

CARE AT HOME

1.0 EXECUTIVE SUMMARY

The purpose of this report is to update the Local Area Committee on the findings of the continuing quarterly evaluation of the Care at Home provision within the Helensburgh and Lomond area and the performance of the operational Adult Care Social Work Team

The 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. .

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. There are a range of local service providers who are working on established and new demand care plans with an increasing number of more elderly, vulnerable and frail clients who have complex care and support needs and it important to reflect on the performance of these services.

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2. INTRODUCTION

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 Helensburgh and Lomond area.

3. RECOMMENDATIONS

It is recommended that the Area Committee note the contents of the report.

4. CURRENT WORKLOAD**Operations Team as at 16/11/2015 - Helensburgh & Lomond**

Number of Unallocated Cases After 5 Working Days	1
Number of Care Assessments outstanding over 28 days	3
Number of Carers Assessments outstanding over 28 days	0
Number of Adult Care Operational Cases	559

Learning Disability as at 16/11/2015 - Helensburgh & Lomond

Number of Unallocated Cases After 5 Working Days	0
Number of Care Assessments outstanding over 28 days	0
Number of Carers Assessments outstanding over 28 days	0
Number of Adult Care Learning Disability Cases	107

Mental Health as at 16/11/2015 - Helensburgh & Lomond

Number of Unallocated Cases After 5 Working Days	0
Number of Care Assessments outstanding over 28 days	0
Number of Carers Assessments outstanding over 28 days	0
Number of Adult Care Mental Health Cases	39

4.1 CARE AT HOME PROVISION

Currently there are 3 providers on the contracting framework with an additional 6 who provide services throughout the Helensburgh and Lomond area. The continually increasing and consistently high level of demand for home care services and the need to maintain an appropriately skilled and diverse workforce which can manage the range of complex care needs that are now a far more common characteristic of our services than before has supported the need to continue to work with the range of providers who are both on and off the established contracting framework.

As at the week ending 25/10/2015 an a total of 4,256.68 hours per week were being delivered a further 376.29 hours are being delivered in the form of Direct Payments. A breakdown of the provision is detailed in the table below: The table has also been updated with the Weekly Commissioned hours at 20TH July 2015.

Existing Providers		Weekly Hours Commissioned		
		Hours at 20th July 2015	Hours at 19th Sep 2015	Hours at 25 th Oct 2015
Care UK		229.25	249.25	268.5
Allied		297.75	333.75	330.5
Carr Gomm		182.5	229.5	212.25
Carers Direct		507	505	469.18
Carewatch		136.25	152.75	157.25
M&J Nagy		986.75	1117.25	1,041.75
Premier Healthcare		618.25	681.75	679.75
Quality Care		505.25	518	524.75
Alzheimer Scotland		37.5	37.5	37.5
Joan's Carers		522.75	520.25	508.25
Intensive home care team		24.5	24.5	27
	Total Hours	4047.75	4369.5	4256.68
Direct payments		386.79	386.79	386.79
	Total Hours	4434.54	4756.29	4643.47

4.2 RECRUITMENT/RETENTION

Recruitment of care staff, whether it be for Residential, Day Care Or Home care services continues to be a serious on-going challenge across the Argyll and Bute Council area. As a consequence of this Adult Services have introduced IRISS (Institute for Research and Innovation in Social Services) to try to assist both the Local Authority and Independent Sector. A partnership project has now been established which is chaired and supported locally by Scottish Care and 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 across 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. Three meetings of this group have now taken place with good support from Providers and Social Work staff. A further meeting is planned to outline work undertaken to assist in recruitment and retention. In addition, Adult Services are also working alongside our Employability Partnership. The Partnership has agreed to take recruitment within the care sector forward as one of their work streams. We are hopeful that this will provide a recruitment event on a monthly basis in an area of the authority.

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 medium.

4.3 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.

Breakdowns 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
Carers Direct		5	4	5
Carewatch		3	4	3
Care UK		4	4	3
Carr Gomm		4	4	5
Joan's Carers		5	5	5
M&J Care		4	4	4
Premier Healthcare		6	6	6
Quality Care		4	4	3

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

4.4 MONITORING ARRANGEMENTS

A robust ongoing monitoring programme is in place with both the Homecare Procurement Officers and the Commissioning Monitoring Officer 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	Target	Actuals	Comment
Review of Care needs with service users, family and providers.	82	144	On Target. We are currently working to develop a review framework which will involve greater involvement of Health Service colleagues.
Quarterly Contract and Supplier Meetings with Providers in line with the Scottish Government Guidance on the Commissioning of Care and Support Services	18	20	On Target
Provider Forums - Reshaping care for Older People meetings.	2	2	On Target

In addition to the case review activity a schedule of monitoring visits has been agreed with providers and a process to report the outcome of these visits to the Procurement and Commissioning Team has been developed:

Contact	Target	Actual	Comments
Monitoring Visits	27	27	

4.5 SERVICE IMPROVEMENTS

There is a clear service improvement process in place and in the period 21st July to 30th September 2015 there have been a total of 5 service concerns received. All but 1 of these concerns have been fully investigated and the appropriate action has been taken to ensure that these issues are addressed by the providers.

An escalation protocol is in place whereby any initially unresolved concerns are passed to Procurement and Commissioning Team for attention.

<u>Provider</u>	Number of Concerns	Details of Concern	Upheld and appropriate action taken
Provider A	2	Missed Visits Personal Care Issues	1 – further action required 1- ongoing

Provider B	1	Carers behaviour	1 – further action required
Provider C	2	Personal Care issues	2 – further action required

For information – The above concerns (5) represent the total received in between 21st July 2015 and End September 2015. The total weekly service currently being delivered is 4756.29 as of 19th September 2015, to a total of 382 clients. This equates to a 98.7% satisfaction rate.

4.6 COMPLAINTS

No complaints have been received for the quarter for Care at Home services delivered by any of these providers.

4.7 Health and Social Care Integration.

The initial round of management appointments has now been concluded. For the Helensburgh and Lomond Area Jim Littlejohn has been appointed to the Locality Manager post and Linda Skrastin has been appointed to the Local Area Manager post.

There has also been one further change to the local Social Work Area Management Team. In July we reported that Mitch Dow and David Hall had been appointed to the vacant Team Leader positions, unfortunately David has now resigned and he left on Friday 6th. We have processed the vacancy to recruit on a permanent basis and until such time as that is achieved we will be hoping to secure a temporary replacement with effect from 30th November.

5. CONCLUSION

It is clear from the information gathered from service users, their families and carers that in general the care at home is being consistently provided in an appropriate manner and at a level that continues to maintain people living healthily and safely in their own homes. A more robust in-reach service to the Vale of Leven and the other Glasgow Hospitals that provide for the local population has also been developed and although it's very early days we can see that this joint initiative with local Health colleagues is already proving to be a success in managing peoples care as they return home and reducing the bed days that are lost as inpatients. Ongoing evaluation and monitoring

of this and the mainstream care at home services will continue to ensure good practice, customer satisfaction and will maintain standards.

Concern still remains with regards to shortages of staff, resulting in providers being unable to take on packages at short notice. The proposals described above, (IRISS and Hospital in-reach service) will work towards assisting providers to actively look at innovative ways of attracting staff, and help with right-sizing and continuity of care planning for those who require periods of in-patient care.

6.0 IMPLICATIONS

6.1	Policy	Consistent with Best Value and National Policy on Re-shaping Older People's Services
6.2	Financial	None
6.3	Legal	None
6.4	HR	None
6.5	Equalities	None
6.6	Risk	None
6.7	Customer Service	None

Cleland Sneddon
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