).
- 2.6 To delegate authority to the Strategic Director of People Services in consultation with the Cabinet Member for Adults, Health and Housing to agree fee levels for complex individual customers placed with specialist providers, within the overall budget of Adult Social Care Services.

Reasons

- 3.1 The Council must publish its intended fees for care taking into account market conditions and cost pressures. The Care Act requires this as part of Council's "market shaping" duties which also require Councils to hold sufficient intelligence about their local care market. General information and consultation feedback from independent sector care providers has therefore been gathered, analysed, largely focusing on specific inflationary and cost pressures affecting care businesses. The Council's fee rate model for residential care homes and home care, as set out in Appendices 5 and 6, has been adjusted and builds on the methodology used by the Council in previous years.
- 3.2 Maintaining income levels for Council-provided services is crucial to the management of the overall budget for the Council. This includes considering whether care services that are directly provided need to have their charges increased in line with inflation.
- 3.3 Introducing the option to apply an annual inflationary uplift for Direct Payments will address a systemic inequity whereby people electing to receive their funding by Direct Payment could be disadvantaged compared to those whose services are commissioned by the Council. Direct Payment holders who are utilising their entire available budget are forced to either absorb any inflationary price increases from their service providers, or to re-plan their services within their available funds. This new approach will therefore help to ensure that these Direct Payment arrangements are sustainable.
- 3.4 The proposed start date for all 2020/21 fees and charges aligns with the date that the Department of Work and Pensions (DWP) benefit rates are expected to change.
- 3.5 Specialist fee levels for people with more complex needs do not fit into the standard fee frameworks. Instead, these are individually set and agreed with providers.

Supporting information

4.1 Independent Sector fees

Under the Care Act, Councils have a duty to ensure that the fee paid to providers of care is able to create stability and sustainability within the local market. Councils are expected to engage with care providers and use market intelligence before setting fee levels. An engagement exercise has taken place whereby providers were encouraged to provide details of their cost pressures to inform the process. This took the form of issuing a survey so providers could share financial information as to where their projected increases and cost pressures were likely to be for 2020. Surveys that were returned have been analysed and, in addition, discussions have taken place with interested care home and homecare providers to allow further feedback on the issues. The final proposed rate (before the National Living Wage had been agreed) was also consulted upon.

4.2 Cost pressures reported by nursing and residential care homes

Only one consultation response was received, out of surveys sent to 48 Homes, where the provider highlighted cost increases attributed to increases in payroll costs, due to a further assumed increase in the National Living Wage, and other associated costs such as regulation, utilities, food and insurance. They had calculated a cost increase of circa 5.5%.

From the Care Home Consultation meeting that took place on 19 November, which was attended by 14 Homes, and subsequently resulted in two emails on the proposed increase, additional cost pressures were highlighted:

- Maintaining pay differentiations between domestic staff, carers and managers
- Concerns that a 0% or 1% inflationary uplift would not cover increased costs
- The proposed capital cost is insufficient
- Increased requirements around mandatory training and meeting current and new regulations incurred costs of time and resources
- Additional costs to backfill staff on training
- Smaller care homes found it difficult to consume any gaps in costs and prices compared to larger providers
- Funding was not enough to sustain running a nursing/residential care home
- Brexit and the pending election created uncertainty about future costs

4.3 Feedback also indicated other 'knock on' issues such as:

- Increased complexity of customer care needs
- A view that the consultation process made no difference to the proposed increase;
- Fees had been inadequate year upon year
- The Council should engage with providers earlier
- It was not easy for providers to complete the survey

4.4 **Cost pressures reported by independent sector home care agencies**

Three consultation responses were received out of surveys sent to eight organisations. The National Living Wage was cited as one of the highest cost pressures going forward for 2020/21. Proposed increases in home care staff costs ranged from 5% to 5.9% and for home care management 3% to 4.9%. Providers, however, highlighted the difficulty for them to be precise about payroll costs pressures given uncertainty about future increases in the National Living Wage and the impact of Brexit.

