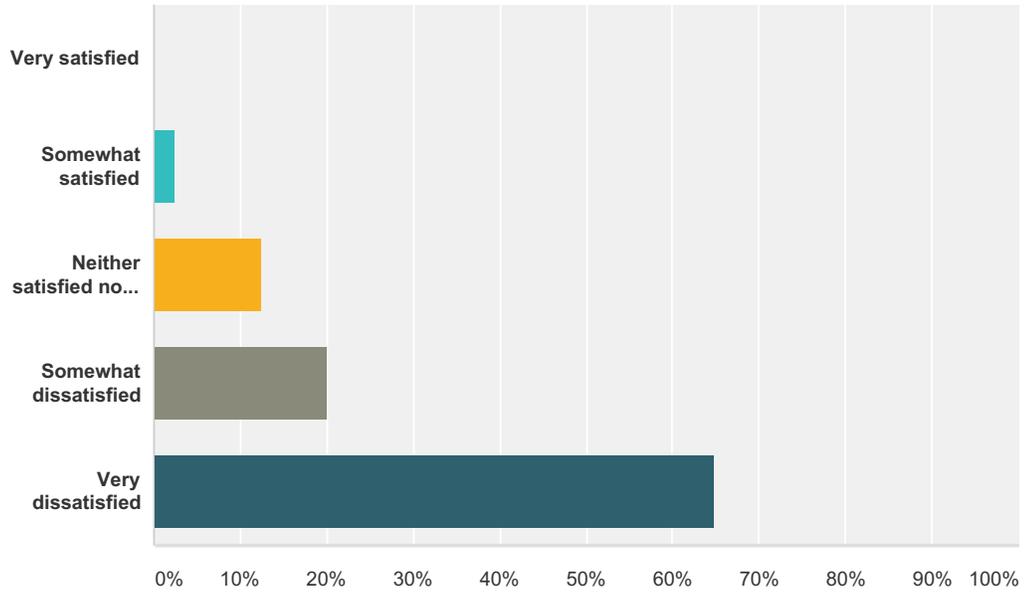


Q1 Overall, how satisfied or dissatisfied are you with The new contract and DPS System?

