

**Adult Services: - CARE AT HOME & FINANCE/RESOURCE ALLOCATION.**

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**1.0 EXECUTIVE SUMMARY**

The purpose of this report is to update the Local Area Committee on the findings of the quarterly evaluation of the Care at Home provision within the Helensburgh and Lomond area and to report on the performance of the operational Adult Care Social Work Team. Additional information in respect of Adult Services budgets was also requested and that has also been included.

This report has been ordered to show the level of care at home being provided across the area and the quality of this as evaluated by the Care Inspectorate and from the levels of Service Concerns that are received. The Procurement and Commissioning Officers of the Department work to ensure best value, contract compliance, quality of services and customer satisfaction is maintained at the highest level. A significant number of case reviews are regularly undertaken and these help to ensure that any service concerns are addressed and that generally all appropriate standards of care are maintained and financial/budgetary matters are also properly managed.

Within the Helensburgh and Lomond area there is a significant number of fairly established providers who have a very good understanding of what is required by the Authority and generally they work to a very high standard. They are maintaining work with many established cases and by the very nature of the often serious and challenging issues experienced by service users they are increasingly involved in new higher demand care plans with more elderly, vulnerable and frail clients with more complex care and support needs and it is consequently important to monitor and reflect on the performance of the providers. There is also a general sense there is an increase in the number of younger adults affected by disabling or life limiting conditions who also require homecare and other supports and I would hope to report on our findings with regards to reviewing this activity in July.

**CARE AT HOME & FINANCE/RESOURCE ALLOCATION**

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**2. INTRODUCTION**

The purpose of this report is to update the Area Committee on the findings of the most recent quarterly evaluation of the Care at Home provision within the area and to provide the Financial/Resource details, requested at the December 2015 committee of the Local Authority's Adult/Older Peoples Resources across the 4 localities. (OLI, MAKI, B&C, H&L).

**3. RECOMMENDATIONS**

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

**4. CURRENT WORKLOAD****Operations Team as at 18/01/2016 - Helensburgh & Lomond**

Number of Unallocated Cases After 5 Working Days	0
Number of Care Assessments outstanding over 28 days	3
Number of Carers Assessments outstanding over 28 days	0
Number of Adult Care Operational Cases	558

**Learning Disability as at 18/01/2016 - 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 18/01/2016 - 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	40

### CARE AT HOME PROVISION.

Within the Helensburgh and Lomond area there are 3 agencies on the contracting framework with an additional 6 who are also engaged to provide home care services in the area.

The additional demands for care services and the requirement to maintain an appropriately skilled workforce which is subject to increased regulation and which can manage the range of more complex care required has highlighted the need to continue to work with the full range of providers who are both on and off the contracting framework.

As of the week ending 15<sup>th</sup> January 2016 a total of 4,441.81 hours per week were being delivered a further 376.29 hours are being delivered in the form of Direct Payments.

Existing Providers			
		Hours at 15 <sup>th</sup> Jan 2016	Hours at 25 <sup>th</sup> Oct2015
Mears		357.25	268.5
Allied		374.50	330.5
Carr Gomm		151.75	212.25
Carers Direct		473.75	469.18
Carewatch		159.25	157.25
M&J Nagy		1073.00	1,041.75
Premier Healthcare		654.00	679.75
Quality Care		518.89	524.75
Alzheimer Scotland		42.5	37.5
Joan's Carers		589.75	508.25
Intensive home care team		47.25	27
	<b>Total Hours</b>	4441.89	4256.68
Direct payments		386.79	386.79
	<b>Total Hours</b>	4828.68	4643.47

## CONTRACT MANAGEMENT PROCESS.

Argyll and Bute Council's Procurement and Commissioning team is 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

## 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:

<b>Contact</b>	<b>Target</b>	<b>Actuals</b>	<b>Comment</b>
Review of Care needs with service users, family and providers.	82	101	On Target.
Quarterly Contract and Supplier Meetings with Providers in line with the Scottish Government Guidance on the Commissioning of Care and Support Services	12	12	On Target
Provider Forums - Reshaping care for Older People meetings.	1	1	On Target

## **S**

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:

<b>Contact</b>	<b>Target</b>	<b>Actual</b>	<b>Comments</b>
Monitoring Visits	16	15	On Target

## **SERVICE IMPROVEMENTS.**

There is a clear service improvement process in place and in the period 1<sup>st</sup> October to 31<sup>st</sup> December 2015 there have been a total of 10 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.