All responses highlighted inflationary costs as a pressure which included increased costs for utilities, rent and administration. Other cost pressures included the regulation fees payable to CQC given these fees are now calculated based on the number of service users. A smaller provider mentioned it was difficult to absorb the cost and another which had seen an increase of 158% on these costs. Providers also mentioned a cost pressure supporting apprenticeships in respect of additional wages for training along with the levy. One view suggested that recent uplifts were not keeping pace with these costs and eroding profit margins.

From the Homecare Consultation meeting that took place on 19 November which was attended by 9 organisations and subsequently resulted in two emails on the proposed increase, similar concerns to Care Homes emerged. Additional issues were raised in respect of:

- The uplift would reduce margins to enable investment in assistive technology and new ways of working
- Providers were having to pay the same rates regardless of age (e.g. under 25s) to retain and recruit staff
- Insurance costs have risen sharply
- Costs continue to rise around recruitment and retention of staff and the potential loss of investment resulting in new starters leaving early in their employment.
- Employment associated costs were understated including costs of holidays and travel time

One provider who undertook their own calculation based on their actual costs input into the model found that an increase of 4.28% was required to achieve parity for their actual costs.

4.5 **Proposed inflationary uplift - residential/nursing care homes**

It is proposed that for staffing, agency and recruitment costs, the Council should inflate all wage-related costs within the model to reflect the increase of 51p per hour in the National Living Wage from April 2020 for employees likely to be working in homes over the age of 25. It is assumed, however, that there will already be a number of management and senior care posts operating well above the new minimum wage rates which will therefore see no change to the salaries. Therefore a composite inflationary figure is proposed of 5.0% which is based on the new hourly rate affecting

75% of the workforce. It is proposed this is applied to all staffing-related expenditure lines within the model – staffing costs, agency costs, recruitment and training costs.

The cost of the Apprenticeship Levy will not impact on all providers as an organisation needs to have an annual pay bill of more than £3 million before they will need to pay 0.5% of the wage bill as the Levy. It is mainly for larger Care Homes which are part of large national bodies where this may be a cost pressure.

It is proposed that the existing rate of return remains at 3.23% following the increase of interest rates by 0.25% and the void allowance is retained at 10% and applied across all cost lines.

It is proposed that the Council applies a 1% inflationary uplift for utilities.

When the factors above are applied, the proposed overall inflationary uplift is **3.91%**. The table below compares 2019/20 and proposed 2020/21 fee rates for standard residential and nursing home placements.

Placement type	Current rate 2019/20 per week	Proposed rate 2020/21 per week
Standard Residential	£509.69	£529.62
Standard Nursing (net of RNCC)	£523.40	£543.86
Learning Disabilities – Residential *	£510.37	£530.32
Physical/Sensory Disabilities - Residential *	£575.00	£597.48
Mental Ill Health - Residential *	£449.64	£467.22
Dementia – Residential *	£551.66	£573.23
Drug/alcohol - Residential	£449.64	£467.22
Learning Disabilities - Nursing *	£511.67	£531.68
Physical/Sensory Disabilities - Nursing *	£577.58	£600.16
Mental Ill Health – Nursing *	£496.29	£515.69
Dementia – Nursing *	£ N/A	£ N/A
Drug/alcohol – Nursing *	£496.29	£515.69

* These rates only apply to historical care packages. New packages are no longer commissioned using these rates.

4.6 Proposed inflationary uplift - Independent sector home care

Employee costs remain the main single biggest expenditure item for home care agencies. There continue to be staff recruitment issues potentially affecting this sector, given competition from other employers (such as retail) where salary levels are comparable.

As with care home rates, it is proposed that staffing, agency, training and recruitment costs within the model should be inflated to reflect the increase in the National Living Wage from April 2020 for employees over the age of 25 and whom are not already paid above the minimum wage (as above). A composite inflationary figure is therefore proposed of 5.0% which is based on the new hourly rate affecting 75% of the workforce. For all other areas of expenditure, as above, 0% inflation is proposed in most general cost areas within the model, and a 1% inflationary uplift for indirect office costs, providing an overall inflationary uplift figure in the model of **3.3%**.