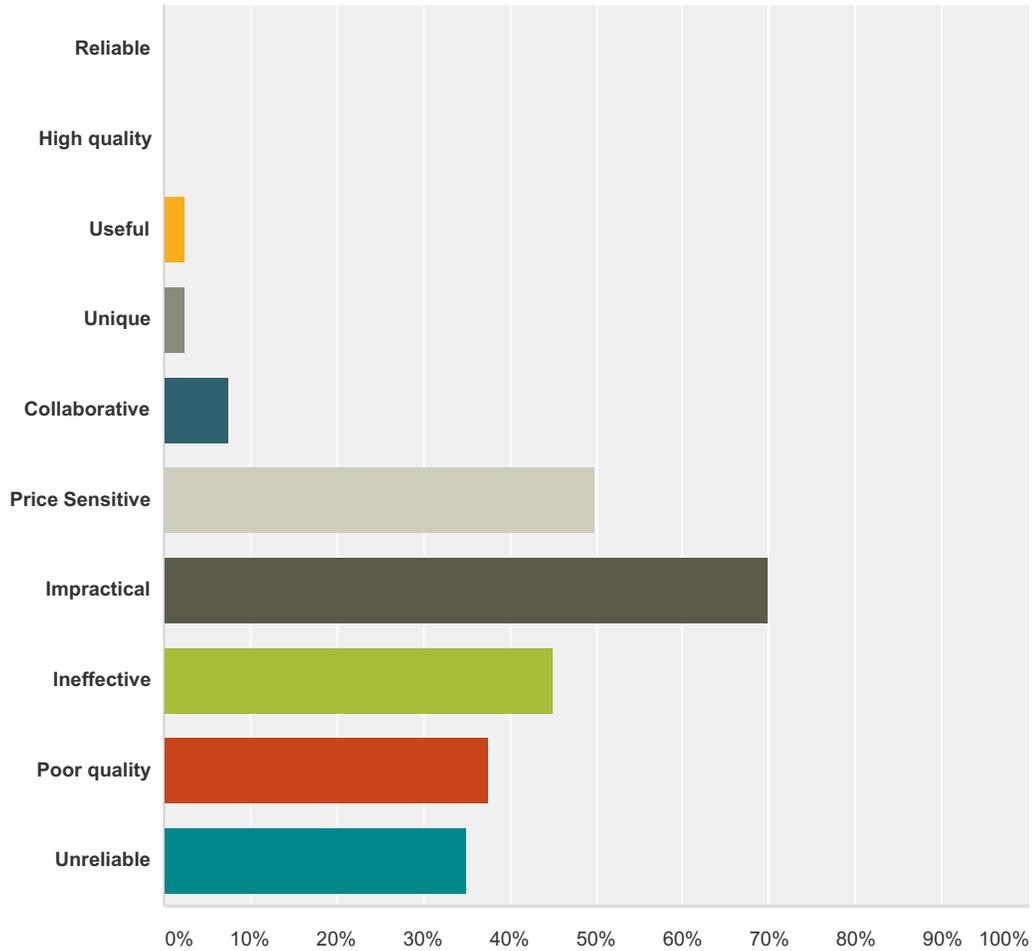
Answered: 40 Skipped: 0



Answer Choices	Responses
Very satisfied	0.00% 0
Somewhat satisfied	2.50% 1
Neither satisfied nor dissatisfied	12.50% 5
Somewhat dissatisfied	20.00% 8
Very dissatisfied	65.00% 26
Total	40

Q2 Which of the following words would you use to describe The DPS System? Select all that apply.

Answered: 40 Skipped: 0

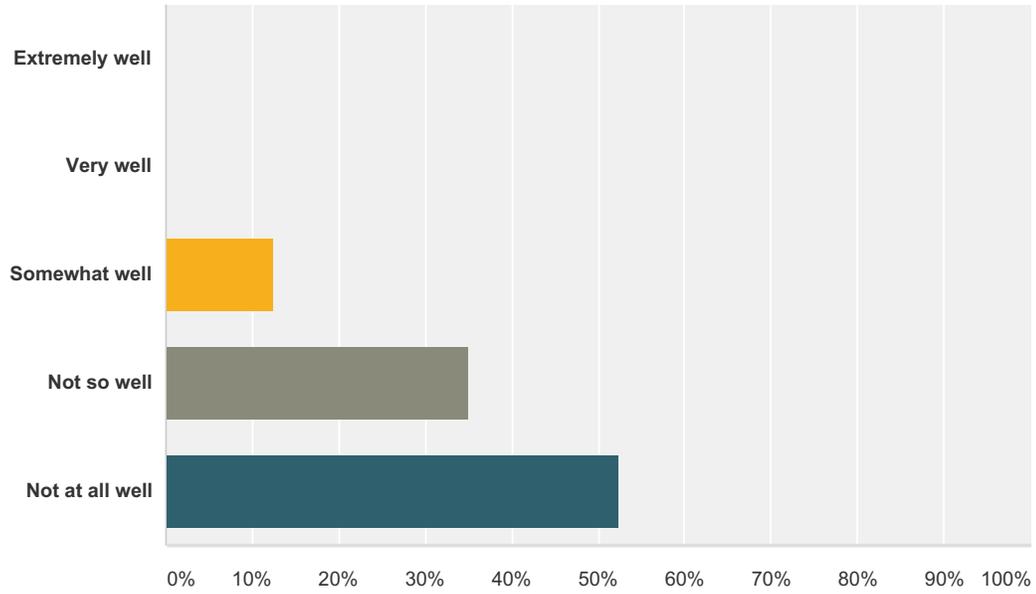


Answer Choices	Responses
Reliable	0.00% 0
High quality	0.00% 0
Useful	2.50% 1
Unique	2.50% 1
Collaborative	7.50% 3
Price Sensitive	50.00% 20
Impractical	70.00% 28
Ineffective	45.00% 18
Poor quality	37.50% 15

Unreliable	35.00%	14
Total Respondents: 40		

Q3 How well do you feel the DPS System and KCC Contract meets your needs as a care provider?

