

## FAQ

<p>Why another survey?</p>	<ul style="list-style-type: none"> <li>• To understand the current position of the market in Hampshire</li> <li>• To identify providers who want to work with HCC in the longer term so HCC can build positive and sustainable relationships that will ensure demand for service is met</li> <li>• To work with HCA to understand the challenges faced by the market in delivering residential and nursing care services so we can work together to overcome them</li> </ul>
<p>Who will see the data?</p>	<ul style="list-style-type: none"> <li>• HCC will never see any of the individual data returns; they will go directly to PA Consulting and they are kept secure.</li> <li>• As an extra safeguard for this benchmarking exercise, P A Consulting will not even reveal to HCC which homes have and have not submitted a return!</li> <li>• Even when the data is analysed, the dashboard is constructed in such a way that no individual home can ever be identified.</li> </ul>
<p>Why do they need the market value of my home?</p>	<ul style="list-style-type: none"> <li>• If you prefer you could provide instead a figure either for rent paid or the mortgage payments for the property for the year in question. Without at least one of these figures, the cost of the main area of capital expenditure involved in running a care home cannot be built into the model.</li> <li>• This would obviously significantly understate the cost of providing care and weaken the comparators in the model.</li> </ul>
<p>We have done this before and the information has been ignored!</p>	<ul style="list-style-type: none"> <li>• This benchmarking model is designed to improve understanding of the costs of delivering care in Hampshire.</li> <li>• A similar survey in Portsmouth was completed by so few providers the results were unable to be used which was frustrating for the providers who took the time to complete the survey.</li> </ul>
<p>What if I cannot answer every question?</p>	<ul style="list-style-type: none"> <li>• Fill in as much as you can – some data is better than none!</li> <li>• If you need technical help on completing the survey contact: <a href="mailto:Jan.Sknoiezki@paconsulting.com">Jan.Sknoiezki@paconsulting.com</a> 07769 960 300</li> </ul>
<p>Who do I speak to at HCC if I have concerns?</p>	<ul style="list-style-type: none"> <li>• Paul Keenan. Adults' Health &amp; Care Procurement Category Manager <a href="mailto:Paul.Keenan@hants.gov.uk">Paul.Keenan@hants.gov.uk</a></li> </ul>
<p>How can HCA help me?</p>	<ul style="list-style-type: none"> <li>• HCA have negotiated an extra week for the survey by recognising and understanding the extreme pressures many providers are currently under.</li> <li>• HCA have invited HCC and P A Consulting to the HCA AGM on Wed 16<sup>th</sup> November to answer any questions or queries you may have face to face.</li> <li>• HCA staff have offered to help complete the survey or input the data for members.</li> <li>• An HCA Executive Member has already completed the survey and is happy to answer any questions you may have.</li> <li>• HCA will continue to work with HCC by representing it member's views and concerns on all aspects of the provision of care in Hampshire.</li> </ul>