The table below compares the standard rates for 2019/20 and the proposed rates for 2020/21 for both domiciliary care and the carer's sitting service:

Service type	Unit	Current rate 2019/20	Proposed rate 2020/21
Day Time Care	Per Hour	£14.72	£15.21
	Per ¾ Hour	£11.04	£11.40
	Per ½ Hour	£7.36	£7.60
	Per ¼ Hour *	£5.00	£5.17
Night Time Care	Per Hour	£16.29	£16.83
	Per ¾ Hour	£13.50	£13.95
	Per ½ Hour	£10.91	£11.27
	Per ¼ Hour *	£7.45	£7.70
Weekend Care	Per Hour	£16.29	£16.83
	Per ¾ Hour	£13.50	£13.95
	Per ½ Hour	£10.91	£11.27
	Per ¼ Hour *	£7.45	£7.70
Sleep in (22:00-07:00)	Per Hour	£10.47	£10.82
	Per ¾ Hour	£7.85	£8.11
	Per ½ Hour	£5.23	£5.40
	Per ¼ Hour *	£2.62	£2.71

* ¼ Hour calls are only commissioned for "safe and well" checks

4.7 Specialist Placements

Specialist fee levels for people with more complex needs are individually set and agreed with providers. Specialist providers have an opportunity to submit their revised fees annually for the forthcoming financial year. These requested fees are scrutinised and benchmarked by commissioning officers in terms of reasonableness, with reference to cost base information supplied by the provider and intelligence held by commissioning, any queries and issues are discussed with the provider. A fee level is then mutually agreed between the Council and the provider for the new financial year.

4.8 **Proposed inflationary uplift - Direct Payments**

A large proportion of people eligible for financial support towards the cost of their care and support needs opt to receive their funding as a Direct Payment and take responsibility for organising the services themselves. Historically, these Direct Payments have not been uplifted by annual inflation, and have remained the same until a change in circumstances prompted a review and reassessment of the customer's eligible needs. This has led to inequality in funding for people using Direct Payments compared to those with similar care and support needs whose services are commissioned by the Council.

Many Direct Payment holders manage to meet their support needs well within the available authorised budget, but some struggle to do so. Following requests received from Direct Payment holders, and where appropriate, it is proposed that existing Direct Payments may be uplifted in 2020/21 by up to 2.4% which is the current level of RPI. Any proposed uplift will need to be evidenced as linked to inflationary pressures associated with the cost of care, rather than increasing levels of individual need which would be dealt with via a social work review.

4.9 **Charging for Social Care Services**

Charges for customers receiving community-based support or residential and nursing care support are governed by the Council's *Adult Social Care Charging Policy* underpinned by the Care Act 2014 and supporting statutory guidance.

In line with the *Adult Social Care Charging Policy*, customers receiving community-based support will be charged for the full cost of their social care support, subject to the limit of their assessable income and except where the Council has to provide the service free of charge. With the exception of some fixed-charge services, all people who are asked to make a contribution towards their care undergo a Financial Assessment to determine the amount that they can afford to contribute. Most people receive a subsidy and are not asked to pay the full cost of their care.

4.10 **Charges for external services**

In accordance with the *Adult Social Care Charging Policy*, the new proposed costs for independent sector provision described above will be passed on in full to customers for whom the Council arranges support, subject to the outcome of their Financial Assessment.

4.11 Charges for Council provided residential care

The Council sets charges for the social care services that it provides directly so that where possible they are aligned with market prices. In-house residential care is provided at the same rate as independent sector placements because it would be inequitable to charge more or less for Council-provided care home places. It is therefore proposed to increase the charge by 3.91% from the current £509.69 per week to match the 2020/21 independent sector rate for residential homes of £529.62 per week. The Council is in the process of transferring residential care homes to a third party and so this rate will only be applied for any home that remains in the Council's ownership in 2020/21.

4.12 In-house short-term residential care charges

The Council has previously chosen to set the charge for *Short Breaks in a Registered Care Home* for up to four weeks based on the minimum amount of benefit entitlement for the age of the customer less the statutory residential personal expenses allowance (£24.90 per week in 2019/20).