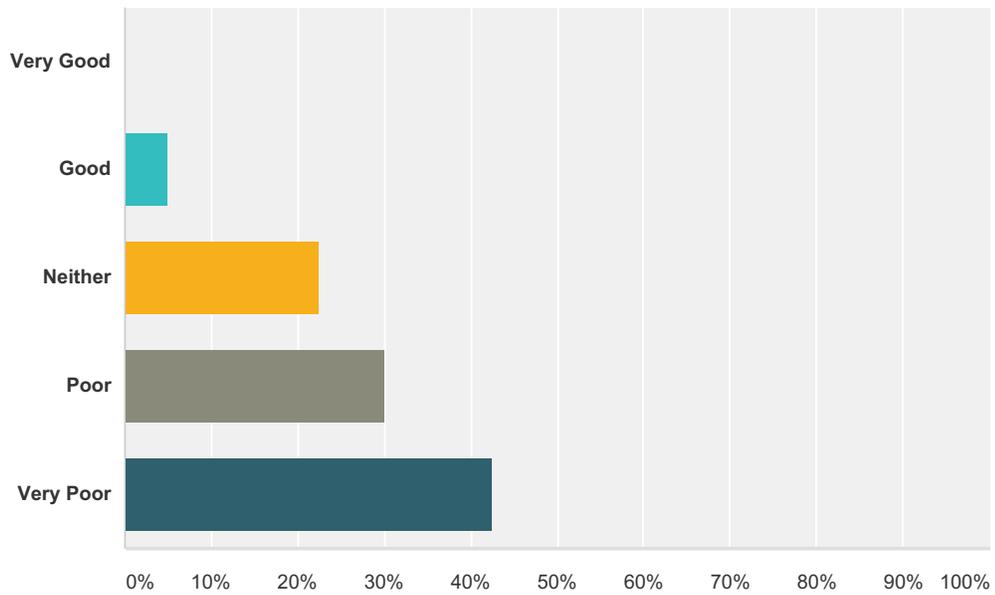
Answered: 40 Skipped: 0



Answer Choices	Responses
Extremely well	0.00% 0
Very well	0.00% 0
Somewhat well	12.50% 5
Not so well	35.00% 14
Not at all well	52.50% 21
Total	40

Q4 How would you rate the quality scoring/ranking system in place via the KCC Contract?

Answered: 40 Skipped: 0



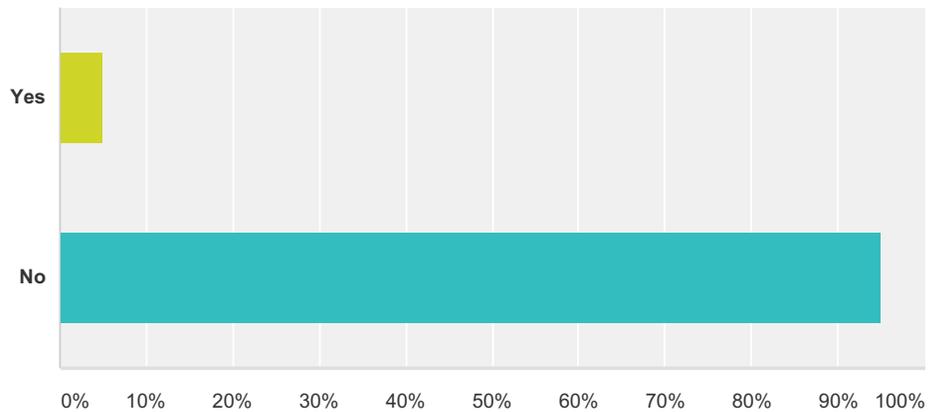
Answer Choices	Responses
Very Good	0.00% 0
Good	5.00% 2
Neither	22.50% 9
Poor	30.00% 12
Very Poor	42.50% 17
Total	40

#	Comments	Date
1	Price as low as you can	3/19/2015 4:23 PM
2	It Price Sensitive	3/17/2015 12:24 PM
3	too much waited on price	3/13/2015 3:49 PM
4	The decision on the number of points awarded was done by a graduate trainee with no care experience.	3/13/2015 1:37 PM
5	I believe this system removes the true choice of clients by pre filtering homes that fit the local authorities continued desire to drive down the costs of care	3/13/2015 12:04 PM
6	Have yet to be able to quantify this	3/11/2015 5:03 PM
7	Not based in any way on quality	3/11/2015 3:44 PM
8	IT DIDN'T WELL EXPLAINED OR NO GUIDANCE	3/11/2015 2:51 PM

