



Formulate Practitioner Reference Pack

V8 Continuing Health Care

Classification: Restricted



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1 What is Formulate?

Formulate is a tool to help you calculate an Estimated Personal Health Budget. It has been designed to be fair, accurate and consistent.

Formulate is based on completion of a 'Needs Profile' form, meaning it helps eliminate variation in provision for individuals with the same needs – and ensures that the people you work with get a fair PHB compared to others with similar needs and situation.

The purpose of the Estimated PHB is to provide a starting point for the care and support planning process. The figure provides a framework to enable choice, control and person-centred care within a sustainable financial envelope. This helps move the conversation away from more traditional service or provision-led thinking.

Benefits for practitioners

- Clarity in understanding the money available for care and support planning.
- Confidence in decision making through the use of a robust, evidence-based tool.
- Free to focus on the person rather than the money.

Benefits for people with health and care needs

- Clarity in understanding the money available for care and support planning.
- Empowered to exercise choice and control - allows for greater creativity.
- Assurance that allocation is fair and driven by needs and outcomes - rather than decisions on cost.

Benefits for Integrated Care Boards

- Supports financial and budgetary planning and control – helping to inform future commissioning arrangements.
- Benchmarking of the configuration decisions and financial rates against other areas using the same tool.
- Delegated decision making – potential to reduce moderation/panels.

2 Where does Formulate fit into the process?

Once the CHC assessment process has been completed and an individual has been found eligible, the 'Needs Profile' would be completed which contains the questions which are used by Formulate to calculate an Estimated PHB.

During the process where an individual's needs are discussed, you should usually have explored all of the person's strengths, maximised their independence, and looked for any community resources or support networks, before completing the Needs Profile – so the Needs Profile is about the remaining unmet need.

3 How does Formulate work?

The Needs Profile captures information about an individual's health and well-being needs and situation in a measurable way – sometimes called 'scores' (although the 'score' is just referring to the level of need you've chosen – there aren't any points sitting behind them). Formulate then uses this information to calculate the Estimated PHB using the following steps:

1. Health and Well-being Needs:

- An allocation will be made for daily living tasks based on whether support is needed in the morning and evening, and throughout the day. This will be boosted if there are particular mobility or mental health needs.
- Second carer support is allocated for any activities with which the individual needs two-to-one support.
- A weekly allocation is made for support with household tasks.
- Social relationships and activities and work, training, education or volunteering activities are allocated for based on the type of support and the number of activities needing support per week. The two may be offset.
- Where an individual cannot be safely left alone during the day, an allocation will be made for constant support. This will be offset against other needs that can be met at the same.
- A weekly allocation is made for support with night time needs.

Unpaid Support:

- A reduction is made for any needs that will be met by sustainable support from unpaid carers.

Hourly Rate Determination:

- Formulate will determine an appropriate hourly rate of care for the person.
- Where you have indicated in the individual's Needs Profile that care will be delivered through the use of Personal Assistant(s), this will be the PA rate.
- Otherwise, this will be an agency rate – with the person's overall pattern of health needs being used to decide whether the 'Tier 1', 'Tier 2' or 'Tier 3' rate is used.

2. Sustainability Allocation:

- Where full breaks are required to sustain the ongoing caring situation and the impact on the main carer is sufficiently high, an allocation for breaks will be made. This is based on a combination of the cared-for person's level of need, the amount of support the carer provides, and the assessed impact on the carer's independence.

3. Living Situation:

- Final adjustments are made depending on the individual's anticipated living situation. This may differ depending on the living situation chosen - such as for Supported Living.

4. Local Configuration:

- Local rates and decisions will be applied – including the locally-configured hourly rate for either PA support or Agency support at Tier 1, 2 or 3.

4 How do I complete the Needs Profile?

You will complete the Needs Profile using some online software supplied by Imosphere (the company who developed Formulate). An example of some of the questions is shown below:

The screenshot displays a digital form titled 'Needs Profile' with two main sections: 'Mobility' and 'Personal care'. The 'Mobility' section includes a 'DST level' question with radio button options: 'No needs', 'Low', 'Moderate', 'High' (selected), 'Severe', and 'Not recorded'. Below it is a question about weight/frame/strength affecting mobility with three radio button options: 'There is no effect', 'There is a minor effect (getting around takes a little longer)', and 'There is a major effect (getting around takes a lot longer)' (selected), plus 'Does not apply' and 'Not recorded'. The 'Personal care' section is marked 'AUTO-COMPLETABLE' and contains three dropdown questions: 'Getting dressed for the day and choosing appropriate clothes to wear - is the person independent?' (selected: 'Not currently able to manage - task completed by two or more people'), 'Getting undressed at the end of the day - is the person independent?' (selected: 'Manages with the presence or support of one'), and 'Washing whole body - is the person independent?' (selected: 'Not currently able to manage - task completed by two or more people'). A final question asks 'Washing whole body - how often is support needed?' with radio button options: 'None or less than weekly', 'Once or twice a week', 'Three or four times a week' (selected), 'Five or six times a week', 'Once a day', 'Twice a day', 'Three times a day', 'Four times a day', 'Every two to three hours or more', and 'Not recorded'. A blue circular arrow icon is visible on the left side of the form.

