

Older Peoples Care at Home Provision

1. SUMMARY

The purpose of this report is to update the Area Committee on the findings of the 2nd quarterly evaluation of the Care at Home provision within the Bute and Cowal area. This is following the externalisation of services on 21st January, 2013.

This report has been broken down to show the progress and joint working that has been put into place to ensure that a high quality service is provided, as it is recognised that this service is provided to vulnerable individuals, predominately by lone workers, in the home environment.

2. RECOMMENDATIONS

The remit of the Procurement and Commissioning Team together with the Homecare Procurement Officers is to ensure best value, contract compliance, quality of services and customer satisfaction. This will support Community Services to commission quality Care at Home services via the formal procurement and commissioning procedures.

3. DETAIL

OUTCOME OF TENDER

Within the Bute and Cowal locality, almost 70% of the service has historically been provided by the independent sector. The three providers successful in the framework in Cowal are Care UK, Allied and Carr Gomm. A separate framework contract was awarded on Bute and the providers are Allied, Carr Gomm and Carewatch. 3.5 FTE Homecare Procurement Officers are now in post to ensure the robust review/monitoring of the services to ensure a high quality is maintained.

A condition of the tendering exercise was that all services within the framework would have an electronic call monitoring system to log visits to service users which would minimise missed/late visits and allow the Council to monitor continuity of care. These are now all in place, and

operational. This will enhance the service monitoring visits carried out by the Homecare Procurement Officers due to the reports provided by these systems.

CARE AT HOME PROVISION

As at 30th September 2013 an approximate total of 1775 hours are being provided to 221 older people within the Cowal area by external providers. A breakdown of the provision is detailed in the table below:

COWAL

Providers on Framework from tender exercise		Weekly hours commissioned	
			Hours at 30th Sep
1 st preferred provider	Care UK		553
2 nd preferred provider	Allied		384
3 rd preferred provider	Carr Gomm		73

Existing Providers	Number of referrals since 01/07/13	Weekly Hours Commissioned	
		Hours at 21 st Jan	Hours at 30 th Sep
Mears Care	8	532	382
Cowal Carers	5	268	273
	Total Hours	800	655
Direct Payments		135	110
	Total Hours	935	765

As at 30th September 2013 an approximate total of 2099 hours are being provided to 159 Older People within the Bute area by external providers. A breakdown of the provision is detailed in the table below:

BUTE

Providers on Framework from tender exercise		Weekly hours commissioned	
			Hours at 30th Sep
1 st preferred provider	Allied		1289
2 nd preferred provider	Carr Gomm		49
3 rd preferred provider	Carewatch		82

Existing Providers	Number of referrals since 01/07/13	Weekly Hours Commissioned	
		Hours at 21 st Jan	Hours at 30 th Sep
Care Plus	7	700	884
	Total Hours	700	884
Direct Payment		56	14
	Total Hours	756	898

Staff recruitment is an on-going issue in Cowal. This issue is not new to this locality, due to the rural areas involved, however it means the Council continues to go off contract to meet demand. Recruitment is an on-going problem we are facing across the Council area and the Procurement and Commissioning Team, Adult Services and the Independent Providers are working in partnership to identify alternative ways to attract people into the sector.

CONTRACT MANAGEMENT PROCESS

Argyll and Bute Council's Procurement and Commissioning team are responsible for the Contract and Supplier management of these services. This is complimented by the service monitoring and review process carried out by Homecare Procurement Officers and Case Managers. The Procurement and Commissioning Team carry out

quarterly contract management meetings that determine the risk rating of each contract. All contracts are risk rated using a combination of Care Inspectorate grades, service concerns and complaints. Additional monitoring is undertaken as required where risk levels increase. There is currently one provider who has enhanced monitoring activity to support performance improvement. In addition, fortnightly contract management meetings are being carried out to assist the provider to focus on their service improvement plan.

A breakdown of the Care Inspectorate grades are detailed in the table below.

Provider	Care Inspection Grades		
	Quality of Care and Support	Quality of Staffing	Quality of Management and Leadership
Allied	6	6	5
Careplus	6	5	6
Care UK	5	5	4
Carr Gomm	6	5	6
Cowal Carers	5	5	5
Mears-Oban/Cowal	2	3	3

MONITORING ARRANGEMENTS

An ongoing training schedule has been implemented to the Homecare Procurement Officers and a robust monitoring programme has been put in place with both the Procurement and Commissioning Monitoring Officer and Homecare Procurement Officers having close contact with the external providers and service users.