9	People have made mistakes when in putting data in DBS application for the very first time and KCC should give another chance to correct all mistakes. Quality rating may change for all of us. Each time a new home join the DBS system we would expect the rating to change for all of us.	3/11/2015 2:49 PM
10	System does not cover all aspects, time consuming when we should be caring	3/11/2015 2:31 PM
11	Limits service users choice, gives too much weight to price.	3/11/2015 1:53 PM
12	Rating is to heavily weighted by price, at the end of the day you get what you pay for, the client should be given a list of homes in the "Cathment Area" they are looking for and then discuss price and facilities.	3/11/2015 1:50 PM
13	Pricing focused and not quality. This needs to be more balanced towards quality to reduce risk and safeguarding	3/11/2015 1:33 PM
14	bias towards low fee rates quality is insignificant	3/11/2015 12:13 PM
15	DEsigned to deceive family members and others seeking care	3/10/2015 3:01 PM
16	Unsubstantiated ratings of quality based purely on our written answers to a handful of questions are pointless.	3/10/2015 12:54 PM
17	How can quality be based on 50% allocation to the cheapest price?	3/9/2015 3:23 PM

Q5 Do you feel the ranking system fairly represents your ability to show quality to your prospective clients?

Answered: 40 Skipped: 0

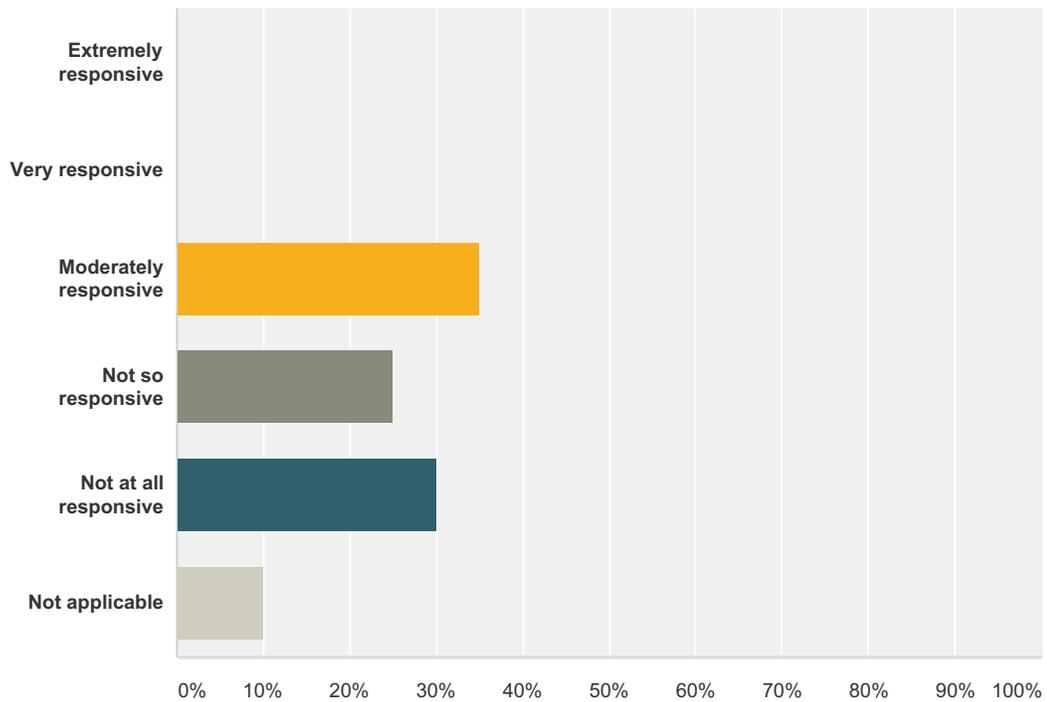


Answer Choices	Responses
Yes	5.00% 2
No	95.00% 38
Total	40

#	Comments	Date
1	This is based on price and is poorly presented as such to the general public in an unassessed Top 5	5/12/2015 11:00 PM
2	This system is very restrictive and far too heavily weighted on price before Quality	3/13/2015 12:04 PM
3	It would work if prospective residents actually had choice	3/12/2015 9:32 AM
4	But we have yet to be able to determine whether it will match the fees against quality. Early indications are that it may not.	3/11/2015 5:03 PM
5	This is not well represented to families making choice it is offered as the top 5 cheapest homes NOT based on quality	3/11/2015 3:44 PM
6	Unable to show our ability's and qualities to the fullest	3/11/2015 2:31 PM
7	We are at the bottom of the list but provide very good quality care.	3/11/2015 1:53 PM
8	As above - low fees introduces safeguarding issues	3/11/2015 1:33 PM
9	even the KPI's do not reflect quality but purely the finances	3/11/2015 12:13 PM
10	NO it is a farce and ignores years of successful track record.with CQC	3/10/2015 3:01 PM
11	See above.	3/10/2015 12:54 PM
12	The ranking is not based on quality and gives the impression to clients that it is?	3/9/2015 3:23 PM

Q6 How responsive have KCC been to your questions or concerns about the contract?