As the Needs Profile captures information in a measurable way, it is made up of a combination of scales and checkboxes. You should choose the most relevant answer for the individual's situation. People are different and we are not trying to fit people into boxes – it's about which answer most closely reflects their situation – in order to generate an accurate Estimated PHB.

To help with answering the questions, there are some key principles that should be applied.

Key Principles - Needs

- Choose responses based on presenting need, not based on any current care, service or support provision.
- Disregard any support already in place. Imagine the individual on their own with nobody present.
- Any equipment or technology already in place should be taken into account.
- After following all of the above principles, if in doubt between two responses, choose the higher level.

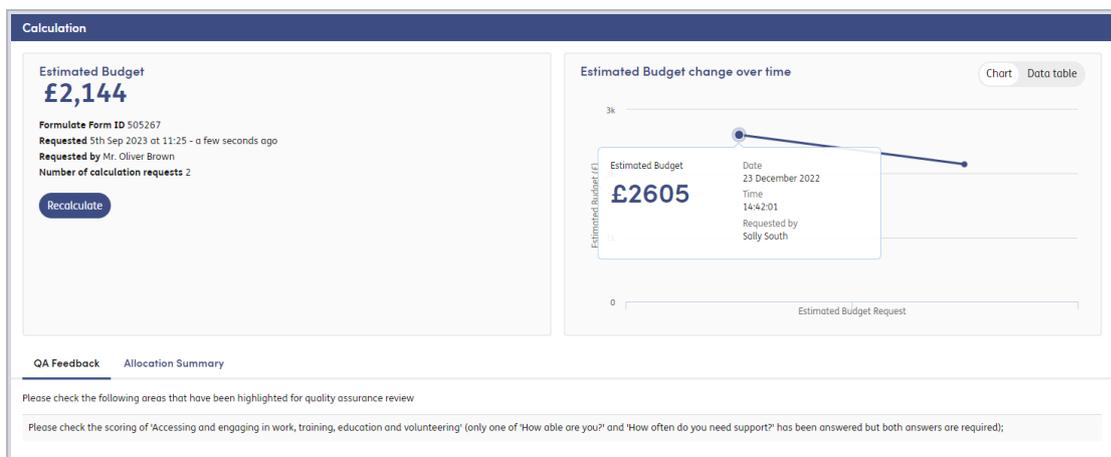
Key Principles - Unpaid Support

- Choose responses based on what unpaid carer(s) are 'able and willing' to support on an ongoing basis.
- Base the responses on a 'usual' week - it is important that 'full breaks' from caring (e.g. 'weeks off') should not be accounted for here.
- If a relative, friend or neighbour is employed as a paid PA funded by the ICB, their support should be excluded.

The narrative from the individual's Decision Support Tool should provide the written evidence for the responses you choose within the Needs Profile. At the end of the Needs Profile, you will capture the individual's anticipated living situation along with whether they intend to use Personal Assistant(s) to support them. These questions enhance the calculation's accuracy.

5 What are the Formulate outputs?

The main output of the Formulate calculation is the weekly Estimated PHB figure – which will be shown first. Where you have chosen to go back and amend the Needs Profile (because you have realised something has been captured incorrectly) and then recalculate, a graph is shown so that you can see how the Estimated PHB figure has changed over the course of the calculations you have done. An example is below:



5.1 Automatic Quality Assurance

As well as the Estimated PHB figure, you may also see something called 'QA Feedback' underneath – as can be seen in the above example. This is shown where the system has picked-up potential inconsistencies or gaps in your Needs Profile answers – with these being highlighted so that you can return to the Needs Profile and check these.

The QA Feedback helps you ensure that your answers are not contradictory – which can sometimes affect the Estimated PHB calculation – for example:

- “Please check the scoring of 'Washing whole body' (only one of 'Can you do this?' and 'How often do you need support?' has been answered but both answers are required)”
- “Please check the scoring of 'Getting undressed at the end of the day' (the score is higher than 'Getting dressed for the day' which would be uncommon)”

Ensuring QA issues are corrected can help to reduce potential challenge later down the line.

