

Evaluating the impact of the 2005 OFT study into care homes for older people

Prepared for the Office of Fair Trading by GHK

ANNEXES

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This work was undertaken by GHK Consulting Ltd for the OFT. The views expressed in the publication are those of the authors and not necessarily those of the OFT.

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A CONSUMER IMPACTS SENSITIVITY ANALYSIS

A.1 This section includes sensitivity analysis for our monetary estimates of quality improvements since 2005.

Monetising improvements in quality

A.2 Almost half of the care homes we surveyed reported that changes in their policies and procedures resulting directly from the OFT's market study had led to improvements in the quality of the service they provide to residents. We combine this information with data on changes in the quality of care homes and data on changes in average care home fees to derive a monetary estimate of these quality improvements since 2005.

A.3 Our approach suggests that the OFT's market study contributed to quality improvements which could be valued at approximately £30 million to £50 million since 2005, or around £6 million to £10 million annually.

Impact of adjusting fees and attribution

A.4 Table A.1 reproduces the analysis from our main evaluation report but includes additional sensitivity analysis based on variations in:

- the average care home fee per person per week (F_{2005}) and
- the proportion of quality changes attributable to the OFT's study (OFT).

A.5 The estimates from our evaluation report are represented as the 'medium' case scenario below and these are presented alongside two additional scenarios:

- a 'low' case scenario where the average care home fee per person per week (F_{2005}) is £400 and the proportion of quality changes attributable to the OFT's study (OFT) is 2.5 per cent, and

- a 'high' case scenario where the average care home fee per person per week (F_{2005}) is £550 and the proportion of quality changes attributable to the OFT's study (OFT) is 5.0 per cent.

TABLE A.1 SENSITIVITY ANALYSIS FOR MONETARY ESTIMATES OF THE CHANGE IN CARE HOMES QUALITY SINCE 2005

2005	Low	Medium	High
Average care home fee per person per week (F_{2005})	£400	£482	£550
Proportion of NMS met or exceeded by care homes (Q_{2005})	77%	77%	77%
Average quality-adjusted care home fee per person per week ($QAF_{2005} = F_{2005} \times Q_{2005}$)	£308	£371	£424
Care homes population (P_{2005})	421,000	421,000	421,000
Total annual quality-adjusted value of care homes ($AV_{2005} = QAF_{2005} \times P_{2005} \times 52$ weeks)	£6.7bn	£8.1bn	£9.3bn
2010			
Average care home fee per person per week (F_{2005})	£400	£482	£550
Proportion of NMS met or exceeded by care homes (Q_{2010})	86%	86%	86%
Average quality-adjusted care home fee per person per week ($QAF_{2010} = F_{2005} \times Q_{2010}$)	£344	£414	£473
Care homes population (P_{2010})	419,000	419,000	419,000
Total annual quality-adjusted value of care homes ($AV_{2010} = QAF_{2010} \times P_{2010} \times 52$ weeks)	£7.5bn	£9.0bn	£10.3bn
Change in total annual quality-adjusted value of care homes provision between 2005 and 2010 ($\Delta AV = AV_{2010} - AV_{2005}$)	£800m	£900m	£1.0bn
Proportion of quality changes attributable to the OFT's study (OFT)	2.5%	3.7%	5.0%
MONETARY VALUE OF CHANGE IN CARE	£20m	£33m	£50m

HOMES QUALITY SINCE 2005 DUE TO THE OFT'S STUDY (MV = $\Delta AV \times OFT$)			
AVERAGE ANNUAL MONETARY VALUE OF CHANGE IN CARE HOMES QUALITY SINCE 2005 DUE TO THE OFT'S STUDY (AAMV = MV / 5 YEARS)	£4.0m	£6.6m	£10.0m

A.6 Table A.1 shows the impact of varying the proxy financial value for care homes provision (the average care home fee in 2005) and the proportion of quality changes due to the OFT's study on our monetary estimate of this quality improvement. Specifically:

- under the 'low' scenario (where we assume that the average care home fee in 2005 was £400 instead of £482 and we also assume that the proportion of quality changes attributable to the OFT's study was 2.5 per cent instead of 3.7 per cent) the monetary value of the change in care homes quality falls from £33 million to £20 million (or from £6.6 million to £4.0 million on an annual basis), and
- under the 'high' scenario (where we assume that the average care home fee in 2005 was £550 instead of £482 and we also assume that the proportion of quality changes attributable to the OFT's study was 5.0 per cent instead of 3.7 per cent) the monetary value of the change in care homes quality rises from £33 million to £50 million (or from £6.6 million to £10.0 million on an annual basis).

B RESEARCH METHODOLOGY

B.1 This section presents a detailed overview of our method of approach for the primary research and fieldwork elements of our evaluation.

Overview

B.2 The fieldwork stage of our evaluation included four elements:

- consumer interviews and focus groups – GHK conducted a number of interviews and small focus groups with care home residents and their relatives both within the care home and in neutral settings to document consumer experiences in choosing a care home
- care homes survey – GHK used market research company, Swift Research Ltd., to complete a survey of 375 care homes¹ across the United Kingdom to determine their practices in relation to information provision, pricing and complaints
- care homes mystery shopping exercise – Swift Research undertook a mystery shopping exercise with 376 care homes (primarily the same care homes surveyed under the above fieldwork option) to assess their practices and how this compares to the statements made in the care homes survey, and
- local authority survey – GHK sent a survey to every local authority (and Health Trust in Northern Ireland). This contained questions related to consumer choice and switching, information provision, top-up fees and complaints, among other things.

¹ A sample size of 375 was chosen on the basis of a population of approximately 15,000 care homes in the UK. This sample size generated statistically representative results at a 95 per cent level of confidence with an error of margin of +/- five per cent.

Consumer interviews and focus groups

B.3 The research approach employed for this part of the study required us to consult directly with care home residents as well as identify potential routes into other groups which have a working knowledge of the issues facing residents of care homes. We began by contacting the following organisations to help us identify potential participants for our research:

- Age UK, which constituted the chief information source for local and regional older people's forums in the UK
- Local Improvement Networks (LINKs): these NHS organisations exist within each Primary Care Trust area and act as a conduit for service users to feedback on services and contribute to local policy making. Most LINKs have a strand of work which focuses on dignity in care. We aimed to speak to the lead in this area to gauge whether they have institutional links with local older people's groups. A number of LINKs are hosted by local Age Concern organisations which we focused on in the early stages of set up
- local Age Concern offices
- a range of different carers' associations, and
- Local Voluntary Sector Councils (VSCs) which have links with local older people's charities.

B.4 We approached a number of each of these types of organisations, explained the study and then asked them to opt in if they were interested in contributing. We did this at an early stage in order to focus attention on those most interested.

B.5 We were targeting two groups: residents of care homes themselves and their carers and relatives. Our fieldwork with these individuals involved the following:

- Face-to-face interviews with 19 residents of care homes in three residential care homes and one nursing home. Our visits to care

homes lasted around two hours with the format for the visits defined by the Activities Coordinator within each home. These individuals also advised us on the residents most able and willing to contribute. Interviews took place either in the resident's room or in a more open communal area (depending on the preference of the resident and advice of the Activities Coordinator). Interviews were conducted on either a one-to-one basis, or interviewing older residents in pairs, once again dependent on their preferences.

