

1.1 The following Finalised Care Homes Quality Improvement Incentive Scheme (“the Scheme”) is now presented to Care Homes for their consideration. It will be noted that there are several significant changes from the original proposal presented to the Care sector in March 2012. These changes reflect a genuine attempt to respond to feedback, simplify the proposals and increase the accessibility of the Scheme.

2 ELIGIBILITY REQUIREMENTS

2.1 Each Residential or Nursing Care home which is the subject of an application to join the Scheme (a “Care Home”) must:

- be geographically located within Walsall’s boundaries; and
- on the day the application is submitted have a minimum of one patient or resident who prior to admission into a care home lived in Walsall.

3 STANDARDS EXPECTED OF CARE HOME APPLICANTS

3.1 Care Homes will be required to provide written confirmation with their applications that they meet appropriate essential Care Quality Commission (CQC) care standards before their application can be considered under the Scheme.

4 SUSPENSION OF MEMBERSHIP

4.1 Participation in, and any Incentive Award Payments from the Scheme to a Care Home will be suspended by the Award Panel if at any time during membership of the Scheme the Care Home either:

- fails to meet essential Care Quality Commission standards; or
- becomes subject to a suspension of placements by Walsall Council; or
- is issued with a Contract Default Notice by Walsall Council; or
- is found to be in breach of its Contract with Walsall Council; or
- becomes subject to a large scale Adult Safeguarding investigation; or
- fails to address any corrective actions arising from an inspection or audit undertaken by the CQC, Local Authority or Health agency within an agreed prescribed timescale.

4.2 Membership of the Scheme may be resumed when corrective action is completed at the Care Home in question, care standards restored, a reasonable period of sustainable care quality established and verified by the Award Panel.

5 MAKING AN APPLICATION

5.1 An Incentive Award Payment can be made to:

- A single Care Home,
- Two or more Care Homes making a joint application; or
- a Care Home with an additional partner.

5.2 The application for an Incentive Award Payment must be for:

- A time limited one-off investment in activity that will directly or indirectly improve the quality of life of care home residents; and
- Must include reasonable and meaningful consultation with residents of the Care Home in question or their advocates.

5.3 An Incentive Award Payment cannot be used to fund activity, training or equipment that it is reasonable to expect a Care Home would ordinarily deliver itself in meeting Care Quality Commission Standards or local contractual requirements.

5.4 The outcomes which are achieved from the expenditure of an Incentive Award Payment must be promptly and accurately recorded by the recipient Care Home and will be subject to verification by the Award Panel based on a visit by a Quality Assurance Officer identified for the home (see 8.8 below).

5.5 The payment system for the Incentive Award Payments will consist of a phased release with at least one payment conditional on the achievement of agreed outcomes. For example:

- ordinarily one Incentive Award Payment following approval of the application and a second Incentive Award Payment when the incentive target is achieved by the care home; or
- A number of Incentive Awards Payments linked to specific stages of implementation of the proposal.

5.6 Any successful application will constitute a binding contract (“the Contract”) between the applicant (the “Care Home”) and the Walsall Metropolitan Borough Council (“the Council”) incorporating the relevant application, sections 2 to 10 inclusive of these Scheme terms and conditions and any conditions or requirements which are stipulated by the Award Panel as a condition of the giving of their approval to the application in question, which said contract will take effect on the date of the approval of the relevant application by the Award Panel. The phasing of the Incentive Award payments will be jointly agreed between the Award Panel and the successful Care Home.

5.7 It is confirmed that applications will be invited by the Council for a sum as small as £1,500 – or in the event of exceptional proposals or joint applications – a maximum of £10,000. All bids must be made for a one-off non-recurring sum.

6 INNOVATIVE CRITERIA: THE NATURE OF APPLICATIONS WELCOMED

6.1 The Award Panel is seeking Incentive applications that will secure measurable improvements in the patient or resident experience. All applicants will be expected to submit applications that address both of the following broad themes:

- ***Ensuring Dignity in Care and Quality of Life*** as more particularly described in point 6.3 below; and
- ***Improving the Health, Wellbeing and Reablement.*** as more particularly described in point 6.4 below.

6.2 All Care Homes applying to join the Scheme will be expected to address both of the themes (6.1) in their application to the Awards Panel. The following examples are illustrations of the kind of applications sought; alternative suggestions that meet the broad themes in are also welcomed.