Where customers declare savings in excess of the upper capital threshold set by central government (£23,250 in 2019/20), the full cost charge is applied for short term residential care up to eight weeks, less an allowance of £40 per week to reflect the fact that the customer has to continue to maintain their own home.

Service Unit	Rate 2019/20	Proposed Rate 2019/20
Short Breaks of up to four weeks in a Registered Care Home Setting - under Pension Credit Age - over Pension Credit Age	£82.55 per week £141.65 per week	subject to confirmation of DWP rates in Feb 2020: £84.40 per week £148.85 per week
Short term residential care up to eight weeks where the customer has savings exceeding the upper capital threshold and declares this on an SS66 form.	£469.69 per week	£488.75 per week

4.13 Maximum contribution for community-based services

The Council has discretion under the Care Act 2014 to set a maximum contribution that a customer would be expected to pay towards the cost of their non-residential care. The Council has previously decided not to apply a cap, as set out in the *Adult Social Care Charging Policy*. No change is proposed.

Charges for Social Care Services	Limit 2019/20	Proposed Limit 2020/21
Maximum Contribution	No cap	No cap

4.14 Carelink

The Carelink charges were last reviewed in November 2012 when the funding stream

changed and Housing Related Support (Supporting People funding) ended. The recommendations from that review were approved by Cabinet and the new charges introduced in April 2013. There has been no further change to the charges since then and therefore current fee levels have not kept up with inflation. Whilst a more strategic review of the Carelink service continues, and a new service model is being developed and implemented, it is proposed that an inflationary fee increase of 3% will be applied in 2020/21 to ensure the income levels for the service remain sustainable. Any further subsequent fee level increases will be the subject of a separate report to Cabinet.

It is proposed that the current Carelink charges are increased therefore by **3.0%**

4.15 **Shared Lives**

A review of the Shared Lives service has been underway to review the fees and charges for the service. The outcome of the review and a recommendation for changing the charging structure are being reported separately.

It is proposed that the current Shared Lives fees and charges are increased by **3.0%**

Administration Charges

4.16 **Deferred Payment Agreements**

The Care Act 2014 introduced a new duty for every local authority to offer a deferred payment scheme, meaning that no one should be forced to sell their home during their lifetime in order to pay for their residential care. Derby City Council already operated such a scheme. The Care Act guidance and regulations set out what local authorities can charge in interest on any amount deferred and the administrative charges which may be recovered in relation to deferred payment arrangements.

4.17 **Deferred Payment Agreement Set-up Charge**

In the Care Act 2014 impact assessment, the Department of Health estimated that the cost to Councils of administering a Deferred Payment Agreement was £750. Local estimates of the costs incurred were in line with this, so for 2016/17, the Council set the charge for setting up a Deferred Payment Agreement at £750, and this has since been increased in line with the budgeted inflationary increase in income.

It is proposed to increase the set-up charge by **3.0%**

The Council has previously chosen not to charge an annual administration charge for managing a Deferred Payment Agreement as set out in the *Adult Social Care Charging Policy*. No change is proposed.

Deferred Payment Agreement	2019/20 rate	Proposed 2020/21 rate
Set-up charge	£819.54	£844.12
Annual administration charge	None	None

4.18 **Deferred Payment interest rate**

The Care Act 2014 regulations state that the interest rate applied to Deferred Payment Loans must be based on the cost of government borrowing - specifically, the 15-year average gilt yield - as set out by the Office for Budget Responsibility twice a year in their Economic and Fiscal Outlook report. The Care Act allows discretion for Councils to apply up to an additional 0.15% to this rate.