Answered: 40 Skipped: 0



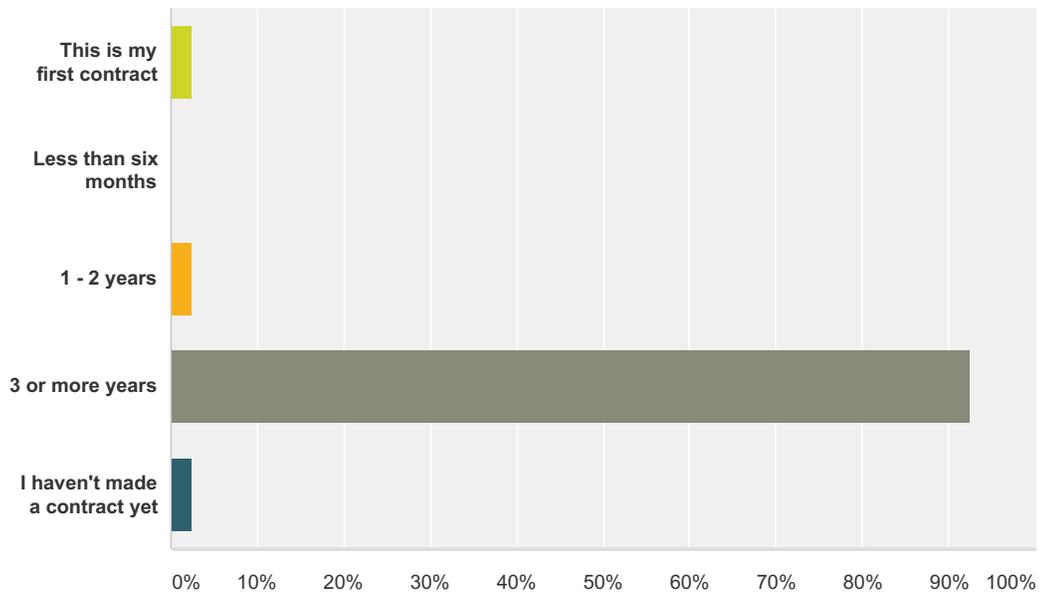
Answer Choices	Responses
Extremely responsive	0.00% 0
Very responsive	0.00% 0
Moderately responsive	35.00% 14
Not so responsive	25.00% 10
Not at all responsive	30.00% 12
Not applicable	10.00% 4
Total	40

#	Comments	Date
1	Very poor relationships seen as a low level industry and we have been treated with a lack of professionalism throughout this process and following	5/12/2015 11:00 PM
2	I'm still waiting 6 months later for answers to questions to enable me to sign the new contract	3/13/2015 12:04 PM
3	It is taking far too long from the time of inquiry and admission. We are unable to keep a room for a potential client for too long without any commitment from KCC or Client.	3/11/2015 2:49 PM
4	reluctant to answer and show a bias towards the big players in care homes. they do not understand how the system works	3/11/2015 12:13 PM
5	As soon as we get to difficult questions excuses and simple tactics of ignoring the question swiftly appear.	3/10/2015 3:01 PM

6	KCC have over powered the process and forced the hand of suppliers	3/9/2015 3:23 PM
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Q7 How long have you been a contracted provider of KCC?