6.3 ***Ensuring Dignity in Care and Quality of life examples***

- Greater choices of stimulating activities inside the home, both for individual or groups of residents;
- Greater choice of stimulating activities in the community, both for individual or groups of residents;
- Proposals that focus on acting on consultation with residents, relatives and carers to develop community volunteering, befriending, supernumerary apprentice placements, improved care outcomes, etc;
- Appraisal reviews for care staff that incorporate feedback not only from the Care

Manager, but also from residents, relatives, carers and independent advocates.

6.4 Improving the Health, Wellbeing and Reablement examples:

- Opportunities to use IT solutions with and/or for residents of the care home, such as tablet computers, internet access, aids that promote safety, mobility, exercise, personal health, telecare, etc;
- Patient or resident support and/or participation in their own preventative health, reablement, telehealth and individualised health support in the care home to reduce unnecessary admission to hospital, facilitate a return to community living, or maximising independence; and
- *Specialist* care staff training (e.g. leadership training, dementia care, autism care, End of life care, falls management, client centred practice, etc) that can, for example, help to reduce infections, maximise quality of life or arrest or slow down patient or resident deterioration.

6.5 Care Homes should note that all applications will need to show how the application proposal will result in

- an increase of 25% in patient or resident activity; and
- quantifiable improvements in the quality and dignity of care for residents.

6.6 In principal, the Scheme will seek to promote greater choice, dignity and, where appropriate, reablement and independence for residents of care homes.

6.7 Where it is realistic, Care Homes should apply for incentives that enable them to reable their residents and in some cases support their resettlement back into independent or supported living.

7 CRITERIA FOR EVALUATING APPLICATIONS

7.1 The responsibility for finalising and submitting an application will lie with each Care Home. Applicants should include all necessary evidence which they anticipate will be required to meet the Award Panel's Assessment Criteria.

7.2 The Award Panel will be chaired by the Service Manager Quality Assurance and include:

- A representative from the West Midlands Care Homes Association (TBC)
- the Standards Lead for the Quality Assurance Team,
- A representative from the Joint Commissioning Unit
- A representative from Health
- A representative from the Council's Procurement and/or Finance Teams;
- And a Peer/user advocate (TBC).

7.3 The Award Panel will examine each application using the following criteria:

Technical

- Does the Care Home meet the eligibility criteria for the scheme?
- Does the Care Home meet appropriate care standards?
- Does the application seek to fund activity, training or equipment that it is reasonable to expect a care home should ordinarily be delivering itself (see 5.3 above)?

7.4 Outcomes

- Does the proposal address *both* of the themes in the innovation criteria?

- Does the proposal identify clear measureable outcomes for residents?
- Does the proposal include evidence of residents or their advocates being involved in development of the application?
- Does the proposal appear to reflect value for money?
- Does the proposal enable residents to achieve greater independence?
- Does the proposal address the principals of personalisation, enhance dignity or include re-ablement?
- Where appropriate does the proposal support residents moving into a community setting or supported living where this is a realistic goal of an individual; or
- Where appropriate does the proposal reduce infections, maximise quality of life or arrest or slow down deterioration?
- Does the proposal address diversity and cultural appropriateness?
- Does the proposal include plans to sustain the benefit for residents after funding comes to an end?
- Does the proposal compliment the Care Home's approach to assuring the quality of its care?

7.5 The Award Panel will be looking to:

- Encourage the largest number of Walsall based Care Homes to join the Scheme;
- Welcome applications that are likely to attract or include match funding;
- Encourage applications that contain improvements likely to be sustainable after funding comes to an end;
- Encourage applications from Care Homes willing to share good practice with other Care Homes; and
- Welcome applications that include a partnership with another care home or agency.

8 THE INCENTIVE SCHEME APPLICATION PROCESS

8.1 A flowchart outlining the process for the submission and approval of applications under the Scheme is set out on page 7.

8.2 Care Homes are invited to express an interest in applying to join the Scheme using the Expression of Interest form which is set out in Appendix 2. They will be required to indicate when their application will be available for submission to enable the Award Panel to plan its workload.

8.3 Care Homes wishing to be considered for inclusion onto the Scheme will be required to submit an application that meets the eligibility criteria see section 2-5 above and the innovation criteria defined in section 6 above, using the form which is set out in Appendix 3.

8.4 Upon submission of an application, the Chair of the Award Panel will ensure written acknowledgement of the application to the Care Home in question within 5 working days of receipt.