- From 1 Jan 2018 – 30 June 2018, the interest rate was based on the average gilt yield of 1.3% which was published in November 2017
- From 1 July 2018 until 31 December 2018, the interest rate was based on the average gilt yield of 1.7% which was published in March 2018
- From 1 Jan 2019 – 30 June 2019, the interest rate will be based on the average gilt yield of 1.5% which was published in October 2018
- From 1 July 2019 until 31 December 2019, the interest rate will be based on the average gilt yield of 1.3% which was published in March 2019
- From 1 Jan 2020 – 30 June 2020, the interest rate will be based on the average gilt yield in the Economic and Fiscal Outlook report which was due to be published in November 2019, but has been delayed by the general election.
- From 1 July 2020 until 31 December 2020, the interest rate will be based on the average gilt yield to be published in March 2020
- From 1 Jan 2021 – 30 June 2021, the interest rate will be based on the average gilt yield to be published in November 2020

In the event that the 15-year average gilt yield value is not available for a specific period, then the previous rate will continue to be applied until a new rate becomes available.

In line with a number of other local authorities in the region, the Council has previously decided to charge the maximum interest rate for deferred payments allowed under the Care Act 2014. No change is proposed.

Deferred Payment Agreement	2018/19 rate	Proposed 2019/20 rate
Interest rate premium	0.15%	0.15%

Interest will be compounded daily.

4.19 Self-funder community care administration charge

As laid out in the *Adult Social Care Charging Policy*, Derby City Council applies charges to cover the administrative costs incurred when it organises community-based services on behalf of people who are able to pay for the full cost of their care (except where the local authority is required to arrange care and support free of charge).

- 4.20 The implementation of an administration charge in relation to people whose needs are to be met in care homes was originally delayed nationally until April 2020 at the earliest, but it now appears that no further progress will be made until after the Brexit issue has been resolved.

It is proposed to increase the self-funder set-up and maintenance charges by **3.0%**. The proposed rates for 2020/21 are as follows:

Service	Rate 2019/20	Proposed Rate 2020/21
Setting up a community care package	£99.43	£102.41
Annual maintenance for a community care package	£91.78	£94.53
Setting up a residential care package	Deferred	Deferred
Annual maintenance for a residential care package		

4.21 **Deputyship and Appointeeship service**

Where people do not have capacity to manage their own money (as evidenced by a Mental Capacity Assessment), they need someone to act on their behalf. Typically, a family member or close friend will take on this role, but some people do not have anyone in their circle of support willing to take on the role. A number of independent sector organisations offer this service for a charge, and social workers will normally seek to signpost customers and their families to these services. As a last resort, the Council is able to act as a Deputy or Appointee.

- 4.22 The basic Appointeeship service for someone living in the community involves receiving benefits on behalf of the customer, paying out a regular personal allowance and providing support to customers to pay their own bills. The enhanced Appointeeship service additionally includes debt management and paying utility bills on behalf of the customer. These additional tasks take more time and therefore the enhanced service has a higher charge.
- 4.23 Deputyship involves making decisions on behalf of the customer rather than just managing their money for them. The Court of Protection sets out the charges for Deputyship. On the rare occasions when we agree to apply for Deputyship on behalf of a customer, the charges from the court will be passed on to the customer, in addition to the enhanced Appointeeship service charge.
- 4.24 It is proposed to increase the Appointeeship service charges by **3.0%**. The proposed charges, which are subject to a Financial Assessment as described under the Care Act 2014, are:

Appointeeship Service	Rate 2019/20	Proposed Rate 2020/21
basic service (per month)	£27.31	£28.12
enhanced service (per month)	£49.17	£50.64

Public/stakeholder engagement

- 5.1 The methodology for developing Council fee rate proposals for independent sector providers with “standard” terms and conditions during 2019 was similar to that used from 2013 to 2018. All contracted providers were invited to evidence their cost base and pressures by returning a questionnaire (see Appendices 1 and 2). The questionnaire was sent to 48 Care Homes and 8 Home Care providers. Only one residential and nursing home provider and three home care organisations returned the questionnaire. The information returned in the questionnaires was provided to assist the analysis for the fee model (appendices 5 and 6).
- 5.2 The original proposed fee rates for 2020/21 prior to the National Living Wage being confirmed, expressed as **3.74%** for Care Homes and **3.3%** for Home Care providers, was distributed by email (see Appendices 3 and 4) for further feedback between 12 November 2019 and 26 November 2019.
- 5.3 Feedback on the proposed fee rates was received at the Care Home and Home Care Consultation Meeting attended with providers on 19 November 2019. This was attended by representations from 14 care homes and 9 home care providers. Email comments were also received from two care homes, and two home care organisations. One care home and one home care provider were visited. The key concerns strongly highlighted from both market sectors were that the proposed fee rates were insufficient to meet cost pressures resulting from increased National Living Wage, pension, CQC requirements, recruitment and retention, training, and general running costs.

