



Hampshire Care  
Association  
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Hampshire  
County Council

## Cost of Care Benchmarking - FAQ

### *Why is Hampshire County Council conducting this exercise?*

You will be aware of the significant pressures within the nursing and residential care market currently, both in Hampshire and nationally, in terms of rising costs, demand, and the difficulties in recruitment.

It is in everyone's interest to have a strong balanced and sustainable market of care provision across the county. Therefore, the Council are undertaking an information gathering exercise to help better understand the costs of delivering care in the current market. This information will enable the Council to respond more effectively to changing market conditions, both as a provider of care, as well as a commissioner.

As with any benchmarking exercise, the more providers complete the survey the more meaningful the results for everyone involved. For any further questions regarding the council's strategy or policy, please contact Paul Keenan from HCC at [Paul.Keenan@hants.gov.uk](mailto:Paul.Keenan@hants.gov.uk).

### *There have been a number of similar exercises in the past, what is different this time?*

The Council recognises the need to work collaboratively with care home providers and is undertaking ongoing engagement with the market to share and develop our strategy for residential and nursing care. As part of this, we have facilitated a number of events and workshops to discuss our plans for the cost of care exercise. As outlined at our recent events, the benchmarking model is designed to act as a collaboration aid, a clarification tool, and help inform HCC rates and shape the market. Further information from the Cost of Care events can be found here: (presentation).

We encourage all residential and nursing care providers to participate in this exercise as the higher the number of submissions, the greater outcome this work will have for all involved. The questions asked in the survey are basic and it should take little of your time to complete.

We are here to support you throughout the process and should you have any technical questions regarding the exercise, please contact Jan Skonieczki from PA Consulting at [jan.skonieczki@paconsulting.com](mailto:jan.skonieczki@paconsulting.com)

### *How will my commercially sensitive information be handled? And will the council see our cost data?*

No, the Council will at no point see any of the individual data returns. The Council appreciates that you may feel much of the information asked for is commercially sensitive and for this reason, the Council has engaged an external organisation, PA Consulting, to undertake the exercise on our behalf. All returns are to be sent directly to PA Consulting. PA Consulting is a firm that regularly handles sensitive data on behalf of their clients; they comply with a raft of data security standards and take data security extremely seriously. As an extra safeguard for this benchmarking exercise, PA Consulting will not even reveal to the Council which homes have and have not submitted a return.

### *Why am I being asked to provide information on profit?*

Question 7.1 asks what you think a 'reasonable net annual return (profit)' is. Please note that this question is optional and you are not required to submit an answer to this question. Moreover,

answers from this question will not directly feed into the benchmarking model; rather information from this question will be used to inform more general insight and findings about the cost of providing care in Hampshire.

### ***Does this survey include homes that have beds for people for LD?***

No, this exercise excludes LD care homes. The Council already has a lot of cost information for LD care homes. This exercise is only relevant for homes that have beds for older people.

### ***What will I get back from this exercise?***

The Council will hold a two open sessions in early December to feed back findings from the exercise to providers that have participated. All participating providers will also receive a report allowing them to compare their own submitted costs against a comparative group of care homes. Information containing individual costs like this will be generated and anonymised by PA Consulting and will not be shared onto the Council.

Should you wish to do so you can choose to show your results to the Council if you wish to enter a one-on-one discussion based on the findings of this survey. This will be entirely up to you.

### ***What data will I get if I do not submit a return?***

You will be welcome to attend the open feedback sessions in December, but you will not receive any individual data as your data will not be in the database.

### ***How will you ensure my care home cannot be identified from the data?***

At the end of the process, when the data is analysed, the dashboard is constructed in such a way that no individual home can ever be identified (PA holds the raw data in a separate database from the one that the dashboard sits on). As stated above, the Council will have no access to an individual care home's cost data or response. All data will be collected by PA Consulting, anonymised, and only kept for the duration of this exercise only.

### ***What if my organisation has more than one care home?***

Please complete a separate survey for each home, as costs of running a care home can vary significantly across an organisation, depending on size, location, type of beds offered and such.

### ***Who do I send the completed survey to?***

To successfully complete the survey, please fill in the Excel document on this website and send the completed excel document to Jan Skonieczki from PA Consulting, at [jan.skonieczki@paconsulting.com](mailto:jan.skonieczki@paconsulting.com) before the 11<sup>th</sup> November 2016.

### ***What if I can't answer all the questions?***

Please fill in as much as you can using an existing source for the financial year 2015/16, such as your annual accounts. There are some sections of the survey that are required for the survey to be usable in this exercise; these are marked with a red asterisk so please attempt to complete all of these sections. Please try and be as accurate and comprehensive as possible; obvious errors will be followed up with you directly to support you in completing the survey.

If you are still unable to complete any sections please do not agonise over answers and just contact [jan.skonieczki@paconsulting.com](mailto:jan.skonieczki@paconsulting.com) who will be able to support. Other sections are optional and you do not have to complete these to complete the survey successfully.



### ***What if I don't have all the information to hand?***

The survey is in form of an excel document, with the sections to be filled in clearly marked in yellow boxes. You don't have to complete everything at once. It is suggested you gather all data offline and complete the survey once you have gathered the information. This should take you no longer than 30 minutes.

### ***Why do I need to give you the market value of my care home?***

We ask for the market value of a home to build a comparative cost base for all providers. If that is not provided we would be happy to receive 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 we cannot build into the model the cost of the main area of capital expenditure involved in running a care home. This would obviously significantly understate the cost of providing care and weaken the comparators in the model. If you are struggling to put a figure to this element, we can provide one-to-one guidance to help them. Please contact [jan.skonezki@paconsulting.com](mailto:jan.skonezki@paconsulting.com) for any related queries.

### ***How am I meant to know the impact of the National Living Wage on next year?***

This is one of the few questions where you are being asked to estimate a future cost. Don't worry too much if you have not calculated this impact in detail, a thoughtful estimate is sufficient here. If you cannot make an estimate, please use the impact that the introduction of NLW during the 16/17 year had on your staff cost as a proxy. Please note that this is an optional question, so do not let this prevent you from completing the rest of the survey.