8.5 The Chair will also arrange for applications to be pre-screened by the Quality Assurance Team. Each application will be screened to ensure it meets all specified criteria. Any application that does not meet the criteria fully, will be provided with feedback regarding the areas of weakness within 10 working days of receipt and given the opportunity to:

- submit a revised application;

- continue with their original submission; or
- withdraw from the process.

8.6 The aim of this process will be to ensure Care Homes develop the best possible application before its presentation to the Award Panel.

8.7 It is anticipated that the Award Panel will meet monthly or as required to consider a cluster of applications. The Award Panel will aim to feed back the outcome of its consideration no later than 25 working days after it meets to consider the application. The Award Panel may conclude:

- the Care Home is non-eligible;
- the application does not meet the criteria;
- the application meets the criteria but further evidence is required;
- the application is conditionally approved (i.e. but requires specific adjustments to the proposal); or
- The application merits unconditional approval.

8.8 In the event of conditional or unconditional approval:

- The application will constitute a binding contract between the Applicant and the Council (as stated above) and will include targets, payment phasing and a progress reporting timetable;
- The applicant will become a **Member of the Incentive Scheme**;
- All Incentive Scheme contracts will be reported to Walsall Partnership Quality Board;
- A member of the Quality Assurance Team will be identified to liaise with the Care Home to verify progress and outcome evidence provided by the home and to report back to the Award Panel ordinarily after periods of 3 and 6 months;
- Once the outcomes are achieved and verified by the Award Panel the home will be awarded an **Incentive Scheme Innovation Award** (to be dated).

8.9 In the event of the rejection of an application the Care Home in question will receive notification of the outcome of the Award Panel meeting within 25 working days with a written explanation as to the reasons for rejection. If an Applicant is not satisfied with the Award Panel's feedback they will be able to lodge an appeal by following the Appeals Process which is described in point 5 below.

8.10 Care Homes may lodge an appeal against the decision of the Award Panel on one of the following three grounds;

- Failure by the Award Panel to adhere to the agreed evaluation process
- Factual errors or anomalies in the implementation of the process by the Award Panel
- The process set out and followed by the Award Panel was not fair, open and transparent.

8.11 All appeals must be submitted in writing by the Care Home in question and received within 25 working days following the dispatch of the written rejection explanation letter.

8.12 Appeals should be marked for the attention of the Head of Community Care and sent to:

"Incentive Scheme Appeal"
 Head of Community Care
 Social Care & Inclusion

Walsall Metropolitan Borough Council
Civic Centre
Darwall Street
Walsall WS1 1RG

8.13 Appeals will be considered within 25 working days of receipt and the judgement will be issued in written form. The decision of the Head of Community Care will be final.

9 RECOVERY OF SUMS DUE

9.1 The Council shall be entitled (at its discretion) to terminate the Contract with immediate effect by serving notice on the relevant Care Home and then recover the Incentive Award Payments (or any part of the same) which have been paid out to the Care Home (and the Care Home in question shall have a legal liability to repay the same to the Council) if any one or more of the following contingencies occur:

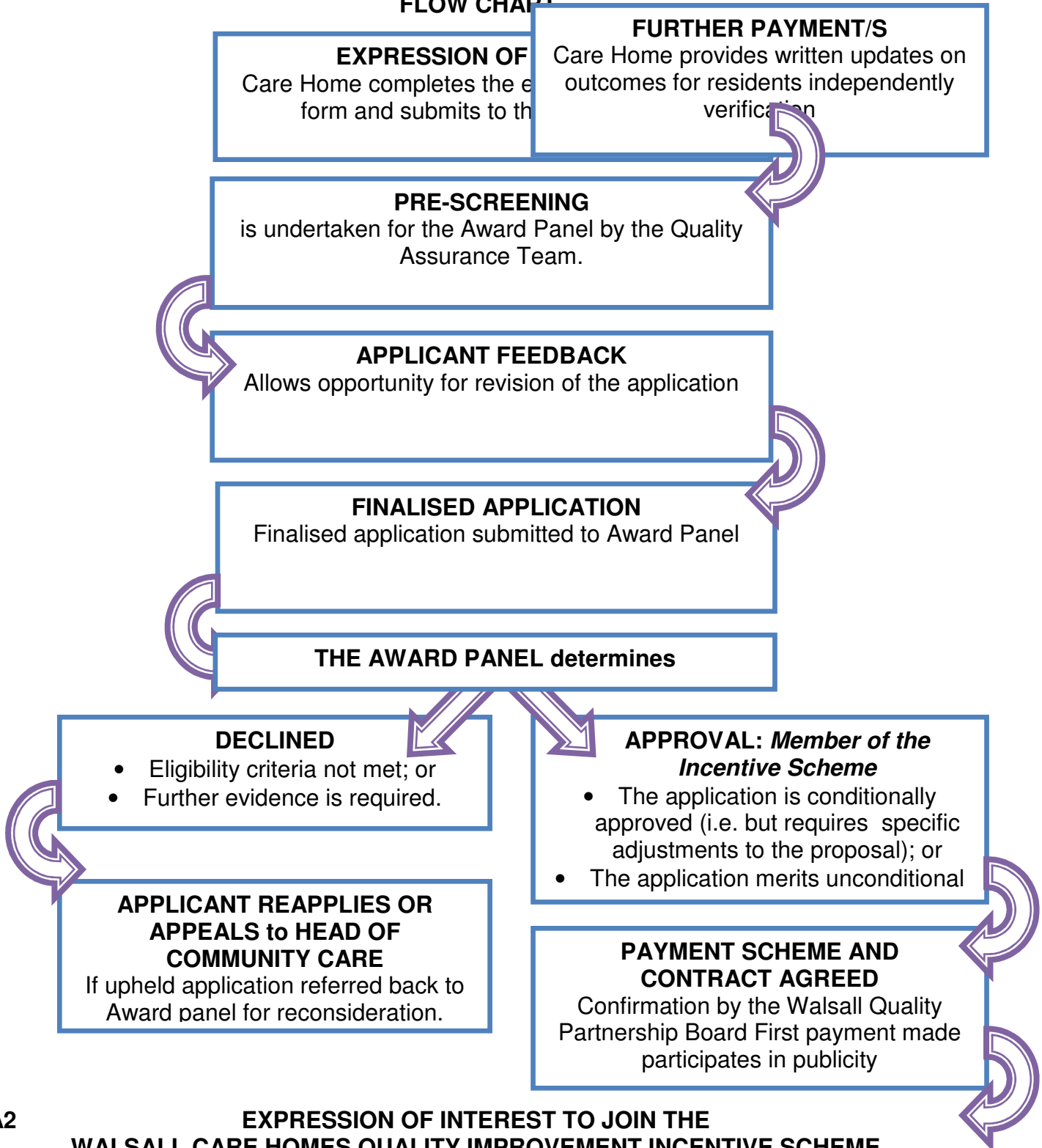
- If the Care Home's Incentive Award Payment is misappropriated or otherwise used in a way which is in breach of the contract;
- If the Care Home in question fails to adhere to the submitted proposal;
- If the Care Home manifestly fails to achieve the outcomes which the Incentive Award Payment was intended to achieve;
- If the Care Home either withdraws from the Scheme; and
- If in the judgement of the Award Panel the Care home will remain suspended from the Scheme (under criteria 4.1 above) indefinitely.

10 MISCELLANEOUS CONTRACTUAL PROVISIONS

10.1 No person who is not a party to the Contract shall have any right to enforce any term of the Contract

10.2 The Contract shall be governed by and interpreted in accordance with English law and the Parties submit to the exclusive jurisdiction of the courts of England.

FLOW CHART



A2

EXPRESSION OF INTEREST TO JOIN THE WALSALL CARE HOMES QUALITY IMPROVEMENT INCENTIVE SCHEME

- 1 Carefully read the **CARE HOMES QUALITY IMPROVEMENT INCENTIVE SCHEME V12 GUIDANCE** before completing this document and email to qualityassuranceteam@walsall.gov.uk or post to: The Incentive Scheme Award Panel, Social Care and Inclusion Directorate, Walsall Metropolitan Borough Council, The Allens Centre, Hilton Road, Willenhall, WV12 5XB

EVALUATION OF SCHEME JOINTLY AGREED Incentive Scheme

1.1 **CARE HOME**
Type of Care Home:
Name of Home:
Name of Registered Manager:
Address:
Post Code:
Telephone:
Email Address:

1.2 **PROVIDER/REGISTERED INDIVIDUAL**
Name and role:
Address:
Post Code:
Telephone:
Email Address:

2 We the above are aware of the Walsall Care Homes Quality Improvement Incentive Scheme (CHQIIS) and are fully aware of the eligibility and innovation criteria and intend to submit an application to join the Scheme.