- Face-to-face (individual and group) and telephone interviews with 16 carers and relatives.

B.6 Carrying out qualitative research with care home residents and their representatives allowed us to capture the views of 'consumers' in a more direct and meaningful way than would otherwise be the case had we restricted our engagement to consumer bodies. This approach did not provide a statistically robust sample of consumers of the kind that would have enabled a comparison of data with the baseline derived from the 2005 OFT market study, but it provided us with additional data and evidence on the consumer experience.

Care homes survey

B.7 A telephone survey of a sample of care homes across the UK was undertaken to ascertain the policies and practices of care homes and the manner in which these have changed in response to the recommendations arising from the OFT's market study.

B.8 We sampled 375 care homes which generated statistically representative results at a 95 per cent level of confidence with an error of margin of +/- five per cent.

B.9 We stratified our sample to ensure a representative population and enable direct comparison with the 2005 care home survey. This was based on five key quotas which were set at levels that reflected the representation of each in the care homes population. Our achieved sample had the following profile:

- **location** – 78 per cent of homes in England; 12 per cent in Scotland; 6 per cent in Wales; four per cent in Northern Ireland
- **capacity** – 24 per cent of homes with up to 20 places; 45 per cent with 21-40 places; 31 per cent with more than 40 places
- **provider type** – 79 per cent of homes were private; nine per cent Local Authority; 12 per cent other
- **provider size** – 90 per cent of homes were associated with providers that run up to three homes; 10 per cent involved four or more homes being owned/run, and
- **care type** – 63 per cent of homes were residential care homes; 37 per cent were nursing care homes.

B.10 The survey was conducted by Swift Research Ltd and involved a 20 minute telephone interview with care home managers across the UK.

B.11 GHK sourced lists of care homes from the care homes regulators in each jurisdiction. Swift Research then used a pre-prepared script when telephoning care homes for the survey.

Care homes mystery shopping exercise

B.12 A mystery shopping exercise was undertaken to gather evidence on the behaviour of care homes in relation to the provision of information to prospective care home residents and their representatives. This was designed largely to act as a check and balance on care home survey responses with respect to information provision to potential residents.

B.13 The sample for the mystery shopping exercise was largely the same as that used for the care homes survey. This was intended to allow us to test the responses of care homes to our survey with respect to information provision. However, a perfect match was not possible given that we decided not to mystery shop care homes that did not have vacancies but did have a waiting list as we felt this could bias their response to a query from a member of the public. This is consistent with

the approach taken in 2005 (not to sample homes without vacancies and with a waiting list).

B.14 The mystery shopping exercise was intended to appear as an authentic enquiry from a member of the public regarding the provision of care in the home in question. It was undertaken by Swift Research and involved telephone enquiries with care homes on the basis of two different scenarios:

- interviewers calling care homes on behalf of a relative to enquire about an Authority-funded care home place, and
- interviewers calling care homes on behalf of a relative to enquire about a self-funded care home place.

B.15 In addition, a small number of calls were made based on a scenario that suggested the caller was enquiring on their own behalf as a prospective care home resident. This is consistent with the approach taken in 2005.

B.16 Under each scenario, the callers used a script and a checklist to allow for an open and genuine conversation but, at the same time, to ensure that the callers asked the care homes for the same type of information. The information contained within the script and checklist was designed to mirror as much as possible the questions and approach used in the original OFT mystery shopping exercise in 2005 to see whether the caller could gather clear and comprehensive information easily on care homes fees and charges, services/facilities and complaints.

B.17 At first, care homes were not prompted in order to ascertain whether they volunteer the required information – if they did not, prompts were then used.

B.18 In addition, literature (such as example contracts, brochures and statements of terms and conditions) were requested by the Swift callers and the presentation of results includes an initial assessment of the clarity and completeness of those materials.

Survey of local authorities

B.19 An electronic survey of contact points in local government authorities (and Health Trusts in Northern Ireland) was undertaken. The relevant contact points included Directors of Adult, Social and Community Care (and authorities holding similar other designations) across the UK whose remit covered care homes for older people within the jurisdiction of their offices. Representatives of the following organisations provided contact details for these authorities, either through their websites or when contacted separately:

- England: The Association of Directors of Adult Social Services (ADASS – www.adass.org.uk/)
- Scotland: The Association of Directors of Social Work (ADSW – www.adsw.org.uk/Home/)
- Wales: The Care and Social Services Inspectorate (CSSIW – <http://wales.gov.uk/cssiwsuite/newcssiw/?lang=en>) and
- Northern Ireland: The Regulation and Quality Improvement Authority (RQIA – www.rqia.org.uk/home/index.cfm).

B.20 In total, the survey was sent to 213 local authority and Health Trust (hereafter referred to as 'local authorities' or 'authorities') contact points. The response rate differed according to individual questions (as some authorities did not answer certain questions) but ranged between 52 and 62 respondents.

B.21 The survey questions drew upon the questions used in the original OFT 2005 market study and covered the following broad areas: consumer choice and switching; information provision; baseline rates; top-ups; support for self-funded residents; contracts; complaints; competitive neutrality and regulatory burden; direct service provision; and views on the impact of the OFT report.

B.22 Initial contact was made via an introductory letter from the OFT's Chief Economist, after which GHK staff followed up via email.

B.23 GHK designed, developed and ran the survey using interactive PDF software. It was this PDF survey that GHK staff circulated to local authorities via email.

C RESEARCH TOOLS

C.1 This section sets out the questionnaires and other tools we used for our primary research.

Consumer focus groups & consumer interviews topic guide

Introduction

[Introduce yourself and your colleague and the study. You are a researcher from GHK – which is completely independent – and we have been asked to find out what people think of their care home for the Office of Fair Trading.]

'While I will ask for your name and age, if this is OK, this information will remain confidential and will not be fed back to [your care home managers] or the Office of Fair Trading. None of your comments today will be attributed to you, nor will your care home be identified – all comments will be anonymous.'

[Outline the interview – that you will start with some basic questions about them, then ask them to think about the decisions they made when they moved into their care home, the standard of service you feel you have received and whether you have thought about changing home.]

'If you have any questions, at any time, or if you would like to stop the interview/Focus Group, please don't hesitate to ask.'

Choosing a home

- Q1 Did anyone help you to make a decision about moving into this care home? Who was that? [PROMPTS: family, friends, GPs (or other health/social care professional)]
- Q2 Was this home your first choice? If not, why could you not move into your first choice of home?
- Q3 What attracted you to this home more than other homes? [PROMPTS: atmosphere, price, friends/family, location (close to where previously lived or close to family), quality rating]

Q4 Did you have options available to you in terms of a choice/range of care homes from which to choose? How would you describe the choice of homes available to you?

Q5 Did you have enough time to plan your move into this care home?

Information provision

Q6 Thinking back to how you found out about care homes, were you and/or your family given any guidance and help in choosing a care home? By whom?

Q7 Which of these do you remember seeing? [READ OUT]

- Age UK: fact sheets/booklets/leaflets/website
- Counsel and Care: fact sheets/booklets/leaflets/website
- Elderly Accommodation Counsel: Database of Care Homes
- Leaflets or directories of care homes from Authority/Local Trust
- Websites or help lines
- Inspection report on the care home
- Any other verbal or written information (brochure or contract)?

