

3 Choices FAQ's

Q. Why do I need to put a full post code if the service user wants to move out of the area to be closer to a relative?

A. The search engine that we use requires us to put in a post code and then we can put in a mile radius of that post code. For out of areas we don't know the area, and we don't want to be recommending homes that then turn out to be miles from the relative that they're moving closer to.

Q. Why do I need to put a panel date on the form?

A. This indicates to us when the search needs to be ready by, and ensures that the choices put forward are as up to date as can be and means that hopefully they will still be available after GPF have made their decision.

If the panel application doesn't go to GPF for the time stated on the form, then beds could no longer be available and the results provided then become redundant.

Q. Why do the 3 choices have to go to GPF before relatives are advised of what is available so they can visit the homes?

A. GPF will choose the placement based on the 3 choices results and supporting information from the care manager. If the family visited all 3 options before the decision is made, it would raise expectation and potential conflict (which care managers would have to manage) if GPF didn't end up picking their preferred choice. That's not so much an issue if the family can afford to top up, but in most cases they can't afford to.

Q. Why do I need to put so much information on the form?

A. When we check for availability we try and give the homes as accurate a picture as we can on the service user. What we are trying to avoid is homes declining after GPF decision as they can't meet the needs as they weren't of health or behaviour issues when they advised they could potentially take, or having to repeat the process as the new placement has broken down as the home can't meet the needs.

Q. Why do we need to advise if the person we are seeking a home for has an alcohol or other dependency?

A. Again we need to ensure the placement is suitable not only for the service users we are seeking a bed for, but also the other service users already within the home. A lot of homes will not take people with dependency issues, as it's harder to manage, so we would need to look for a more specialised vacancy to meet the needs.

Q. Why is there confusion regarding someone the primary support reason for someone who has dementia but the main support reason is for personal care?

A. Some local homes will not take someone if they have diagnosed dementia, even if they are bed bound and the primary support is for personal care – their

reasoning is that the dementia behaviours could increase and they can no longer meet the needs. We request that dementia is put as the primary support reason if they have dementia, and we will read through the accompanying information on needs and behaviours and use our local knowledge of which homes will accept the service user, even if they are not dementia registered.

Q. What search engines are used to locate homes?

A. West Berkshire Council have signed up to use the NHS Capacity Tracker which is a live engine which gives up to date bed vacancy information. All homes that have signed up to it are meant to update weekly their bed vacancies. They are looking for this to become a national framework, but in the meantime carehome.co.uk is used for out of area placements. We are currently in negotiations with the NHS capacity tracker team to get access to Wiltshire and Hampshire information who use a different capacity tracker.