2.1	CARE HOME MANAGER	PROVIDER/REGISTERED INDIVIDUAL
	Name PRINTED	Name PRINTED
	Signature	Signature
	Date:201..	Date:.....201..

2.2 The Submitter of the application will be:
Name:
Give Address if different from above:
Name and role:
Address:
Post Code:
Telephone:
Email Address:

2.3 **My application will be available for pre evaluation by the Quality Assurance Team on:**

Date:201..

A3 APPLICATION FORM TO JOIN THE CARE HOMES IMPROVEMENT INCENTIVE SCHEME
Walsall Care Homes Quality Improvement Incentive Scheme.

1 Carefully read the **CARE HOMES QUALITY IMPROVEMENT INCENTIVE**

SCHEME V12 GUIDANCE before completing this application and email to qualityassuranceteam@walsall.gov.uk. or post to: The Incentive Scheme Award Panel, Social Care and Inclusion Directorate, Walsall Metropolitan Borough Council, The Allens Centre, Hilton Road, Willenhall, WV12 5XB

1.1 CARE HOME

Type of Care Home:
Name of Home:
Name Registered Manager:
Address:
Post Code:
Telephone:
Email Address:

1.2 PROVIDER/REGISTERED INDIVIDUAL

Name and role:
Address:
Post Code:
Telephone:
Email Address:

2 ELIGIBILITY CRITERIA

2.1 The following number of residents live in our care home of whom the following number lived in **Walsall** prior to entering care. Insert numbers

2.2 To the best of my knowledge my care home currently (Tick boxes to register agreement):

- complies with Care Quality Commission standards
- has no outstanding CQC compliance corrective actions
- meets Walsall Councils contractual requirements
- is not the subject of any Local Authority suspension of admissions
- has not been issued with a Contract Default Notice by Walsall Council or in breach of its Contract with Walsall Council

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

2.3 NATURE OF INNOVATION

Provide a general description of your proposal and the improved outcomes you wish to see for your residents

Type here

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2.4 **THEME 1 DIGNITY IN CARE AND QUALITY OF LIFE**

My care home currently provides the following range of stimulating and enjoyable patient or resident activity opportunities:

Provide description of existing activity

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2.5 With incentive Scheme funding my care home will increase by 25% the number of stimulating and enjoyable patient or resident activity opportunities in the following way:

Type here

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2.6 **THEME 2 IMPROVING THE HEALTH, WELLBEING AND REABLEMENT**

My care home currently provides residents with the following range of **specific** targeted health, wellbeing and reablement activity opportunities:

Type here

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2.7 With incentive Scheme funding my care home will increase by at least an additional 25% the range of **specific** targeted health, wellbeing and reablement activity opportunities by:

Type here

2.8 Please specify how you will evidence that the improvement in the experience of care will be independently confirmed with residents, their relatives or advocates:

Type here

2.9 **SIZE OF INCENTIVE APPLIED FOR (mark one box with a cross)**

£1500
£4000
£10000

£2000
£5000

£3000
£7500

2.10 **HOW FUNDING WILL BE SPENT**

If my application is approved I will use the funding in the following ways:
(include costed budget and match funding if appropriate):

Type here

2.11 SUSTAINABILITY

If my application is approved this is how I will maintain the improvement after the Incentive payment has been exhausted:

Type here

2.12 SERVICE CONTRACT I agree that the targets covered in the above application will be met before I receive the final stage of funding and that this application will be converted into a contract. .

2.13 CONDITIONS

If successful in my application to join the Incentive Scheme I will:

- Ensure my care home is represented at all relevant Provider forums;
- Alert the Award Panel if there are any changes to the above information during my time on the Scheme;
- Not use any part of incentive Scheme funding allocated to my care home for purposes not agreed to in the contract.

2.14 We are aware of the Walsall Care Homes Quality Improvement Incentive Scheme eligibility requirements and confirm that the contents of this application form are accurate.

2.15 We understand and agree that if this application is successful that this document shall form the basis of a contractual agreement between Walsall Metropolitan Borough Council and ourselves.

CARE HOME MANAGER

PROVIDER/REGISTERED INDIVIDUAL

Name PRINTED:

Name PRINTED:

.....

.....

Signature:

Signature:

.....

.....

Date:201..

Date:201..