

Public Document Pack

Argyll and Bute Council
Comhairle Earra Ghaidheal agus Bhoid

Customer Services
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SUPPLEMENTARY PACK

BUTE AND COWAL AREA COMMITTEE - EAGLESHAM HOUSE on TUESDAY, 2 DECEMBER 2014 at 9:30 AM

I refer to the above meeting and enclose herewith agenda item 7(Older Peoples care at home) and Agenda item 17 (a) (Lighting at Sandbank Playpark) and 17 (b) (Lighting Columns at Broxwood) which were marked on the agenda as “to follow”

Douglas Hendry
Executive Director - Customer Services

TO FOLLOW ITEMS

7. OLDER PEOPLES CARE AT HOME SERVICE UPDATE
Report by Area Manager – Adult Care
(Pages 1 - 12)

- E1** (a) Lighting at Sandbank Playpark
Report by Head of Roads and Amenity Services (to follow) (Pages 13 - 16)
- E1** (b) Lighting Columns at Broxwood
Report by Head of Roads and Amenity Services (to follow)

EXEMPT SECTION

The Committee will be asked to pass a resolution in terms of Section 50(A)(4) of the Local Government (Scotland) Act 1973 to exclude the public for items of business with an “E” on the grounds that it is likely to involve the disclosure of exempt information as defined in the appropriate paragraph of Part I of Schedule 7a to the Local Government (Scotland) Act 1973.

The appropriate paragraphs are:-

Paragraph 8 The amount of any expenditure proposed to be incurred by the authority under any particular contract for the acquisition of property or the supply of goods or services; and

Paragraph 9

Any terms proposed or to be proposed by or to the authority in the course of negotiations for a contract for the acquisition or disposal of property or the supply of goods or services.

BUTE & COWAL AREA COMMITTEE

Councillor Gordon Blair	Councillor Michael Breslin
Councillor Robert Macintyre (Chair)	Councillor Bruce Marshall
Councillor Alex McNaughton (Vice-Chair)	
Councillor James McQueen	Councillor Len Scoullar
Councillor Isobel Strong	Councillor Dick Walsh

Contact: Andrea Waters Tel: 01369708662

ARGYLL & BUTE COUNCIL**ADULT CARE SERVICES****BUTE AND COWAL
AREA COMMITTEE
2nd December 2014**

**Bute and Cowal Area Committee Report
Care at Home Services**

1.0 EXECUTIVE SUMMARY**1.1**

This report lays out 2nd quarterly performance of the Care at home services in the Bute and Cowal Area.

1.2

In Bute and Cowal we currently provide care at home service to a total of 380 people. We continue to monitor the quality of services and contract compliance of provider agencies to ensure customer satisfaction and best value of public money.

1.3

We continue to experience challenges in meeting demand within some of our areas due to lack of capacity in service provision. Never the less, those awaiting services are relatively low in our area but none the less important and to date we have 8 people awaiting partial service and 1 person currently in hospital awaiting care provision to facilitate discharge. We are in continued daily contact with our service providers to negotiate and implement outstanding requests for care to be implemented at the earliest convenience.

1.4

However, there is a long term partnership approached guided by the Institute for Research and Innovation in Social Services (ISISS) with the Council and chaired and supported locally by Scottish Care alongside Reshaping Care for Older People. Plans have been initiated to tackle the issue of recruitment and retention of care staff. The council has entered into a modern apprenticeship scheme and will be working alongside Employability to take this forward as one of the major workstreams. (See details in appx.1)

Bute and Cowal Area Committee Report

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 good quality service is provided, as it is recognised that this service is provided to vulnerable individuals, predominately by lone workers, within 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 September 2014 an approximate total of 1865 hours were being provided to 220 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 June, 2014	Hours at 30 th Sep, 2014
Care Uk		682	594
Allied		489	439
Carr Gomm		124	151
Mears Care		306	265
Cowal Carers		333	333
	Total Hours	1934	1782
Direct Payments		110	83
	Total Hours	2044	1865

BUTE

As at 30th September 2014 an approximate total of 2166 hours were being provided to 160 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 June 2014	Hours at 30 th Sep 2014
Allied		1196	1157
Carr Gomm		135	161
Carewatch		90	117
Care Plus		719	717
	Total Hours	2140	2152
Direct Payment		14	14
	Total Hours	2154	2166

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. Adult Services have also been working alongside our Employability Partnership, who have agreed to take forward recruitment within the care sector forward as one of their workstreams. Details of these workstreams can be seen below in appendix 1. A further event has been arranged for the 4th of December to measure progress.

CURRENT SITUATION IN B&C

Our aim is to review all current care at home provision to our service users on a regular basis. The minimum being yearly but it is usual practice for reviews to be called at any time depending on the needs of the individual. We support more people within their homes who have more complex needs and therefore the situation must be as flexible and responsive as possible. Never the less, we have continued to meet challenges of staffing and have recently added additional capacity within the reviewing structure to ensure we can meet our targets.

However, some of the providers continue to have problems with recruitment as stated above and this proves difficult to meet the demand.

As of 25/11/14 we have 8 service users who we are currently providing a partial service. These are from Tighnabruaich, Hunters Quay, Strone and Sandbank areas. An example would be a service user in Sandbank currently receives 45 min but requires 1 hour. The Home Care Procurement Officers check with all of the providers on a daily basis so that when capacity is found it can be swiftly implemented where there are gaps. The Extended Community Care Team (ECCT) continues to support wherever they can but this is only a short term solution.

We also have a service user from Toward that is currently in hospital and due to lack of availability in the area is now a delayed discharge. However we are presently looking for alternative provision such as an interim placement in a care home until appropriate services can be put in place.

