

Care at Home Provision

1. SUMMARY

The purpose of this report is to update the Area Committee on the findings of the continuing quarterly evaluation of the Care at Home provision within the Bute and Cowal area.

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

Currently there are 3 providers on the framework within each area and an additional 3 contracted providers who provide support throughout the Bute and Cowal Area.

CARE AT HOME PROVISION

As at 30th June 2014 an approximate total of 2044 hours were being provided to 233 older people within the Cowal area by external providers. A breakdown of the provision is detailed in the table below:

COWAL

Existing Providers		Weekly Hours Commissioned	
		Hours at 31 st March, 2014	Hours at 30 th June, 2014
Care Uk		622	682
Allied		433	489
Carr Gomm		87	124
Mears Care		382	306
Cowal Carers		305	333
	Total Hours	1829	1934
Direct Payments		110	110
	Total Hours	1939	2044

BUTE

As at 30th June 2014 an approximate total of 2154 hours were being provided to 152 Older People within the Bute area by external providers. A breakdown of the provision is detailed in the table below:

Existing Providers		Weekly Hours Commissioned	
		Hours at 31 st March 2014	Hours at 30 th June 2014
Allied		1225	1196
Carr Gomm		61	135
Carewatch		78	90
Care Plus		875	719
	Total Hours	2239	2140
Direct Payment		14	14
	Total Hours	2253	2154

RECRUITMENT/RETENTION

Recruitment is an on-going problem we are facing across the Council area. Adult Services have introduced IRISS, (Institute for Research and Innovation in Social Services) a project being run in partnership with the Council and chaired and supported locally by Scottish Care Reshaping Care for Older People Teams. IRISS aim is to bring the independent sector together to form an informal partnership to address issues around the planning and delivery of care at home services in Argyll and Bute. The group is looking at a joint recruitment proposal, joint training and efficiencies that can be made utilising dead time by reducing travel. Two meetings of this group have taken place with good support from providers and Social Work staff. In addition, Adult Services are also working alongside our Employability Partnership. The Partnership have agreed to take recruitment within the care sector forward as one of their workstreams. The Council has also recently agreed a modern apprentice scheme and an Adult Services representative will attend this group to maximise the opportunities for care staff through this.

CURRENT SITUATION

We currently have 8 service users, following assessment awaiting services in out outlying areas such as Lochgoilhead, Carrick Castle, Cairndow, Ardentinny, Benmore, Collintraive. Toward and Tighnabruaich.

One service user is currently in a 'step down' bed at Struan Lodge as an interim placement and is looking to have a trial period at home with a support package week ending 18/7/14. Another service user is using Self Directed Support (SDS) to employ the care they need. Two further service users are being additionally supported by the Extended Community Care Team. The remaining service users are in receipt of some home care with family and friends supporting the shortfall. We acknowledge this is not ideal but we continue to be in negotiations with a care provider to look at the viability in provide a 'rural subsidy' and hope to be able to give further details at the committee meeting on 5/8/14.

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, monthly 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
Carewatch	5	5	5
Care UK	5	5	4
Carr Gomm	6	5	6
Cowal Carers	5	5	5
Mears-Oban/Cowal	3	3	3

*6– Excellent 3- Adequate
 5 – Very Good 2 – Weak
 4 – Good 1 - Poor

MONITORING ARRANGEMENTS

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 throughout the Bute and Cowal Area, for the quarter is detailed below:

Contact	Target	Actuals	Comment
Review of Care needs with service users, family and provider	96	139	Exceeded target

Quarterly Contract and Supplier Meetings with Providers in line with the Scottish Government Guidance on the Commissioning of Care and Support Services	7	8	On target
Provider Forums - Reshaping care for Older People meetings.	4	5	On target

SERVICE MONITORING VISITS

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 for the quarter is detailed below:

Cowal – Monitoring /Spot check visits

Contact	Target	Actual	Comments
Monitoring Visits	39	7	Impact of implementation of Self Directed Support 1 FTE vacancy

Bute – Monitoring/spot check visits

Contact	Target	Actual	Comment
Monitoring Visits	24	0	Impact of implementation of Self Directed Support 0.5 FTE vacancy

The main reason for the non-achievement meeting monitoring targets has been the prioritisation of work of the Homecare Procurement Officers in relation to the implementation of Self Directed Support. This is compounded by the 1.5 FTE vacancies of HPO's in the locality. Both posts have been advertised and with the settling down of SDS, a concerted effort will be made to make good the targets this year.

SERVICE CONCERNS

There is a clear service concern process in place and from 1st April to 30th June, 2014, 8 service concerns have been received within the Cowal and Bute Area. 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	3	<p>Communication and moving and handling issues</p> <p>Concern re capability and nature of staff</p> <p>Moving and handling issue – not following care plan</p>	<p>Upheld – updated care plan and communication channels agreed.</p> <p>Upheld – staff member removed</p> <p>Upheld – training issue and updated careplan supplied.</p>
Provider B	3	<p>Missed visits</p> <p>Communication issues regarding staff not reporting changes to health</p> <p>Correct paperwork not on file, not following through with tasks to ensure service user's safety</p>	<p>Upheld</p> <p>Upheld – staff advised to log all communication with District Nurses clearly.</p> <p>Upheld – clear information passed to staff team to ensure all tasks are done.</p>

Bute

<u>Provider</u>	Number of Concerns	Details of Concern	Upheld and appropriate action taken
Provider A	2	Concern re times of visit and paperwork not being completed	Upheld
		Moving and Handling Issues	Upheld

For information – The above 8 concerns are the total received in this quarter. The total weekly service currently being delivered by the providers is 4074 hours per week.

COMPLAINTS

There has been no complaints regarding the care at home services received in this quarter.

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 of staffing, 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.

The implementation of Self Directed Support on 1st April 2014, alongside the current staff vacancies has had an impact on the monitoring targets this quarter. SDS has changed the assessment and review process for all Social Work staff. We must allow a transition period for staff to become familiar with the new processes and analyse the impact these are having on current workloads.

Concern still remains with regards to shortages of staff, resulting in providers being unable to take on packages at short notice. The IRISS proposals, described previously in the report, will work towards assisting providers to actively look innovatively at ways of attracting staff: especially within the rural areas. Staff recruitment and retention is a nationally recognised problem across all aspects of the care sector.

5 **IMPLICATIONS**

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| 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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