A detailed list of contact with service users and providers for the quarter is detailed below:

Contact	Total carried out Between 01/07/2013 & 30th September 2013	Council Officer involved
Review of care needs with service users, family and provider	122	Homecare Procurement Officer and/or Care Manager
Quarterly Contract and Supplier Meetings with Providers in line with the Scottish Government Guidance on the Commissioning of Care and Support Services	7	Procurement and Commissioning Team / Social Work
Provider Forums - Reshaping care for Older People meetings.	7	Procurement and Commissioning Team/Social Work/NHS

SERVICE MONITORING VISITS

Training has been provided to all Homecare Procurement Officers on individual service monitoring. A schedule of monitoring visits has been agreed and a process to report the outcome of these visits to the Procurement and Commissioning Team has been developed. This information will feed into the quarterly contract and supplier monitoring meetings. Over the course of these meetings individual risk ratings are adjusted as required. The monitoring activity and results for the quarter are detailed below:

Cowal

<u>Provider</u>	Number of Spot Checks/Monitoring Visits	Satisfied/Unsatisfied	Service User Comments
Provider A	2	1 Satisfied 1 Unsatisfied	Happy with service, no improvements. Administration of Medication
Provider B	1	1 Satisfied	
Provider C	4	4 Satisfied	Happy with service, care plan could be more up to

			date.
			Happy with service, time varies with carers but this is fine.
Provider D	10	9 Satisfied	Happy with service, no improvements
			Time keeping could be better, tuck in visits could be later.
			Every carer who visits are helpful and caring.
		1 Unsatisfied	Continuity of Carers/ Missed visits

Bute

<u>Provider</u>	Number of Spot Checks/Monitoring Visits	Satisfied/Unsatisfied	Service User Comments
Provider A	3	3 Satisfied	Happy with service, no improvements.
			Have good relationship with the girls. Happy with care and feel treated with respect.
Provider B	9	9 Satisfied	Happy with service, no improvements
Provider C	27	27 Satisfied	Happy with service, have good relationship with workers. All carers are very nice, often too many new faces.
		3 Unsatisfied	Duration of visits. Not stating if task has been carried out. No involvement in agreeing care plan.

As you can see there has been extensive work carried out this quarter to support the providers and service users through this transition period. The feedback from the service users and families who have received service monitoring visits has been positive, with 89% of the people spoken to, very happy with the services they are receiving.

SERVICE CONCERNS

There is a clear service concern process in place and from 1st July – 30th September, there has been 17 service concerns received. All service concerns are investigated fully and the Homecare Procurement Officers work closely with the providers to improve any issues raised.

COWAL

<u>Provider</u>	Number of Concerns	Details of Concern	Upheld and appropriate action taken
Provider A	4	Concerns re late visits and behaviour of carers. 1 concern is an ongoing investigation.	3 upheld
Provider B	1	Carers Behaviour	Not upheld
Provider C	10	Concerns re missed and late/early visits. Administration of Medication. Staff conduct and inconsistency of time recordings and updated careplans.	8 upheld, 1 partially upheld. 1 concern escalated to a complaint.

Bute

<u>Provider</u>	Number of Concerns	Details of Concern	Upheld and appropriate action taken
Provider A	1	Concern re care tasks	Not upheld
Provider B	1	Concerns re missed visit	upheld

For information – The above concerns (17) have been received in this quarter. The total weekly service currently being delivered by the providers concerned is 3,850 hours per week.

COMPLAINTS

One complaint have been received for the quarter for Care at Home services delivered by these providers. This complaint escalated through the service concern process. This complaint led to an increase in the risk level of the provider concerned. Enhanced monitoring activity to support performance improvement has been implemented. In addition, new referrals were temporarily suspended to the provider to allow both the Council and the provider to focus on their investigations. This complaint was upheld.

RECRUITMENT/RETENTION

There have been ongoing problems with attracting and retaining staff with the required skills, knowledge and experience within the care at home sector. This is true for both in-house and external providers

4. CONCLUSION

From the evidence gathered, including service users and families input, services are being provided according to the terms and spirit of the contract.

Due to the fluctuations within human services, in terms of demand for services and providers capacity to respond, service concern issues are inevitable. All issues identified within this quarter have been addressed, with the intensive support of the Procurement and Commissioning Team together with the Homecare Procurement Officers to maintain continuous improvement. On-going evaluation and monitoring will ensure good practice and customer satisfaction.

Concern still remains with regards to shortages of staff, resulting in providers being unable to take on packages at short notice. The private providers are actively looking at innovative ways of attracting staff especially within the rural areas. This is a nationally recognised problem across all aspects of the care sector.

5. IMPLICATIONS

5.1	Policy	Consistent with Best Value and National Policy on Re-Shaping Older People's Services
5.2	Financial	None
5.3	Personnel	None
5.4	Equalities Impact Assessment	None.
5.5	Legal	None

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