



# Provider Bulletin

Volume 2 Edition 59

June 2016

## Returning of Contracts to the Council

### Bed Returns

### (Occupancy and Activity Return)

### Change in Need

### Herbert Protocol

### Timeframes for Assessments

### National Care Home Open Day

## Returning of Contracts to the Council

It has been noted that contracts are not being returned to the Council by Providers, in particular terminations and amendments of ISC/IPA's for personal contribution on IPA's.

Could Providers ensure that all contracts are returned in order to provide an adequate audit trail. If the reason for a contract not being returned is because it is incorrect then the Provider should contact the Brokerage Team to discuss the situation, rather than not returning the contract.

### Bed Returns (Occupancy and Activity Return Template)

It is a contractual requirement of all care homes with people placed by the Council to submit details of all changes of circumstances relating to each Person receiving the Service, using the Occupancy and Activity Return template. Can all Providers ensure that they return the Occupancy and Activity Return template when directed by the Council. This will ensure that all payments made to Providers are accurate.

### Change in Need

It is the responsibility of Providers to inform the Council if an individual, funded by the Council has been identified as requiring an alternative form of care e.g. moving from residential care to nursing care. The Provider should also inform the Council if a Continuing Healthcare Assessment or Nursing Needs Portrayal has been submitted. Any delays in informing the Council could have financial consequences for the care provider that could have been avoided with clear and early communication.

### Herbert Protocol

The Herbert Protocol is a simple risk reduction tool to help the police in their search for people with Dementia who go missing.

The Herbert Protocol is a form that contains vital information about the missing person. The form is filled in by the person with Dementia, their family or carers. The completed form should be kept safely by carers, family or friends, but where it can be found quickly in the unfortunate event of the person going missing.

The Herbert Protocol is designed to collect most of the information in advance, so that it can be passed to the police quickly if it is ever needed. It will help the police in their search for the missing person, saving valuable time and help return them to safety.

More information can be found here:

<http://www.northyorkshire.police.uk/herbertprotocol>

### Timeframes for Assessments

The Council would like to remind Care Homes that it is a contractual requirement for Providers to complete pre-admission assessments within 48 hours of receiving the request from the Council.

### National Care Home Open Day

It is National Care Home Open Day on Friday 17<sup>th</sup> June 2016, this year's theme is 'celebration' resources to help you are available from:

<http://www.carehomeopenday.org.uk/resources-care-homes>

Any comments you have about these Bulletins (good or bad!) are welcome. Please contact:

Quality & Monitoring,  
Room 234,  
Health & Adult Services,  
North Yorkshire County Council, County Hall,  
Racecourse Lane,  
Northallerton, DL7 8DD  
[socialservices.contractingunit@northyorks.gov.uk](mailto:socialservices.contractingunit@northyorks.gov.uk)  
Tel: 01609 797042 or  
Fax: 01609 532025