

18th January 2022

Dear Provider,

Frustrated Calls for hospital stays.

Following detailed analysis and in conversation with Domiciliary Care providers, the Council and its partners have agreed to introduce a process by which Domiciliary Care providers **will continue to be paid when a council funded client is admitted to hospital for up to two weeks** on the understanding that the Domiciliary Care Provider will be able to support the person following hospital discharge.

The aim of this approach is to enable the system to support as many people as possible back to their home as quickly as possible and this is only achievable, for a large number of people, with the capacity provided by those staff delivering and supporting the delivery of Domiciliary Care. If a frustrated call is claimed by the Provider, the Council expects the Provider to continue paying the staff as though they were delivering the care calls.

The Council will require the Domiciliary Care providers to claim a Frustrated call payment by marking the calls whilst a person is in hospital as Frustrated on the Provider Portal when completing the weekly return. A comment of HOSPITAL also needs to be added into the comments section at the end of the row – this will ensure that the provider is paid for the calls but the service user not charged. There is no change to current contractual usage of frustrated calls.

The frustrated call process guides can be found here:

https://www.worcestershire.gov.uk/info/20732/adult_services_provider_portal

Following a stay in hospital and potentially a period of reablement there will be no significant change in need for the person and therefore the care calls can be re-instated quickly. Social workers will liaise with the Provider to agree a date on which the care can be reinstated. When the calls are re-instated they should no longer be marked as frustrated but completed in the usual way.

Where there is a significant change in need for the person the Social Worker and the Provider will liaise and agree whether the provider has capacity to support the increase need. If the provider is unable to accommodate the additional care hours then a new provider will be found as soon as is possible. If it is agreed that the provider can not deliver the care package no further frustrated calls can be claimed. It is within the Social Workers discretion, following conversation with the provider, that the increase in need wasn't significant and that the Council could reasonably have expected the provider to resume the care calls. In this instance the Social Worker will inform brokerage who will arrange to have the frustrated calls payments for that person reclaimed on future payment runs.

Providers, as per the Contract, may choose to give notice on the person after seven days in hospital, and therefore no frustrated call payments can be claimed.

This change to processes will apply from **Monday 24th January 2022 and we anticipate will end no later than 31 March 2022. In the event of the issues of covid enable us to close this process sooner, then a minimum of 2 weeks notice will be given to providers.** Should you have any queries on this process change please contact AdultServicesandHealthCommissioningUnit@worcestershire.gov.uk

Yours sincerely,



Steven Medley
Lead Commissioner