

**Mid Argyll and Kintyre Area Committee Report**

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**1. SUMMARY**

- 1.1 The purpose of this report is to update the Area Committee on the findings of the 3rd quarterly evaluation of the Care at Home provision within the Mid Argyll Kintyre & Islay Area. This is following the tendering exercise undertaken by Argyll & Bute Council when the decision was taken by members not to externalise homecare services within this area. At this time it was also decided that our internal services would be under similar scrutiny to ensure that all care at home services are equally monitored.

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 of care 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.

Committee members note that steps are underway to develop the internal homecare service to ensure we have available a flexible and needs-focused workforce.

**3. DETAIL**

**OUTCOME OF TENDER**

Within the Mid Argyll, Kintyre & Islay area over 75% of the services are being provided by our in house homecare provision with the independent sector providing back up services within these areas. The

Homecare Procurement Officer within the localities will 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 would have an electronic call monitoring system to log visits to service users which would minimise missed or late visits and allow the Council to monitor continuity of care. Community Services are in the process of purchasing an electronic call monitoring system for their in house care at home provision to keep them in line with the external providers. This is intended to be implemented within the 2014/2015 financial year.

## CARE AT HOME PROVISION

As at 31<sup>st</sup> December 2013 an approximate total of 2636 hours per week were being provided to 242 service users within the Mid Argyll, Kintyre & Islay Area by both in house provision and external providers. A breakdown of the provision is detailed in the table below.

### Mid Argyll, Kintyre and Islay

Argyll & Bute Homecare	Number of service users	Weekly hours commissioned	
		Hours at 30 <sup>th</sup> Sep	Hours at 31 <sup>st</sup> Dec
Mid Argyll	67	584	618
Kintyre	52	548	589
Islay	47	440	503

External Providers	Number of Service Users	Weekly Hours Commissioned	
		Hours at 30 <sup>th</sup> Sept	Hours at 31 <sup>st</sup> Dec
Argyll Homecare	29	254	266
Carr Gomm	25	19	252
Allied Homecare	0	305	0*
	<b>Total Hours</b>	<b>578</b>	<b>518</b>
Direct Payments	22	408	408
	<b>Total Hours</b>	<b>986</b>	<b>926</b>

\*Allied – This provider gave notice to quit providing services in MAKI. It was no longer cost effective for the provider to continue. The service

was re-commissioned and awarded to Carr Gomm. The replacement service commenced 7<sup>th</sup> October 2013.

### **Carr Gomm**

During the 2<sup>nd</sup> quarter one of our external providers, Allied Health Care served notice to relinquish their services within the MAKI area. This resulted in the Procurement and Commissioning Team negotiating costs and transferring a large amount of service to another provider within a tight time frame.

Carr Gomm were awarded the contract for this piece of work. Extensive input was required by the provider, Adult Services and the Procurement and Commissioning Team in order to ensure a smooth transition and continuity of care for service users. This transfer became live on 7<sup>th</sup> October without any issues.

### **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.

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

<b>Provider</b>	<b>Care Inspection Grades</b>		
	Quality of Care and Support	Quality of Staffing	Quality of Management and Leadership
Internal Homecare Mid Argyll, Kintyre & Islay	5	4	4
Argyll Homecare	5	5	5
Carr Gomm	6	5	6

### **MONITORING ARRANGEMENTS**

An ongoing training schedule has been implemented by 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. Case Managers/care co-ordinators review all service users cases on a six monthly basis and any issues identified are raised as a service concern if required.

A detailed list of contact with Service Users and Providers for the 3rd quarter is detailed below.

<b>Contact</b>	<b>Total number carried out between 01/10/2013 and 31/12/2013</b>	<b>Council Officer involved</b>
Review of care needs with service users, family and provider	70	Homecare Organiser 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	2	Procurement and Commissioning Team / Social Work
Provider Forums, meetings set up for networking to share good practice and training opportunities.	3	Procurement and Commissioning Team/Social Work/NHS

#### **Mid Argyll, Kintyre and Islay\***

<b><u>Provider</u></b>	<b>Number of Spot Checks/Monitoring Visits</b>	<b>Satisfied/ Unsatisfied</b>	<b>Service User Comments</b>
Provider A	5 unannounced	5 Satisfied	No improvements, girls all very nice Happy with service, good relationship with staff.

## SERVICE CONCERNS

There is a clear service concern process in place and in the period 1<sup>st</sup> October, to 31<sup>st</sup> December, 2013 there has been 2 service concerns received. This concern has been fully investigated and the appropriate action has been taken to ensure that the issues raised have been addressed.

<b><u>Provider</u></b>	<b>Number of Concerns</b>	<b>Details of Concern</b>	<b>Upheld and appropriate action taken</b>
Provider A	1	Concerns re late/missed visits	Upheld
Provider B	1	Concerns re care workers feeling vulnerable	Upheld

## COMPLAINTS

No complaints have been received for the quarter for care at home services delivered by these providers.

## 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. The procurement and Commissioning Team has been working with the independent providers to identify possible solutions.

## 4. CONCLUSION

It is clear from the information gathered and service users and families input that in general the care at home is being provided in an appropriate manner. There have been some issues identified within this reporting period, and with the intensive support of the Procurement and Commissioning Team together with the Homecare Procurement Officers these have been addressed and the services are continuing to improve. Ongoing evaluation and monitoring will ensure good practice and customer satisfaction.

Concern still remains with regards to shortages of staff which results 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.

Problems with recruiting staff are also evident within the internal homecare service. Revision to job description requires to be negotiated to ensure the service can provide medication support service users require. Plans are underway to offer existing staff guaranteed hours commensurate with a proportion of their historical pattern of work.

## **5. IMPLICATIONS**

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

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