Q8 Did any of these information sources play a significant role in helping you to make your decision about a care home? If so, which ones and how?

Q9 Did any of these information sources help to provide you with information on care home fees so that you could compare fees across different care homes? If so, which ones?

Q10 Did any of these information sources help you to feel more confident about your choice of care home? If so, which ones and why?

Q11 Can you recall how long it took from the time it was decided that you would be moving into a care home to the point at which you actually

moved into this care home? [INTERVIEWER: try to differentiate responses by funding type – local authority or self-funded – and by length of tenure – recent arrivals or longer-term residents]

Q12 Can you think of anything that would have saved you time in making your decision about moving into this care home? And how much time do you think this would have saved you? [PROMPTS: one-stop-shop, inspection reports, LA care home directories]

Q13 How would you value the time that you would have saved – specifically, hypothetically speaking, would you have been willing to pay to have saved that time in searching for a care home and, if so, how much would you have paid?

Contracts

Q14 When you first moved in did you/relative/friend sign an agreement or any type of formal contract with the home?

Q15 Do you have a copy of a contract?

Q16 Is it clear and does it make sense? [INTERVIEWER: Try to ask question of both residents and their representatives as what might be 'clear' to one may not be to the other]

Price transparency

[The questions in this section are 'closed' so researchers will have to be prepared to prompt interviewees to give full answers.]

Q17 Among those of you who have any part of your fees paid as either a third party contribution or top up, how did you find out about this contribution before you moved in?

Q18 Do you pay this top up direct to the home or to the Authority?

Q19 And thinking back to when you were told about the fees here, how did you find out what they would be?

Q20 And did the fees turn out to be more, less or the same as you were told they would be? [PROMPT: what about any additional extras that you have had to pay but may not have been expecting?]

Complaints

Q21 Have you ever been given any guidance as to how to complain and, if so, what kind of guidance was it (verbal, written) and who provided it to you?

Q22 Did you think that this process for complaining was clear and straightforward?

Q23 And were you told how complaints are dealt with in the home and what response to expect?

Choice & switching

Q24 Is this the first care home you have lived in or have you moved here from another home? Why did you move here?

Q25 How likely is it that you might consider moving at some time in the future?

Q26 If not likely, why do you say that?

Q27 If likely ask: if you were to consider moving, would you yourself be able to find another home, or would you seek help from a relative or friend?

Q28 If likely ask: And do you think it would be easier or harder to find a new home to move to compared to finding this home in the first place? Why do you say that?

Overall satisfaction

Q29 Overall, how satisfied would you say you are with this home on a scale of 1 to 10 (10 being most satisfied)?

Q30 Why did you give that score for your overall satisfaction?

Q31 Would you recommend this home to a friend?

Q32 If there was anything you could change about living in this care home, what would it be?

Care homes survey questionnaire

Introduction

'Good Morning/Afternoon/Evening

My name is <insert interviewer name> calling from Swift Research Ltd.

I would like to speak to the person responsible for the operation of your care home.'

INTERVIEWER NOTE This might be the 'care home manager'

'Are you the most appropriate person to talk to about this?'

Yes – correct person 1 CONTINUE

No – not the right person 2 ASK TO SPEAK TO THE
CORRECT PERSON

ARRANGE TO CALL BACK IF NECESSARY

'I would like to stress that this is not a sales call.

Swift Research is a market research company and we have been commissioned to carry out a piece of research on behalf of the Office of Fair Trading (OFT) and the economic consultancy GHK. The OFT published a report into the care homes market in 2005 and it is now assessing what impact that report has had.

We are gathering views from care home providers in relation to a number of issues including your experience with Local Authorities, your residents, your fees and the information you provide to prospective residents.

Your care home is among a number that we have selected at random to participate in our research and we hope that you will be willing to participate in a short telephone interview. The interview will take around 20 minutes depending what you have to say to me. Is now a convenient time to talk?

We would like to take this opportunity to assure you that our work is not part of an inspection of care homes, and that all responses will be treated in complete confidence. No reference will be made to individuals or specific homes in the findings. All comments and information will be published by the OFT in due course. Participation is voluntary - you are under no obligation to take part.

Some calls may be recorded for quality control and training purposes.'

If required we can email a covering letter from the Office of Fair Trading which provides further background on the evaluation study they are undertaking and how our research supports it.

General information

Q1 Are you a private, public (Local Authority/trust), voluntary or independent care home?

SINGLE CODE

Private	1
Local Authority /trust	2
Independent, third sector or voluntary	3
Other please specify	4

Q2 Do you provide nursing care services or just residential care?

SINGLE CODE

Residential care only (defined as a home that provides personal care services such as assistance with washing, dressing and giving medication)	1
Residential and nursing care (defined as a home that provides support for residents requiring regular nursing attention, and	2

must have a qualified nurse on twenty four hours a day)	
---	--

Q3 How many beds/places does your care home/homes have now and how many of these are vacant at present?

Total number of beds/places _____	1
Total beds/places currently vacant _____	2
If unsure at Q3_1 thank and close	3

Close Out

Many thanks but for this survey we need to know how many bed/places your care home/homes has at present and how many of these are vacant at present. Rather than take up any more of your time I will end the survey here.

IF NECESSARY: If you want to check that Swift Research is a genuine market research agency, please call the Market Research Society Free phone number on 0500 396 999 (Office hours only).

Q5 Can you tell me approximately what proportion of the residents at your home/homes are fully self-funded, what proportion are fully publically funded and what proportion receive public funding but pay top up?

% fully self funded	1
% fully publicly funded	2
% receive public funding but pay a top up	3

- (Don't know)
- (Refused)

Q6 Can you tell me how many of the residents at your home/homes have arrived within the last 6 months?

--

- (Don't know)
- (Refused)

Q7 Can you tell me the average stay in months of residents at your care home/homes?

--

- (Don't know)
- (Refused)

Information provision

Q8 Can you tell me which of the following types of advice, information and help you offer to potential residents when they are considering a home?

READ OUT CODE ALL THAT APPLY

Brochures	1
Detailed price lists	2
Example contracts	3
Terms and conditions	4
Information on how fee increases are calculated	5
Detailed information on the type of care offered	6
Other please specify	7

Q9 And which of the following types of information, if any, do you continue to make available to current residents?

READ OUT CODE ALL THAT APPLY

Brochures	1
-----------	---

Detailed price lists	2
Example contracts	3
Terms and conditions	4
Information on how fees are calculated	5
Detailed information of the type of care offered	6
Other please specify	7

Q10 Do you provide new residents with a copy of your latest inspection report when they are moving into the home? SINGLE CODE

Yes	1
No	2
Don't know	3
Refused	4

Q11 Do you inform residents when a new inspection report is available?

SINGLE CODE

Yes	1
No	2
Don't know	3
Refused	4

Q12 Can you tell me whether you have an internet site and if so which of the following types of advice, information and help can be found on your website?

READ OUT CODE ALL THAT APPLY

No website	1
Brochures	2
Detailed price lists	3
Example contracts	3
Terms and conditions	4
Information on how fee increases are calculated	5
Detailed information on the type of care offered	6
Latest inspection report	7
Other please specify	8

Q13 Roughly what proportion of your residents would you estimate do not speak English as their first language?

