31 January 2019

FREEDOM OF INFORMATION REQUEST – 76/19

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request & Response:

I am writing to kindly request the information you hold on the following relating to domiciliary care, within the 18 hour limit, under the provisions of the Freedom of Information Act, 2000:

1. Information regarding the tariffs or fee structure paid to independent providers of domiciliary care, to include the specific rates paid currently, and previously back as far as 2014.

Answer:

<table>
<thead>
<tr>
<th>Year</th>
<th>Hourly Rate (£)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014/15</td>
<td>15.75</td>
</tr>
<tr>
<td>2015/16</td>
<td>15.75</td>
</tr>
<tr>
<td>2016/17</td>
<td>16.46 as of 01/08/16</td>
</tr>
<tr>
<td>2017/18</td>
<td>16.46</td>
</tr>
<tr>
<td>2018/19</td>
<td>16.86</td>
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</tbody>
</table>

2. The processes or protocols for identifying and commissioning suitable independent domiciliary care providers.

Answer:

Referrals will be made to all Providers at the same time and in the same manner. Referrals may be made by telephone or in writing. Providers shall be expected to respond to requests to undertake a referral within 48 hours. The Provider must indicate whether it has capacity to accept the referral. The Provider must maintain referral response times at all times including over bank holidays and weekends. If the Provider fails to meet the specified targets for accepting referrals they may be unsuccessful in receiving referrals.

If several Providers are able to assist the Hospital Discharge Team will approach those Providers to determine which Provider can best meet the needs of the person including their ability to meet the desired call times and calls that are time critical.
This will also be in conjunction with the service users preference over those providers able to support. Where a person assessed as needing a service opts for the Council to procure their support but has clear preference(s) for particular approved Provider(s) then the assessment service will send a referral to their chosen Provider(s) in order of preference. If the preferred Provider(s) are not able to accept the referral the assessment service will revert to the usual procedure.

Once the Provider has confirmed they have capacity to accept the referral, and the Commissioning Officer is satisfied the Provider can meet Service User needs and outcomes, the care package must be commenced within a maximum of 5 days unless an alternative start date has been agreed. The Provider must confirm that an assessment and care provision will be undertaken within the required timescale.

Where a Service User's package of care is commissioned for, or in conjunction with health services, such as Continuing Healthcare or to facilitate a hospital discharge, the care package is required to commence within 48 hours of the referral being made.

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If you are dissatisfied with the handling of your request please contact the Data Protection Officer, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Business Support Team
Rutland County Council