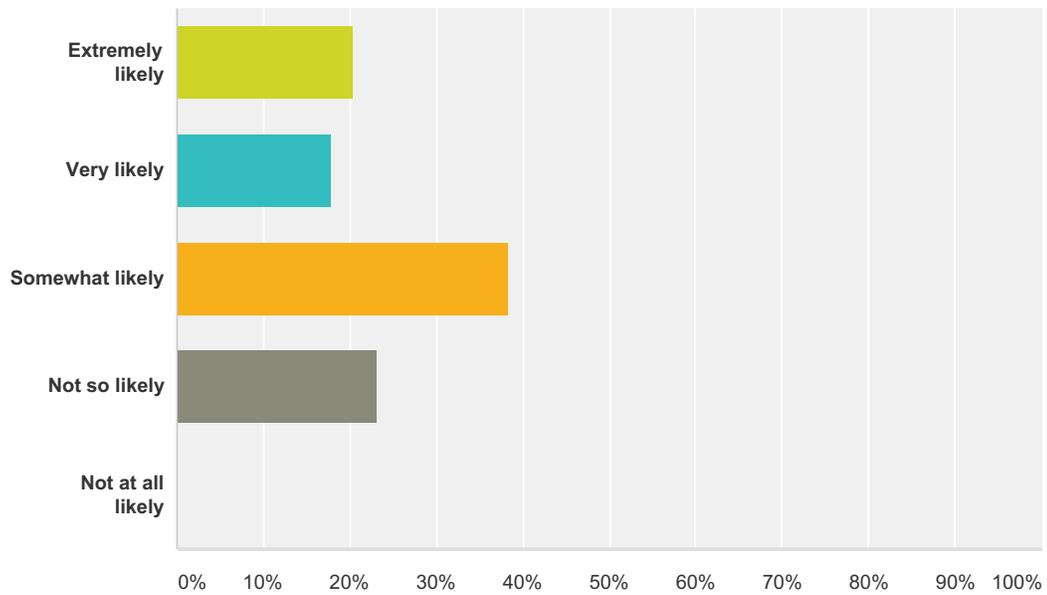
Answered: 40 Skipped: 0



Answer Choices	Responses
This is my first contract	2.50% 1
Less than six months	0.00% 0
1 - 2 years	2.50% 1
3 or more years	92.50% 37
I haven't made a contract yet	2.50% 1
Total	40

Q8 How likely are you to contract with KCC in the future?

Answered: 39 Skipped: 1



Answer Choices	Responses
Extremely likely	20.51% 8
Very likely	17.95% 7
Somewhat likely	38.46% 15
Not so likely	23.08% 9
Not at all likely	0.00% 0
Total	39

#	Comments on above question?	Date
1	have no choice to contract but the future will need to be different as may just sell up and move on which it seems that KCC want us to anyway	5/12/2015 11:00 PM
2	Reluctantly will have to as its monopolized	3/19/2015 4:23 PM
3	Because of KCC's dominance in the market place, together with the fact that many privately funded service users initially come through the KCC route, I feel I will be forced to.	3/19/2015 2:30 PM
4	Care Act coming into force means we have to	3/13/2015 3:49 PM
5	unless I'm forced to do so because our choice has been removed.	3/13/2015 12:04 PM
6	ONLY SOURCE OF INCOME	3/12/2015 9:32 AM
7	Increased speed of admission and a viable fee would be necessary before we would consider a future contracting.	3/11/2015 5:03 PM
8	Reluctantly we have no choice	3/11/2015 3:44 PM
9	We want to make sure that we have the correct contract	3/11/2015 2:49 PM

10	We find the Contract very impersonal and inadequate for the client.	3/11/2015 2:02 PM
11	Reporting process cumbersome and onerous. Not geared to client choice or to CQC requirements. Based solely on unrealistic pricing.	3/11/2015 1:53 PM
12	Provider dependency on local market leaves room for abuse of sustainability	3/11/2015 1:33 PM
13	reluctantly as we do need to have KCC sponsored clients	3/11/2015 12:13 PM
14	It is like being tied to a contract deliberately designed to achieve a monopoly pricing position which will eventually bankrupt homes not part of a national group. National groups can cross subsidise their homes from other local authority areas, where more realistic fees are paid. For Kent run independent care homes KCC have deliberately ensured a disastrous future.	3/10/2015 3:01 PM
15	We have little choice.	3/10/2015 12:54 PM
16	NO CHOICE	3/9/2015 7:06 PM
17	I have no choice but to contract	3/9/2015 3:23 PM

Q9 Do you have any other comments, questions, or concerns on the DPS and KCC Contract? (Please add any comments you may have here all will be used in a report compiled)