Percentage (%)

- (Don't know)
- (Refused)

Q14 Do you provide information (such as brochures or contracts) in languages other than English?

Yes	1	GO TO Q14a
No	2	GO TO Q15

Don't know	3	GO TO Q15
Refused	4	GO TO Q15

Q14a For which languages other than English do you provide information?

- (Don't know / Refused)

Contracts

Q15 Are all self-funded service users provided with a contract and/or statement of terms and conditions in your home/homes?

SINGLE CODE

Yes – a contract and/or terms and conditions	1
No	2
Don't know	3
Refused	4
Not applicable	5

Q16 Are all service users that are getting Local Authority funding support provided with a contract and/or statement of terms and conditions in your home/homes?

SINGLE CODE

Yes – a contract and/or terms and conditions	1
No	2
Don't know	3

Refused	4
Not applicable	5

Q17 Does the care homes regulator/inspectorate check with you to see that you provide a contract / statement of terms and conditions?

SINGLE CODE

Yes	1
No	2
Don't know	3
Refused	4

Q18 In cases where a resident is getting Local Authority funding but is also receiving third-party contributions in the form of top-up fees, the contractual situation can be complicated. Which of the following best describes the arrangements for your home/homes?

READ OUT AND SINGLE CODE ONLY

The home, the local authority and the third party contributor form part of a three-way or multipartite contract.	1
The home contracts separately with the Local Authority and the third party contributor	2
The home contracts with the Local Authority but does not enter a formal contract with the third party contributor	3
Other (specify)	4
Don't know	5

Refused	6
Not applicable	7

Q19 And how is the third party contribution paid?

READ OUT AND SINGLE CODE ONLY

Direct to the home	1
Indirectly, that is, to the Local Authority and then in turn by the Local Authority to the home	2
Another way (please specify)	3
Don't know	4
Refused	5
Not applicable	6

Q20 Are you aware of the OFT's regulations in relation to Unfair Terms in Consumer Contracts?

SINGLE CODE

Yes	1	GO TO Q21
No	2	GO TO Q22
Don't know	3	GO TO Q22
Refused	4	GO TO Q22

[IF YES AT Q20, ANSWER Q21. OTHERWISE SKIP TO Q22.]

Q21 How were you made aware of these regulations?

INTERVIEWER READ OUT

OFT (Office of Fair Trading) enforcement action in the care homes sectors	1
OFT (Office of Fair Trading) guidance on unfair terms	2
Care homes regulator/inspectorate	3
Care homes association (specify)	4
Other please specify	5
Don't know	6
Refused	7

Price transparency

Q22 Excluding extras, does your business charge the same weekly fee to all residents in the same home?

SINGLE CODE

Yes	1	GO TO Q23
No	2	GO TO Q24
Don't know	3	GO TO Q24
Refused	4	GO TO Q24

[IF YES AT Q22, ASK Q23. OTHERWISE SKIP TO Q24.]

Q23 Can you please tell me which of the following factors, if any, contribute towards there being different fees for different residents? Remember these are fees exclusive of extras.

READ OUT AND CODE ALL THAT APPLY

Different resident require different services or levels of care	1
Single rooms are priced differently to shared rooms	2
Some rooms are different sizes or have different features	3
Self-funded residents are charged differently to Local Authority funded residents	4
Fees are higher for some residents with increased care needs	5
Differences for residents who have been with the home for longer or shorter periods	6
None of these	7

Q24 Can you tell me what would be the lowest, highest and average weekly fees at present?

Highest £ _____	1
Lowest £ _____	2
Average £ _____	3
Refused	4
Don't know	5

Q25 Can you tell me if self-funded residents are charged more, less or the same as those who receive funding from the Local Authority, assuming that the residents are in the same home, in similar rooms and receive the same level of care.

SINGLE CODE

Self-funded residents are charged more than Local Authority funded	1	GO TO Q26
Self-funded residents are charged less than Local Authority funded	2	GO to Q26
Self-funded residents are charged the same as Local Authority funded	3	GO TO Q27
Don't know	4	GO TO Q27
Refused	5	GO TO Q27

[IF SELF-FUNDED CHARGED MORE OR LESS AT Q25, ASK Q26. OTHERWISE SKIP TO Q27.]

Q26 Can you provide an estimate of the average difference on a weekly basis?

£

- (Don't know)
- (Refused)

Q27 Thinking now about fee increases, can you tell me what factors lead to increases in fees for residents?

INTERVIEWER DO NOT READ OUT CODE ALL THAT APPLY AND ADD ANYTHING ELSE MENTIONED

Increase in staff costs	1
Training	2
Cost inflation	3
Increase on interest rates	4
Compliance with requirements	5

Other please specify	6
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Q28 How far in advance (in weeks or months) of the change in fee is notice given to the resident about the change?

A) In the case of a fee change affecting an individual only

Interviewer: Please answer in either weeks or months and select don't know for the option not answered

Weeks

Months

- (Don't know)
- (Refused)

B) In the case of a fee change affecting all residents

Interviewer: Please answer in either weeks or months and select don't know for the option not answered

Weeks

Months

- (Don't know)
- (Refused)

Top-ups

Q29 In the past year, have you experienced an increase, decrease or no change in the proportion of new LA-funded entrants requiring third-party contributions or top-ups in order to meet the costs of their care?

SINGLE CODE

Increase	1
Decrease	2

No change	3
Don't know	4
Refused	5
Not applicable	6

Local authority commissioning & fee levels

Q30 Can you tell me if the level of Local Authority funding meets or exceeds the normal standard fees charged by your home/each of your homes, without requiring any third party contributions?

SINGLE CODE

Yes	1
No	2
Don't know	3
Refused	4

Q31 Can you tell me, to the best of your knowledge, what is the normal level of Local Authority support in pounds per week per resident eligible for Local Authority funding in your home/homes?

£

- (Don't know)
- (Refused)

Q32 Can you tell me for each of your homes what sort of arrangement you have with the Local Authority to secure places? Can you tell me whether you have no contract, use a block-booking system or whether the Local Authority makes placements on a case-by-case basis.

SINGLE CODE

No contract	1
Block booking	2
Case by case basis	3
Don't know	4
Refused	5

Q33 Are you able to estimate roughly what proportion of your residents are being funded by a neighbouring local authority (that is, what proportion of your residents has moved into your home from a different local authority area to the one in which your home is)?

%

- (Don't know)
- (Refused)

Complaints

Q34 Can you tell me if you have any procedures in place for residents wanting to make a complaint?

SINGLE CODE

Yes	1
No	2
Don't know	3
Refused	4
Not applicable	5

Q35 Are you aware of the wider complaints procedures for residents (for example, involving local authorities/trusts and ombudsmen)?

SINGLE CODE

Yes	1	GO TO Q36
No	2	GO TO Q37
Don't know	3	GO TO Q37
Refused	4	GO TO Q37

[IF YES TO Q36, ASK Q37. OTHERWISE SKIP TO Q37.]

Q36 Who made you aware of this?

DO NOT READ OUT CODE ALL THAT APPLY

Regulator / inspectorate	1
Local authority / trust	2
Ombudsman	3
Other please specify	4
Don't know	5
Refused	6

Q37 How do you make residents aware of the complaints procedures available to them?

