

28 November 2024

Total Amount of Clawback / Refunds Requested from Care Providers

For your last 2 financial years, I would like to request the total amount (as a single cost figure, e.g. £100,000) of clawbacks and refunds your council has requested from care providers, specifically those providing care for the elderly including; residential homes, nursing homes and domiciliary care providers.

Clawback amounts frequently appear on remittance advice to care providers, they instruct providers to use credit the council has with the provider as payment towards other outstanding invoices. I am hoping to use this information to understand the amount overpaid to care providers (and later reclaimed) before trying to identify the reasons behind overpayments.

If possible I would like to receive the information by email and as an attached spreadsheet (for example a Microsoft Excel or CSV file) containing 2 columns “Year” and “Clawback / refund amount”.

Belfast Trust payment terms with independent sector care homes are monthly payment in advance. Belfast Trust self-bill for all clients placed in the home prior to the date of payment i.e. no invoices are submitted by the care home. Each month there are numerous adjustments for clients placed or discharged after the date of payment. The Trust does not consider these as under or over payments due to the payment being made in advance.

In respect of domiciliary care providers the payment arrangements are that providers submit invoices to the Trust monthly in arrears. These are validated prior to payment and any queries/adjustments required are agreed with suppliers prior to payment. Credits are therefore not accumulated and providers are not asked to use any adjustments to offset against other outstanding invoices.