Answered: 40 Skipped: 0

#	Responses	Date
1	Very time consuming and unfair towards service users and providers	6/1/2015 3:21 PM
2	no	5/13/2015 5:44 PM
3	The outcome shows the lack of working relationship with KCC and how the independent part of sector is negated in favour of the larger provider and less accountability. The entire exercise was financial and not based on good care for the public which is ethically a real concern?	5/12/2015 11:00 PM
4	Whole system works against each other no collaboration No evidence to assumptions made No focus on dementia	3/19/2015 4:23 PM
5	I am very concerned regarding the deferred payments system. It appears more & more privately funded service users will be going down this path. Although I have set my indicative price at my current private rate so enabling me to apply for that fee when a service user is deferred, I do then lose control of setting the annual increase for this fee. It is clear that any increase received from KCC will be negligible and therefore over time revenue from private clients will lose touch with reality in the same way KCC fees have, so sounding the death knell of our business! One possible solution is to set a higher fee for private clients when they qualify for deferred status. For example, over a 3 year period a client on deferred payments paying £620 per week flat rate would produce the same income as a standard private client paying £600 per week for the first year, with this fee increasing by £20 per year over the following two. Obviously Home's would have to set an indicative price that would allow them to do this. Also, an agreement would have to be built into any contract to mirror this cycle and enable fees to be renegotiated after 3 years or whatever time frame is deemed appropriate, maybe a 5 year cycle would be more manageable? Could this be something KICA's legal advice team could look into? To summarise, I am concerned that we as an industry are sleepwalking into a contract that will drain, over time, our revenue from private clients, which is where we make our profit. I would be very interested in any feedback in response to these observations.	3/19/2015 2:30 PM
6	The officers of KCC lack knowledge and training in this system and seem to want to do their utmost in by passing the system because it is so time consuming. When a vulnerable person needs to go into care they need to go then and there!!! I also believe that because care managers do not know the system they are influencing peoples choices when it comes to TPTUs....they are steering potential placements to homes at the KCC ceiling rate because they then do not have to argue the case with their superiors in waiving TPTU!!!!	3/19/2015 2:30 PM
7	I find the system is not informative enough and very time consuming.	3/18/2015 1:30 PM
8	I feel all residents should be able to see the hold list of care homes in the area they looking for. We are not registered for Dementia client so if you could sort out a way of them not being sent through. Out of area clients needs looking at. It wasted our time logging on looking at an individual clients needs before making a decision. Its long winded and 90% of the time its a waste of time.	3/17/2015 12:24 PM
9	NO	3/16/2015 2:09 PM
10	These were good questions to answer and I could express my feelings very well.	3/13/2015 5:44 PM
11	We are unable to keep beds empty whilst waiting to hear if we have been picked this has resulted in us filling the vacancy prior to request to assess and put in price	3/13/2015 3:49 PM
12	A client was moving to our home by choice as his grand daughter works as a carer at our home. Before he could be moved his details had to go on the portal (I Don't know why) We were subsequently told he could not come to our home as another care home in kent had under cut our contract price and if his wishes were to be met we should re-bid at a given price below our agreed signed KCC contract price. If my philosophy of care was the same as KCC Social Services I would have told them to dump him where they could get the lowest price.	3/13/2015 1:37 PM