DO NOT READ OUT CODE ALL THAT APPLY

Provide information with contract / statement of terms & conditions	1
---	---

Posters / other information placed around the home	2
Tell them verbally if asked	3
Other please specify	4
Don't know	5
Refused	6

Q38 Thinking about routine complaints – of the sort that can be handled within the home itself, how many would you estimate have been made in the last complete year?

- (Don't know)
- (Refused)

Q39 Thinking about complaints that require the involvement of agencies outside the home, examples might include the Local Authority, Social Services, or the Care Standard Inspectorate, how many would you estimate have been made in the last complete year?

- (Don't know)
- (Refused)

Competitive neutrality & regulatory burden

Q40 Turning now to the costs you face in running your care home, are you aware of any differences in the costs you face (such as taxes or regulations) compared to your competitors solely because of your ownership type?

SINGLE CODE

Yes	1	GO TO Q41
-----	---	-----------

No	2	GO TO Q42
Don't know	3	GO TO Q42
Refused	4	GO TO Q42

[IF YES AT Q40, ASK Q41. OTHERWISE SKIP TO Q42.]

Q41 Can you tell me the reasons for such differences?

INTERVIEWER: PROBE ONCE USING / AND END THE PROBE WITH // IF RESPONDENT HAS NOTHING ELSE TO SAY AFTER PROBING 'WHAT ELSE?' TYPE IN 'NOTHING' AND END WITH //

--

Q42 Do you think that Local Authorities / trusts compare all care home bids for providing places on a like-for-like basis regardless of whether you are a public, private or voluntary/independent care home?

Yes	1	GO TO Q44
No	2	GO TO Q43
Don't know	3	GO TO Q44
Refused	4	GO TO Q44

[IF NO AT Q42, ASK Q43. OTHERWISE SKIP TO Q44.]

Q43 Why do you say that?

INTERVIEWER: PROBE ONCE USING / AND END THE PROBE WITH // IF RESPONDENT HAS NOTHING ELSE TO SAY AFTER PROBING 'WHAT ELSE?' TYPE IN 'NOTHING' AND END WITH //

--

Q44 What do you think are the biggest barriers facing someone who wants to open a new care home?

INTERVIEWER DO NOT READ OUT CODE ALL THAT APPLY AND ADD ANYTHING ELSE MENTIONED

Staff costs	1
Property costs	2
Rates and taxes	3
Local authority payment levels	4
Compliance with requirements and regulations	5
Other please specify	6
Don't know	7
Refused	8

OFT report impact

Q45 Are you aware of the market study that the Office of Fair Trading published into care homes in 2005?

SINGLE CODE

Yes	1
No	2
Don't know	3
Refused	4

Q46 Which of the following recommendations are you familiar with?

INTERVIEWER READ OUT

Care homes to provide pricing information to prospective residents	1
Care homes to ensure that all residents are provided with written contracts or statements of terms	2
Care homes to provide information on complaints procedures as an annexe to the older person's contract or statement of terms and signpost it in suitable places in the care home	3
Care homes to provide new residents with a copy of the latest inspection report when moving into the home and inform residents when a new inspection report is available	4

Q47 Have your policies or procedures changed over the last 5 years as a direct result of any of these recommendations? If so, which ones?

SINGLE CODE

Yes	1	Please specify Q47a
No	2	
Don't know	3	
Refused	4	

Q47a Why do you say that?

INTERVIEWER: PROBE ONCE USING / AND END THE PROBE WITH // IF RESPONDENT HAS NOTHING ELSE TO SAY AFTER PROBING 'WHAT ELSE?' TYPE IN 'NOTHING' AND END WITH //

Q48 Do you think that these changes in your policies or procedures would have happened anyway or later than they otherwise did?

SINGLE CODE

Yes - would have happened anyway	1	Please specify Q48a
Yes – would have happened later	2	Please specify Q48a
No	3	
Don't know	4	
Refused	5	

Q48a Why do you say that?

INTERVIEWER: PROBE ONCE USING / AND END THE PROBE WITH // IF RESPONDENT HAS NOTHING ELSE TO SAY AFTER PROBING 'WHAT ELSE?' TYPE IN 'NOTHING' AND END WITH //

Q49 Do you think that residents have better information now when faced with making a choice about a care home due to these recommendations?

Yes	1	Please specify Q49a
No	2	
Don't know	3	
Refused	4	

Q49a Why do you say that?

INTERVIEWER: PROBE ONCE USING / AND END THE PROBE WITH // IF RESPONDENT HAS NOTHING ELSE TO SAY AFTER PROBING 'WHAT ELSE?' TYPE IN 'NOTHING' AND END WITH //

Q50 Do you think that changes in your policies or procedures as a result of the OFT's recommendations have created an additional cost or burden on your care home/business? If so, can you estimate how much (in terms of time and/or money)?

Yes	1	Please specify Q50a
No	2	
Don't know	3	
Refused	4	

Q50a Why do you say that?

INTERVIEWER: PROBE ONCE USING / AND END THE PROBE WITH // IF RESPONDENT HAS NOTHING ELSE TO SAY AFTER PROBING 'WHAT ELSE?' TYPE IN 'NOTHING' AND END WITH //

Q51 Do you think that these changes in your policies or procedures and/or the additional information provided to prospective care home residents have led to a change in your fees?

Yes – change in amount	1	GO TO Q52
Yes – change in structure (such as balance between services in the care home covered by a flat fee and services for which an additional charge is involved)	2	GO TO Q53
No	3	GO TO Q54
Don't know	4	GO TO Q54
Refused	5	GO TO Q54

[IF YES – CHANGE IN AMOUNT, ASK Q52. IF YES – CHANGE IN STRUCTURE, ASK Q53. IF YES TO BOTH, ASK Q52 AND Q53. IF NO, GO TO Q54.]

Q52 Can you estimate the approximate increase or decrease (in per cent terms) in your average weekly fee that has resulted from these changes over the past five years?

___ % net increase in average weekly fee	1
___ % net decrease in average weekly fee	2
Don't know	3
Refused	4

Q53 Can you explain how the structure of your fees has changed as a result of these changes over the past 5 years?

INTERVIEWER: PROBE ONCE USING / AND END THE PROBE WITH // IF RESPONDENT HAS NOTHING ELSE TO SAY AFTER PROBING 'WHAT ELSE?' TYPE IN 'NOTHING' AND END WITH //

--

Q54 Do you think that these changes in your policies or procedures and/or the additional information provided to prospective care home residents have led to a change in the quality of your service?

SINGLE CODE

Yes – quality improved	1
Yes – quality declined	
No	2
Don't know	3
Refused	4

THANK & FINISH THE SURVEY

'Thank you very much for taking the time to answer my questions. Just to remind you, my name is and I have been calling from Swift Research.

As a market research agency, Swift Research complies with the Market Research Society Code of Conduct. This ensures that your replies will be treated confidentially.'

IF NECESSARY: 'If you want to check that Swift Research is a genuine market research agency, please call the Market Research Society Free phone number on 0500 396 999 (Office hours only).'

Mystery shopping exercise script

Introduction

'Good morning/good afternoon/hello. I am ringing about my mother' (or father if preferred).