There were strongly expressed views that the current consultation approach is not fit for purpose and the current model is unfair. The Council may wish to consider and implement more collaborative and earlier engagement with providers to ensure appropriate market intelligence is gathered to meaningfully inform any future model.

Other options

- 6.1 The Council could determine not to award any inflationary increase to the fees it pays for in-house and independent sector care. This is not being recommended as having a sustainable and viable social care market is vital to ensuring that the Council can discharge its statutory duties in relation to vulnerable adults.
- 6.2 The Council could decide not to increase the charges it levies for in-house and independent sector care. This is not being recommended as it would create an unmanageable pressure in the adult social care budget.
- 6.3 The Council could decide not to exercise the powers granted in the Care Act 2014 to levy administrative charges for certain activities. This is not being recommended as it would create an unmanageable pressure in the adult social care budget.

Financial and value for money issues

- 7.1 The proposals in this report will help the Council to provide its statutory services within the available budget. The proposed fee increase for external care providers has taken into account inflationary pressures, specifically in relation to the ongoing National Living Wage rises. Other measures such as demand management activity,

diverting people into alternative low cost services, and using preventative approaches such as Local Area Coordination and Talking Points will also be utilised to help manage cost pressures.

Legal implications

- 8.1 The public sector equality duty, under section 149 of the Equality Act 2010, requires public bodies to have due regard to the need to eliminate discrimination and promote equality of opportunity for groups including disabled and older people. By ensuring that a fair price for care is paid and charged for, the Council will fulfil its duty by ensuring that older or disabled people are able to access care locally and from a viable, sustainable and high quality care sector.
- 8.2 Consultation on the Adult Social Care Charging Policy took place in 2015 the outcome of which has informed the content of this report; similarly, an equality impact assessment (EIA) of the impact of the Adult Social Care Charging Policy has been carried out. The EIA and a summary of its findings can be found on the Council website here: <https://www.derby.gov.uk/community-and-living/equality-diversity/equality-impact-assessments/>

Other significant implications

9.1 Equalities Impact

The people affected by these charges have protected characteristics under the Equality Act – however, everyone making a contribution towards the cost of their support undergoes a Financial Assessment to determine how much they can afford to contribute. Very few people pay the full rate for these services.

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal	Olu Idowu, Head of Legal Services	21 Jan 2020
Finance	Alison Parkin, Head of Finance	20 Jan 2020
Service Director(s)	Perveez Sadiq, Director of Adult Social Care	12 Dec 2019
	Kirsty McMillan, Director of Integration and Direct Services	12 Dec 2019
Report sponsor	Andy Smith, Strategic Director for People Services	12 Dec 2019
Other(s)	Jackie Costello, Lead Commissioner	20 Jan 2020
	Sharon Green, Head of Direct Services	
	Cath Young, Head of Commissioning and Market Management	20 Jan 2020

List of appendices:	<p>Appendix 1 – care home provider fee setting consultation questionnaire</p> <p>Appendix 2 – care home provider fee consultation document</p> <p>Appendix 3 - home care provider fee setting questionnaire</p> <p>Appendix 4 – home care provider fee consultation document</p> <p>Appendix 5 – care home Model</p> <p>Appendix 6 – home care Model</p>
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Appendix 1

Appendix 2



2020-21 CARE HOME
FEE SETTING CONSUL

Appendix 3



2020-21 HOME CARE
FEE SETTING CONSUL

Appendix 5



2020-21 Care homes
fee increase workings



Care home fee
2020-21 consultation c

Appendix 4



Home Care fee
2020-21 consultation c

Appendix 6



2020-21 Copy of
homecare rate workin