5.2 Allocation Summary

On the calculation screen, you will also see an 'Allocation Summary' which has two sections.

Firstly, the Estimated PHB is broken down into domains so that you can see how much money has been allocated for each area of need – and how many units of care that money might be able to buy. The calculated hourly rate is also shown, along with a total weekly hours figure at the bottom. An example is shown below:

The following table details how this calculation is broken down

Hourly rate type	Personal assistant rate - £12.41/hour
Weekly allocation for essential daily living tasks	£65.15 which could provide 5.25 hours per week
Weekly allocation for household tasks	£12.41 which could provide 1 hours per week
Weekly allocation for support of a second care worker	No allocation
Weekly allocation for support during the night	£111.69 (Waking nights required for 1 night/week)
Weekly combined allocation for staying safe and social activities / relationships	£14.91 (1 day of background safety support)
Weekly allocation for engaging in work, training, education or volunteering	£111.63 (3 activities with support from one care worker)
Weekly allocation for support with looking after children	No allocation
Weekly allocation for sustaining unpaid carer's role (respite)	£107.02/week which could provide 42 nights/year
Total weekly hours for independent living	32.25 hours/week

- This breakdown helps to provide a framework for care and support planning, allowing a creative and flexible approach to be taken.
- These figures can also act as a way for you to cross check the information you have entered within the Needs Profile – for example if you see an allocation in a particular area which you weren't expecting, this can prompt you to go back and check your answers to questions relating to this area.

- The unit breakdown can help you where provider costs vary significantly, as they allow you to see the **amount** of care and support that has been estimated by Formulate – factoring-out things like hourly rates and leading to a focus on the preferred type of support and how it may meet the person’s outcomes.

Secondly, a number of ‘What If’ outputs may be shown – if your ICB has chosen to use this part of the system. The ‘What Ifs’ are a set of hypothetical estimated budget figures showing what different support options for the individual may cost – including:

- What the Estimated Budget would have been for Personal Assistant support if this was not stated in the Needs Profile, and vice versa for Agency support.
- What the Estimated Budget would have been if any unpaid support recorded in the Needs Profile were to become unavailable.
- What the Estimated Budget would have been if different ‘Anticipated living situation’ options had been selected in the Needs Profile – such as Supported Living.

The ‘What If’ figures can be used in financial modelling, to understand the variation in cost for different accommodation and support types. They are also particularly useful with support planning for younger people in transition.

6 What if I disagree with the Estimated Budget?

It is important to remember that Formulate produces an Estimated PHB – the actual PHB may well be different. However, there are cases where recording issues may result in an inaccurate figure – and some examples are provided below of situations where the figure doesn’t look right – and some checks you can do to help resolve this.

6.1 The Estimated Budget is £0

You can carry out the following checks:

- Have all of the questions which look at the individual’s level of needs been completed within the Needs Profile?
- Have you mistakenly recorded that unpaid family/friends/volunteers are fully meeting **all** of the individual’s identified needs?

6.2 The Estimated Budget seems too low

You can carry out the following checks:

- Needs Profile - Unpaid support – Ensure you have completed this section to reflect what unpaid carer(s) are able to provide on an **ongoing** basis (particularly if the current situation is unsustainable).
- QA Summary– Are any QA statements shown? Have you corrected the related issues in the Needs Profile where relevant?

- Allocation Summary – Are there any domains where you were expecting to see an allocation but are showing as £0?

If you are happy with how you have captured the needs and situation in the Needs Profile, then variation may be due to the local configuration, for example:

- There may be things not included in the Estimated Budget due to your ICB's configuration decisions (such as travel/transport, household tasks or sufficient funds to cover occasions where 3:1 support from carers is needed).
- Configured rates might be different to the cost of the actual care sourced.

6.3 The Estimated Budget seems too high

You can carry out the following checks:

- Needs Profile – Needs sections – Do the 'How often is support needed' answers for daily living and personal care tasks match with the narrative in the Decision Support Tool? Pay particular attention to the responses recorded for safety during the day and night.
- Needs Profile - Unpaid support – Have you double-counted any areas? For example, have you under-scored support from unpaid carers with safety due to paid support that is needed for personal care or social activities?
- Allocation Summary – Check whether there are any areas with an allocation that you would not expect (for example support during the night)?

If you are happy with how you have captured the needs and situation in the Needs Profile, then variation may be due to the local configuration.