'She has recently had a spell in hospital' (if asked, the reason for the stay was a fractured hip) 'but although she has been discharged and is at home, she is struggling. The social services have made an assessment and say she needs residential care.'

General

'It has been a really difficult decision for her and for the family too. She has lived at the same address for years. It will be a great wrench to have to leave. She lives in' [randomly selected location for purposes of survey], 'and wants to stay in that area, but I live in' [actual location for researcher].

Mental and physical health

'She is rather frail and is sometimes a bit wobbly and has some difficulty moving about due to arthritis. She just about copes with dressing and undressing herself but finds some buttons and zips beyond her.

She is still really quite good mentally, sometimes talks about what's in the news and on the telly, that sort of thing, although she does tend to be quite forgetful. That only really matters because she has tablets for diabetes and can forget to take them, for that matter she sometimes

forgets what she has eaten which doesn't help if she has had a lot of sweet things.'

Location

'She has always lived in' [name of relevant location] 'and wants to stay near friends and other relatives'. [If the researcher is rather remote from the resident] 'I would prefer her to be closer to me but I won't go against her wishes if at all possible.'

Funding scenario 1 – self funded

'I have read a couple of fact sheets, and I think that in due course mum will be paying for her own care, as she is a homeowner. I suppose that at the moment I need to know what are your normal fees and do you have any vacancies?

One difficulty is that mum doesn't have any savings to speak of. I think she can get short-term help, but I'm worried about what will happen if it takes a while to sell the house.

Could you advise me about that?

If she was getting that help for a few weeks would it make any difference to the standards – you know the sort of level of care, and would the fees continue at the same level or change, once she was past that stage and paying for herself?'

Funding scenario 2 – publicly funded

'I have read a couple of fact sheets, and I think that mum/dad will be funded by social services. She does not own her home and doesn't have any savings to speak of.

It seems that she could still select a home of our own choosing but the fees would have to be no more than the Authority will meet. I haven't yet found out how much that is but are you normally able to accept Authority funded residents? And if so do you have any current vacancies?'

[As a possible mechanism for checking on arrangements for homes only accepting Authority funded residents with top ups from third parties, consider the following:]

'Are your normal fees a lot higher? We thought we might have to find a little extra money to pay for a few luxuries, but hadn't really thought about paying anything directly towards the actual cost of care.

I am not sure if we could meet the difference but it seems worth finding out more. Would it be clear exactly how much we were paying and who was paying what? Would we have to make any payment to your home or direct to the Authority.'

Main enquiry about general information

'As you can imagine we are trying to see what choices are open to us, and are ringing one or two homes in the area to find out what they offer. Naturally we want to know as much as we can before making any decision.

Really it amounts to getting accurate idea of fees and what they cover, and what can be expected in return. Rather than run through a long list of questions, is there a brochure or something similar that you could send me to explain all about your home?'

[If the home offers to provide any written material, consider using the following comments to see a copy of the relevant contract.]

'Would mum have to sign a contract? Would it be possible to include a copy of an example contract so we can talk to her about it and explain what it's all about?'

[If previous discussion has covered the possibility of paying top up fees consider using the following comments.]

'In any material you send could you be very clear about anything we would have to pay on top of the Authority funding? Mum likes to see a

chiroprapist regularly – mainly because of her diabetes – would that be an extra?'

Mystery shopping exercise questionnaire and check-list

INTERVIEWER PLEASE SELECT WHETHER THIS MYSTERY SHOP WAS COMPLETED USING:

Local Authority Funded Scenario	1	CATI follow 'LA' text and lists
Self Funded Scenario	2	CATI follow 'SF' text and lists

INTERVIEWER PLEASE SELECT WHETHER THIS MYSTERY SHOP WAS COMPLETED USING:

Enquiry regarding a relative	1
Own enquiry	2

General questions

GQ1LA Do you take people whose fees are paid for by their Local Authority/Trust?

GQ1SF Do you take people who pay their own fees?

Yes	1	GO TO GQ2
No	2	END MYSTERY SHOP

GQ2 Does your home currently have any vacancies?

Yes	1	GO TO Q1
-----	---	----------

No	2	GO TO GQ3
----	---	-----------

GQ3 Is there a waiting list?

Yes	1	END MYSTERY SHOP
No	2	GO TO Q1

Fees and Charges

Q1LA Were you given information about the following and, if so, at what stage?

		Info offered	Directed to website	Had to ask	No info obtained	Told available in literature
A	Type of care provided	1	2	3	4	5
B	Availability of optional extras	1	2	3	4	5
C	What extra fees cover	1	2	3	4	5
D	Top up fees	1	2	3	4	5
E	In what circumstances fees are subject to review/change	1	2	3	4	5
F	Contracts/terms & conditions residents have to sign	1	2	3	4	5

Q1SF Were you given information about the following and if so, at what stage?

		Info offered	Directed to website	Had to ask	No info obtained	Told available in literature
A	Amount of fees	1	2	3	4	5
B	What fees cover	1	2	3	4	5
C	Type of care provided	1	2	3	4	5
D	When fees are due	1	2	3	4	5
E	Availability of optional extras	1	2	3	4	5

F	Fees for optional extras	1	2	3	4	5
G	In what circumstances fees are subject to review/change	1	2	3	4	5
H	Contracts/terms & conditions residents have to sign	1	2	3	4	5

Q2LA What information were you provided with in relation to top up fees?

Q2SF What information were you provided with in relation to fees?

WRITE IN

--

Q3 LA Scenario Only

If you decide to pay the 'top up' or 'third party contribution is it paid to the home or to the Authority?

Home	1
Authority	2

Q4LA How clear was the information you obtained across all sources?

		Very clear	Fairly	Not very	Not at all
A	Type of care provided	1	2	3	4
B	Availability of optional extras	1	2	3	4
C	What extra fees cover	1	2	3	4
D	Top up fees	1	2	3	4
E	In what circumstances fees are subject to review/change	1	2	3	4
F	Contracts/terms & conditions residents have to sign	1	2	3	4

Q4SF How clear was the information you obtained?

		Very clear	Fairly	Not very	Not at all
A	Amount of fees	1	2	3	4
B	What fees cover	1	2	3	4
C	Type of care provided	1	2	3	4
D	When fees are due	1	2	3	4
E	Availability of optional extras	1	2	3	4
F	Fees for optional extras	1	2	3	4
G	In what circumstances fees are subject to review/change	1	2	3	4
H	Contracts/terms & conditions residents have to sign	1	2	3	4

Q5LA Did you think there was too much information, about the right amount of information or not enough?

		Too much	Right amount	Not enough
A	Type of care provided	1	2	3
B	Availability of optional extras	1	2	3
C	What extra fees cover	1	2	3
D	Top up fees	1	2	3
E	In what circumstances fees are subject to review/change	1	2	3
F	Contracts/terms & conditions residents have to sign	1	2	3

Q5SF Did you think there was too much information, about the right amount of information or not enough?

		Too much	Right amount	Not enough
A	Amount of fees	1	2	3
B	What fees cover	1	2	3
C	Type of care provided	1	2	3

D	When fees are due	1	2	3
E	Availability of optional extras	1	2	3
F	Fees for optional extras	1	2	3
G	In what circumstances fees are subject to review/change	1	2	3
H	Contracts/terms & conditions residents have to sign	1	2	3

Service/ facilities provided in care home

Q6 Were you given information about the following and, if so, at what stage?

