

Open Book Accounting 2

Frequently Asked Questions from Providers to KPMG

6th March 2013

Q. Can you confirm that the questionnaire is to be completed by each home separately, even when part of a group of homes?

A. Yes. One questionnaire should be completed for each home as costs will vary home by home.

The final section – Environmental Factors – can be completed once if preferred as this is more generic and not necessarily home specific.

Q. We have several homes but they don't all have BCC funded residents – do I report on all homes?

A. No. Please only report on the homes that have a BCC funded resident.

Q. If my home has a mixture of BCC funded residents and residents funded by other authorities (or self funded) do I only report the costs for the BCC funded residents?

A. No, please report the total costs for the home. Where the funding originates from should not have an impact on the cost of care provided to your residents.

Q. Are there two questionnaires and which should I complete?

A. There are two questionnaires – one for Older Adults and one for Younger Adults.

The Older Adults questionnaire should be completed for homes which provide bed-based, residential and nursing care for service users who are predominantly aged 65 and over.

The Younger Adults questionnaire should be completed for homes which provide bed based services for service users predominantly aged 18-64, usually covering a variety of needs such as LD, PD and MH. The provider can specify the specific service user group in the first section of the questionnaire.

Where service users were originally in the YA funded category, have reached the age of 65+ but have remained in the same care home (ie one specialising in care for LD, PD, MH etc) please include in the YA questionnaire. We do not expect two questionnaires to be completed for one home.

Q. The average age of occupants in my home is 53. Are they still classed as younger adults?

A. The categories we have been given by the council are Older Adults and Younger Adults - the former being over 65 and the latter under 65.

For inclusivity, YA have various different categories, such as LD, PD and MH, which the provider can specify in the first section of the questionnaire.

Q. How confidential will my information be and the database produced?

A. All information received will be anonymised. Your individual response will not be shared with the Council. The database produced from all questionnaire returns will not be shared with BCC. The only information that will be shared will be the final summary report which will go to both Providers and BCC.

Q. In the Younger Adults questionnaire, questions 12-15 do not include self funded residents. Do you not require this information?

A. We do require this information although we did not expect there to be any self funding residents in YA having spoken to providers during the pilot stage. If you have self funders, can you please include as part of your total in question 15.

Q. For question 17 (YA) / 21 (OA), do you require a gross total of paid training or the average number of training days per employee at each grade?

A. We are looking to capture the average number of training days per employee per grade, not the gross number of days.

Q. On the Costs tab, question 26 (YA) / 32 (OA) – Average Hours of Care Provided, do we include staff on training within this figure?

A. No. This figure is purely to provide an approximate number of hours of direct care to residents. The easiest way to work this out is to take the total rostered hours of all staff providing care and divide by the total number of residents receiving care at that time.

Q. Does question 30 (YA) / 37 (OA) include Holiday Hours or only rostered/worked hours?

A. This section should include your entire staff pay costs for each month. It should include all costs such as holidays, sickness, training where paid etc.

Q. For question 32 (YA) / 38 (OA) should the cost of Manager include Employers NI and any other remuneration benefits – e.g. Health Insurance?

A. Yes. It should be the salary plus all related on-costs paid by your company.

Q. Question 37 (YA) / 43 (OA) refers you back to Question 35 for handyman costs, is this correct?

A. No, this is an error. It should refer back to Question 30 (YA) / 37 (OA), as it is a reference to Non-Staff Costs. We are looking to capture here any costs for external Maintenance/Handyman services that haven't already been included in the previous question –i.e. not part of your staff costs.

Q. Question 39 (YA) / 45 (OA) asks for Food and Household Costs (e.g. Cleaning Products) and question 45 (YA) / 50 (OA) asks for details of Cleaning Supplies. Is there a difference?

A. No, this is duplication in the questionnaire. The latter question should have been removed as during the pilot stage we had feedback that it would be easier to combine the two for YA as the supplies are often purchased together in a supermarket trip with the resident.

Q. Where do we include costs for things like telephones, mobiles?

A. Please record under Question 40 (YA) / 46 (OA), Utilities.

Q. In the final analysis, will you only compare all care homes together and provide a single average cost for care?

A. No. Care homes will be grouped to ensure that we create meaningful averages and cost ranges. This may be by service, by district, by registration category etc. However we can only do this for groupings where we have enough homes to maintain anonymity. Therefore the level of detail we can go to is dependent on the number of responses that we receive. For example if we only receive data for one nursing home in Yardley, then we will be unable to provide a breakdown of 'average costs of nursing homes in Yardley'.

Q. Where do we include the element of direct care provided by the Manager?

A. If your Manager provides direct care to residents, please include this in the Deputy Manager box (OA Question 39, or YA Question 34). If required please feel free to add a clarification in the 'Any other non-staff expenses' text box, and we will ensure that we manually incorporate this detail.