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	4	4	3
Carr Gomm	4	4	5
Cowal Carers	5	4	4
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	81	Below target with expectation of on target for next quarter due to temp increase in staff.
Quarterly Contract and Supplier Meetings with Providers in line with the Scottish Government Guidance on the Commissioning of Care and Support Services	7	9	Exceeding target
Provider Forums - Reshaping care for Older People meetings.	4	4	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 are detailed below:

Cowal – Monitoring /Spot check visits

Contact	Target	Actual	Comments
Monitoring Visits	39	7	We have now filled vacant post and will work towards the agreed target.

Bute – Monitoring/spot check visits

Contact	Target	Actual	Comment
Monitoring Visits	24	22	Just under target.

The feedback from the service users and families who have received service monitoring visits has been positive, with 22 of the people spoken to, satisfied with the services they are receiving.

SERVICE CONCERNS

There is a clear service concern process in place and from 1st July to 30th September, 2014, 16 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	Missed Visit	Upheld
		Concerns re lack of contact between carers and SW after incident with keysafe.	Upheld
		Missed Visit	Upheld
Provider B	5	Missed visits	Upheld
		Communication issues regarding staff not reporting incidents to District Nurses	Upheld – staff advised to log all communication with District Nurses clearly.
		Concerns re out of date careplans, care package times	Upheld – meeting with family and provider to

			resolve issues
Provider C	1	Concerns re staff behaviour	Upheld
Provider D	1	Concerns re safety of service user	Upheld
Provider E	1	Medication Error	Not Upheld

Bute

<u>Provider</u>	Number of Concerns	Details of Concern	Upheld and appropriate action taken
Provider A	3	Missed Visits Issues re implementation of careplan	Upheld Upheld
Provider B	1	Concerns re care logs not being completed	Ongoing
Provider C	1	Concerns re continuity of carers/times of visits	Upheld

For information – The above 16 concerns are the total received in this quarter. The total weekly service currently being delivered by the providers is 4031 hours per week.

COMPLAINTS

There are no formal 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 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.

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 proposals, described previously in the report, will work towards assisting providers to actively look at innovative 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 at time of writing |
| 5.3 | Personnel | None at time of writing |
| 5.4 | Equalities Impact Assessment | None at time of writing |
| 5.5 | Legal | None at time of writing |

For further information, please contact : Jane Lawrence Winch
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Appendix 1

IRISS

Adult Care commissioned IRISS (Institute for Research and Innovation in Social Services) to work with our partner providers to identify issues and find solutions to address the identified issues. IRISS provided two meetings in each locality and one central event for all partners. A number of work streams were identified and Adult Care has identified leads and prioritised them with associated timescales (See appendix 5). A further event has been arranged for 4th December to measure progress.

IRISS Outcomes

Group 1	Idea: Develop generic support workers across health, social care and private sector
What partners will be involved? Health, Social Work and Private Providers	
What needs to be done in the next 3 months to implement this? Create working group	

Group 2	Idea: Independent Social Care Assessor
What partners will be involved? ALL - Social Work, NHS, Council, Providers, Commissioning Team, every agency SDS promotion, people who use services	
What needs to be done in the next 3 months to implement this? Commitment from Social Work to improve practice in offering full informed choice to people.	

IDEA MAPS

Group 3	Idea: Alert Response Team
What partners will be involved? SAMS, Argyll & Bute, Commissioning, NHS, GPs, 3 rd Sector	
What needs to be done in the next 3 months to implement this? Identify pilot area Speak to NHS Arran – Stats – costing, call outs, hospital preventions and hospital discharges Create working group Discuss with carers and users	

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Group 4	Idea: Service should be delivered by two carers even on single services, team approach to group
What partners will be involved? Service Providers, Commissioning staff and Finance .	
What needs to be done in the next 3 months to implement this? Working group formed. Group has met and discussed model. design strategic proposal Desk top trial led by Finance Consultation with service user/carers groups Implement in partnership with providers.	

Group 4	Idea: Ending fixed service times and commissioning services with general reference to time and type of service. Ie. Morning service, afternoon service, evening service, etc,
What partners will be involved? Commissioning officers and service providers coordinators	
What needs to be done in the next 3 months to implement this? Working group formed. Group has met and looked at a number of models. Meeting arranged with other Councils to look at design. Develop strategic proposal Identify pilot areas Consultation with service user/carers groups Implement in partnership with providers.	

Group 6	Idea: Implement dedicated reablement teams
What partners will be involved? NHS, A&B Council, Independent Care providers, Third sector agencies involved in delivering reablement	
What needs to be done in the next 3 months to implement this? Link with workstream 3; IT Governance Clarity; Clarity of ECCT's; Lead Professional in Place SPOA established; Intensive reable training for identified team; Spread existing good practice eg. RPIW work Bute	

Group 7	Idea: Unified Training – Care Worker Passport
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<p>What partners will be involved? Providers, Care Inspectorate, Local Authority, NHS, Colleges, SSSC, SVQ</p>
<p>What needs to be done in the next 3 months to implement this? Need agreement, Awareness, Canvass the views of the providers re buy-in</p>

<p>Group 8</p>	<p>Idea: To provide good quality training & underpinning knowledge to the care workforce.</p>
<p>What partners will be involved? Argyll College, NHS, Private Sector, A&B Council</p>	
<p>What needs to be done in the next 3 months to implement this? Idea fast tracked and agreement has been reached with a number of providers to offer placement opportunities. Ongoing work required to get agreement from more providers.</p>	

<p>Group 8</p>	<p>Idea: Delivery of full time "Social Service and Healthcare" SVQ</p>
<p>What partners will be involved? Argyll College, NHS, Private Sector, A&B Council (ALL)</p>	

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