		Info offered	Directed to website	Had to ask	No info obtained	Told available in literature
A	Accommodation/rooms	1	2	3	4	5
B	Whether nursing care is available	1	2	3	4	5
C	Special needs catered for	1	2	3	4	5
D	Outings	1	2	3	4	5
E	Frequency of residents taking/being given baths/showers	1	2	3	4	5

Q7 Did you think there was too much information, about the right amount of information or not enough?

		Too much	Right amount	Not enough
A	Accommodation/rooms	1	2	3
B	Whether nursing care is available	1	2	3
C	Special needs catered for	1	2	3
D	Outings	1	2	3
E	Frequency of residents taking/being given baths/showers	1	2	3

Q8 Was any information given about any recent inspection report?

DO NOT ASK BUT NOTE IF GIVEN

(INCLUDING IF IN LITERATURE SENT)

Yes	1
No	2

Q9 What is the notice period if required to leave?

MAKE CLEAR WHETHER DAYS/MONTHS ETC

Days	1
Weeks	2
Months	3

Complaints

Q10 Was any information given about how residents may complain and seek redress?

DO NOT ASK BUT NOTE IF GIVEN

(INCLUDING IF IN LITERATURE SENT)

Yes	1
No	2

Q11 What information did you receive?

--

Q12 How did you get this information?

Recent inspection report	1
Other (SPECIFY)	2

Overall impressions

Q13 Thinking now about your overall impression of this care home.

Would you say it is...?

CODE ALL THAT APPLY

Understanding/sympathetic about people's needs	1
Professional	2
Helpful	3
Friendly	4
Informative	5

Q14 Thinking about the way your enquiry was handled overall, how satisfied were you with this care home?

Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4

Q15 Are there any other comments you would like to make regarding your experience of making telephone enquiries to this care home?

WRITE IN

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Q16 Literature requested?

Yes	1
No	2

Q17 Contract/terms and conditions requested?

Yes	1
No	2

Q18 How long after your first telephone call to the care home was it before the brochure/literature arrived?

Next day	1
Within a few days	2
Within 4-7 days	3
Not received within a week	4

Local authority & health trust survey questionnaire

The purpose of this data inquiry

GHK Consulting Ltd has been commissioned by the Office of Fair Trading (OFT) to complete an independent evaluation of the impact of the OFT's 2005 market study into care homes for older people.

As part of our evaluation, we are circulating a short questionnaire to all local authorities and health & social care trusts about your work in the care homes sector which will provide vital information for establishing the policies and practices of local authorities with respect to the commissioning and/or delivery of care home services. The questionnaire should take approximately 25 minutes to complete.

Your response to this questionnaire will be treated in complete confidence. No reference will be made to individuals or specific local authorities / trusts in the findings. All comments and information will be collated with other comparable material and fed into the production of a report that will be published by the OFT in due course. We would also like to make clear that this is totally voluntary and you are under no obligation to take part in this research.

To fill in the survey please use this interactive Adobe Acrobat document. You can save a partially completed survey and circulate via email if inputs from more than one person are needed. You can enter as much text as is necessary for each descriptive response.

When you have finished, please click the 'submit' icon at the top right of the page. If you subsequently want to make changes then please resubmit the entire form.

General

- Q1 Please tell us approximately what proportion of the older people in care homes within your Authority/Trust are currently publicly funded (fully or partially).

- per cent
- Don't know

Q2 Does your Authority/Trust own/run its own care homes (residential or nursing) for older people?

- Yes (If Yes, please proceed to Q3)
- No (If No, please proceed to Q5)

Q3 If yes, how many homes are currently owned/run by your Authority/Trust?

Q4 And how many places do these Authority/Trust homes provide in total?

Choice and switching

Q5 What is your policy towards placing publicly funded residents in a care home? (Please tick all that apply)

- They are required to take up a place in an Authority/Trust home
- They are encouraged to take up a place in an Authority/Trust home
- They are free to choose any home that does not require payment above the amount the Authority/Trust is willing to pay
- They are free to choose any home, so long as third party contribution can be found if necessary
- Other (please explain below)

Q6 Please estimate at what capacity (approximate percentage of care home places occupied per home) are the care homes in your area operating?

- per cent
- Don't know

Q7 Is it generally possible for publicly funded older people to find a place in a care home, without delay and relatively near to their preferred location?

- Yes
- No
- Don't know

(i) Roughly what distance from the desired location that is, the older person's home, their friend(s)/relative(s), do you consider acceptable?

(ii) Roughly how long do you consider an acceptable delay?

Q8 Can you estimate the approximate proportion of older people that you place in care homes in different local authority areas to your own?

- per cent
- Don't know

Q9 Are arrangements in place to move existing residents to a different home if they are unhappy about the home they have been living in (presuming the necessary finances can be agreed)?

- Yes (If Yes, please provide details below)
- No
- Don't know

Q10 If possible, please estimate the approximate percentage of publicly funded residents in your area that have switched care home provider in the last three years - on their and/ or their representatives' request – not because of a home's closure or an individual's declining health?

- per cent
- Don't know

Q11 Do you think there are barriers facing someone who wants to open a new care home in your local authority area?

- Yes (If Yes, please specify below)
- No
- Don't know
- Refused

Information provision

Q12 Does your Authority/Trust routinely provide a list or directory of care homes in its area?

- Yes

(If Yes, please send us a copy at the following address: GHK Consulting, Clerkenwell House, 67 Clerkenwell Road, London EC1R 5BL, or email an online version, if available, to nihar.shembavnekar@ghkint.com, and proceed to Q13)

- No

(If No, please proceed to Q18)

Q13 Does this list include all the care homes in your area?

- Yes (If Yes, please proceed to Q15)

- No (If No, please proceed to Q14)

Q14 Which homes are excluded from this list and why, for example, because they charge a third party contribution, because no block contract is in place?

Q15 Is it made clear on this list which homes will accept Authority/Trust baseline rates without the need of a third party contribution?

- Yes

- No

Q16 When a third party contribution is required, is it made clear on this list how much is generally charged?

- Yes

- No

Q17 Who monitors that you provide a list or directory of care homes in your area? (Please give details below)

Q18 Does your Authority/Trust routinely offer additional general information to prospective residents and/or their representatives for example, about how to fund care (top ups, deferred payment etc), alternatives to care homes?

- Yes

(If Yes, please send us a copy at the following address: GHK Consulting, Clerkenwell House, 67 Clerkenwell Road, London EC1R 5BL, or email an online version, if available, to nihar.shembavnekar@ghkint.com)

- No

Q19 Are there any other information provision related Authority/Trust initiatives that you would like to tell us about for example, related web pages, an Authority/Trust funded helpline?

- Yes (If Yes, please provide details below)

- No

Q20 Does your care homes directory, or any other information you provide to older people and/or their representatives, rank care homes according to specific criteria (such as fees or quality rating)?

- Yes (If Yes, please provide details below)

- No

Q21 Has the information you provide to prospective residents and/or their representatives changed in the past 5 years?

- Yes (If Yes, please provide details below)

- No

- Don't know

Q22 Roughly what proportion of your residents would you estimate do not speak English as their first language?