13	<p>we want a fair system where all choices are put in front of clients with equal weighting. The system should be simple. 1) The client decides on the area they wish to live in. 2) All homes from that area are put in front of the client. each home has a ranking by it, based on a fair ranking system which takes into account registration compliance, safe guarding issues, reputation etc. A fair scoring system of a mean starting point say 50 points, and points added for positives and services over and above the norm and points deducted for negatives like failing to be compliant, safeguarding issues, hospital visits etc.. the negative points should increase in line with severity and frequency. This would show clients at a glance the difference in quality of the care being offered. 3) next to each home should be the costs involved and the implications to the client. 4) The client makes a fair and informed choice based on their personal circumstances. A choice like so many others they've made in life, based on what they can afford. This is a system that apart from being simple promotes a fair market and increases the quality of care but above all gives the client the power to make a fully informed choice. This is almost the opposite of the current system which seems to only give the client a choice of 3/5 homes and only if they are cheap enough. They may give good care but homes charging more may have better resources and provide even better care. This is not in keeping with giving people a proper choice. What ever system is used, its important to show a rating based only on quality/service/compliance, which has nothing to do with price. It is vital that the council puts all care homes in the window (contracted or not). The council should not concern themselves with how much a private business is charging for care until the clients only option is to be fully funded and then its a case of them placing in a home which will accept the councils level of funding. If the client has been presented with the information clearly at the outset the client will be fully aware of the (bracket of) choices that apply to them. It is not the councils role to decide what clients/families can afford it is their role to ensure the Clients/families remain compliant with legislation whilst making their choice.</p>	3/13/2015 12:04 PM
14	0	3/12/2015 5:20 PM
15	I feel the portal is good for other service providers such as building contractors, but it doesnt work for the care industry. I don't understand why after contracting to kcc for 12 years they can't just transfer my information.	3/12/2015 4:55 PM
16	Residential care should be paid a fair price	3/12/2015 4:33 PM
17	No choices, no interaction it's now a faceless and careless system	3/12/2015 10:29 AM
18	LACK OF OPENNESS FROM KCC & PROVIDERS, BOTH WAYS	3/12/2015 9:32 AM
19	Bidding for prospective client is irrational. The client/family should decide the location of their placement.	3/11/2015 6:01 PM
20	Because of the constant demand for nursing beds in the area from both continuing care and self funding sources, we cannot reasonably be expected to keep a bed empty whilst a long-winded DPS takes place, particularly if the funding granted is lower than the actual cost of providing the required care. The whole system seems to be very long-winded. We are used to being able to fully assess and accept residents within 24 to 48 hours of receiving the initial enquiry - sometimes even on the same day. This does not appear to be possible under the DPS system, which is detrimental to service users, hospitals and providers.	3/11/2015 5:03 PM
21	Deferred payment system not well described at the point of contract - all fees are effectively diluted	3/11/2015 3:44 PM
22	We rank quite high in the scoring of points, however, unsuccessfully in managing to get new clients via the DPS system.	3/11/2015 2:51 PM
23	When KCC decides to send a client to a different care home after the referral submitted it would be practical to notify the unsuccessful providers by email on the spot. This would help the home to save administration time by log into KCC portal to find out the result.	3/11/2015 2:51 PM
24	I believe that people may have not either taken it seriously in the first instance or due to lack of time may have not supplied adequate documents to prove their quality rating. It is unfair to be rated as a low quality home due to lack of evidence submitted in the first application. The homes should be given another chance to amend their input on the original application to review the quality rating. My understanding is that KCC is now offering another opportunity to amend the indicative price and rating but not sure if KCC is also offering the review of quality rating as well.	3/11/2015 2:49 PM
25	Since the new contract which started on 6th October 2014, I have not had any new admission from DPS. As a result of this I have few empty beds in my Home.	3/11/2015 2:42 PM
26	We can't believe that we are going to have to spend a further day to complete pre inspection questionnaires an go through another full inspection on top of CQC's, waste of time once again, we was told at pre tendering there would not be further regular inspections	3/11/2015 2:31 PM
27	Providers will have to contract with KCC when the care act comes into force as everyone will go via them first	3/11/2015 2:30 PM
28	no	3/11/2015 2:10 PM

29	KCC contracting system is taking away person centered care and there choices and preferences. Insufficient information on service user when referral first come through	3/11/2015 2:09 PM
30	Why is it taking so long between client(or relatives) visiting approving home & client coming in. The time taken between initial reponse for the placement and final acceptance is taking too long.	3/11/2015 2:02 PM
31	No feedback given when registering interest to bid for clients	3/11/2015 1:54 PM
32	Although we understand the cuts in social services budgets, KCC contract base cost price will not cover providers costs. Nor does it seem to take into account client preferences. You cannot provide quality care with insufficient payments	3/11/2015 1:53 PM
33	KCC should know how much quality care costs by how much they charge or allow per person to stay in their homes, and KCC do not have mortgages to pay!!!!	3/11/2015 1:50 PM
34	Contracting are perceived to be operating at arms length to care management and control care packages based on cost and not needs of individuals. They take long, protracted time to respond and cannot to provide clear answers or do not seem to understand the commercial discussions they enter into.	3/11/2015 1:33 PM
35	it simply does not work. purely based on the cost of care and not the quality. they do not listen and expect you to provide care for an unrealistic fee.	3/11/2015 12:13 PM
36	The new contract is designed simply to allow KCC to boast it has controlled the cost of care and use a reverse auction bidding system to destroy quality in place of price. It will eventually seehomes close and clients die as a consequence. I hope you are proud.	3/10/2015 3:01 PM
37	when a service user passes away I have been unable to get paid for care delivered	3/10/2015 2:51 PM
38	No	3/10/2015 12:54 PM
39	I HAVE BEEN BIDDING SINCE WITH VERY LITTLE SUCCESS	3/9/2015 7:06 PM
40	The contract does not offer the flexibility of a working relationship The deferred payment process is flawed and puts homes at a disadvantage	3/9/2015 3:23 PM