- per cent

- Don't know

- Refused

Q23 Do you provide information on care homes in languages other than English?

- Yes (If Yes, please specify which languages below)

- No

- Don't know

- Refused

Q24 Do you provide the same level of advice and assistance to self-funded residents as you do for publicly-funded residents?

- Yes
- No (If No, please provide details on the differences below)

Baseline rates

Q25 Does your Authority/Trust have a list of 'usual' rates paid to care homes in your area?

- Yes

(If Yes, please send us a copy at the following address: GHK Consulting, Clerkenwell House, 67 Clerkenwell Road, London EC1R 5BL, or email an online version, if available, to nihar.shembavnekar@ghkint.com, and proceed to Q26)

- No (If No, please proceed to Q28)

Q26 Does your Authority/Trust ever pay over these 'usual' rates?

- Yes (If Yes, please proceed to Q27)
- No (If No, please proceed to question Q28)

Q27 Under what circumstances would your Authority/Trust be willing to pay over these 'usual' rates and roughly how frequently has this happened in the last year? (Please provide details below)

Third party contributions/top ups and payment for extras

Q28 Approximately what proportion of care homes in your area now only accept publicly funded new residents for whom a third party is willing to pay a top up?

- per cent
- Don't know

Q29 What proportion of publicly funded residents in your area are having third party contributions paid on their behalf?

- per cent
- Don't know

- Q30 Do you suspect that more people may be paying third party contributions than you know about that is, if the care home has approached third parties about this directly?
- Yes
 - No
 - Don't know
- Q31 If possible, please estimate the range of top up payments being charged by care homes in your area?
- Minimum £ per week
 - Maximum £ per week
- Q32 If possible, please estimate the average top up contribution being paid per week by third parties to care homes in your area?
- £ per week
- Q33 Does your Authority/Trust in any way try to limit the existence and/or level of third party contributions charged by care homes for example, through a preventative term in contracts, by setting an acceptable upper ceiling, by only recommending homes that do not charge a top up?
- Yes (If Yes, please provide details on how and why below)
 - No
 - Don't know
- Q34 Is the third party contribution generally paid direct to the Authority/Trust and then passed onto the care home provider? Or is it generally paid direct to the care home by the third party?
- Direct to the Authority/Trust (please proceed to Q36)
 - Direct to the care home (please proceed to Q35)
- Q35 If paid directly to the care home, is your Authority/Trust still made aware of top up increases requested by care homes?
- Yes
 - No

Q36 If possible, please estimate the number of care home related complaints your Authority/Trust receives each year, and the proportion of these that are about top ups?

Self funded residents

Q37 Are you willing to arrange and contract for the care of individuals who have been assessed as needing a care home placement, but who would not qualify for Authority/Trust support towards their funding?

- Yes
- No
- Don't know

Contracts

Please send us a copy of your standard block and spot contract with care homes at the following address: GHK Consulting, Clerkenwell House, 67 Clerkenwell Road, London EC1R 5BL, or email an online version, if available, to nihar.shembavnekar@ghkint.com

Q38 If a third party agrees to pay a top up what would they have to sign?

- A contract detailing this arrangement only with your Authority/Trust
- A contract detailing this arrangement only with the care home
- A tri-partite contract with both your Authority/Trust and the care home

* (Please send us a copy of this contract, if different to the standard contract, at the following address: GHK Consulting, Clerkenwell House, 67 Clerkenwell Road, London EC1R 5BL, or email an online version, if available, to nihar.shembavnekar@ghkint.com)

Q39 Do you provide a copy of contracts (or a plain English summary) to all residents for whom you have commissioned a care home place?

- Yes: a copy of the full contract and a plain English summary
- Yes: a copy of the full contract only
- Yes: a copy of a plain English summary of the contract only
- No contracts or summary

Complaints

Q40 How do you make residents aware of the complaints procedures available to them?

Q41 How many complaints would you estimate your Authority/Trust has been involved in over the last complete year?

Competitive neutrality & regulatory burden

Q42 Are you aware of any differences in the costs that care homes in your Authority/Trust area face (such as taxes or regulations) solely because of their ownership type?

- Yes (If Yes, please provide details below)
- No
- Don't know

Q43 Do you compare all care home bids for providing places on a like-for-like basis regardless of whether they are a public, private or voluntary/independent care home?

- Yes
- No
- Don't know
- Refused

Direct provision

[Please answer Q44-Q50 only if you answered 'Yes' to Q2. If you answered 'No' to Q2, please go to Q51.]

Q44 Where you directly provide and run care homes, do you provide new residents with a copy of the latest inspection report when moving into the home?

- Yes
- No

Q45 And do you inform residents when a new inspection report is available?

- Yes
- No

Q46 Do you provide pricing information about your care homes promptly and prior to the older person making the decision to enter a care home?

- Yes
- No

Q47 And do you provide all residents with written contracts or statements of terms?

- Yes
- No

OFT report impact

Q48 Are you aware of the market study that the Office of Fair Trading published into care homes in 2005?

- Yes
- No
- Don't know

Q49 With which of the following recommendations arising from the OFT's 2005 market study into care homes are you familiar? (Please tick all that apply)

- Local authority care home directories to cover all care homes for older people in their area,
 - including details of authority payment levels and details of homes that require 'top ups'
-
- Local authorities to provide the same level of advice and assistance to self-funded
 - residents as is provided to publicly funded residents
-
- Local authorities to ensure their guidance states that publicly funded residents don't need to pay top-up fees.

- Q50 Have your policies or procedures changed over the last 5 years as a direct result of any of these recommendations?
- Yes (If Yes, please specify below)
 - No
 - Don't know
- Q51 Do you think that these changes in your policies or procedures would have changed anyway? What makes you say that?
- Yes (If Yes, please specify below)
 - No
 - Don't know
- Q52 Do you think that these changes in your policies or procedures have created an additional cost or burden on your local authority? If so, can you estimate how much (either in terms of time or money)?
- Yes (If Yes, please specify below)
 - No
 - Don't know
 - Refused
- Q53 Do you think that residents have better information now when faced with making a choice about a care home due to these recommendations?
- Yes (If Yes, please specify below)
 - No
 - Don't know

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E LIST OF STAKEHOLDERS CONSULTED

E.1 Stakeholder discussions were undertaken in order to review the problems and recommended solutions arising from the OFT's 2005 market study and to explore developments since the study was published (including the implementation of the OFT's recommendations).

E.2 The following stakeholders were consulted either verbally (through interviews and teleconferences) or in writing via email:

- Department of Health
- Care Quality Commission (CQC)
- Which?
- Registered Nursing Home Association (RNHA)
- Age UK
- Counsel and Care
- Local Government Association (LGA)
- Scottish Executive health department
- Scottish Care Commission
- Regulation & Quality Improvement Authority Northern Ireland (RQIA)
- National Care Forum (NCF)
- Welsh Assembly Government Department for Health & Social Services
- Care and Social Services Inspectorate Wales (CSSIW)
- Northern Ireland Department of Health, Social Services & Public Safety
- National Care Association (NCA)
- Elderly Accommodation Council (EAC)
- Office of the Third Sector (OTS) in the Cabinet Office, and
- English Community Care Association (ECCA).