<b><u>Provider</u></b>	<b>Number of Concerns</b>	<b>Details of Concern</b>
Provider A	1	Equipment issue
Provider B	1	Carers behaviour

Provider C	7	Late/missed visits only one carer attending. Issues with careplan. Carers not recording
Provider D	1	Only one Carer attending

For information – The above concerns (10) represent the total received in between 1<sup>st</sup> October and 31<sup>st</sup> December 2015. The total weekly service currently being delivered is 4441.89 as of 15<sup>th</sup> January 2016, to a total of 382 clients. This equates to a 97.4% satisfaction rate.

### **COMPLAINTS.**

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

### **5. HEALTH AND SOCIAL CARE PARTNERSHIP.**

The HSCP Strategic Plan has been previously circulated..

The 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> tier appointments are more or less concluded and further information in respect of recruitment and the development of the Locality Action Plans will become available over the course of the next quarter.

For H&L, Jim Littlejohn (Locality Manager) and Linda Skrastin (Local Area Manager) are both in post and will be working over the next 3 months to develop the structures and organisation required to take forwards the Health and Social Care Partnership objectives from April 2016.

Additionally, as was reported in December there has been a 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 resigned wef from Friday 6<sup>th</sup> November however I am pleased to report that we have successfully seconded Jean Laws (SW) to that position.

### **6. SERVICE DEVELOPMENTS.**

In the course of the last 6 weeks the allocations from the Integrated Care Fund have been confirmed. The details of these are reported separately. In addition to this the HSCP has also received funding to improve its performance around Hospital Delayed Discharges. The H&L area is quite

unique in that it receives from and contributes to a hybrid range of NHS Highland and NHS GG&C services. The ICF and DD budget allocations have enabled the HSCP to enter into an arrangement which will ensure the continuing clinical governance of H&L in-patients from the Vale of Leven Hospital who are subject to delays because of matters concerning the Adults With Incapacity Legislation but will allow them to be cared for in the more appropriate setting of a Nursing Home whilst the relevant applications in respect of Welfare and/or Financial Guardianship are being pursued.

This development will hopefully help us actively reduce the number of Delayed Discharge patients being recorded against this authority but more importantly will result in our clients being looked after in a more appropriate setting for their care needs whilst the legal elements of their continuing care are being resolved.

## **7. FINANCE - Resource Allocation**

The details of the budgets which are allocated to the 4 Localities are attached.

## **8. 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. The recent allocation of additional funding from the ICF will now enable us to recruit to the key operational posts to enable and consolidate this development.

## **9. IMPLICATIONS.**

9.1 Policy	Consistent with Best Value and National Policy on Re-shaping Older People's Services
9.2 Financial	Allocations from ICF and Delayed Discharge budgets for the above mentioned service developments is confirmed.
9.3 Legal	None
9.4 HR	None
9.5 Equalities	None

9.6 Risk None

9.7 Customer Service None

**Cleland Sneddon  
Executive Director of Community Services**

**Policy Lead, James Littlejohn, Service Manager (Operations) Adult Care.  
(Locality Manager)  
18<sup>th</sup> January 2016.**

**For further information contact:** James Littlejohn.





## Adult Care budget Figures

		Area					Grand Total
		HQ	MAKI	OLI	B&C	H&L	
<b>Older People</b>	Assessment & Care Management	125,449	864,990	823,363	832,944	513,596	3,160,341
	Care at Home	156,490	2,733,450	3,350,866	3,403,545	2,603,042	12,247,394
	Day Services			200,876	179,901	214,617	595,393
	Delayed Discharge	108,202	124,733	22,974	49,544	22,974	328,427
	Dementia Services	330,452	96,916		151,505		578,873
	Integrated Care Teams		146,078	182,482	54,105	87,186	469,851
	Internal Residential Care		1,165,619	1,456,030	1,380,918		4,002,567
	Meals on Wheels and Lunch Clubs		9,356	5,565	15,944	14,682	45,547
	Occupational Therapy	106,808					106,808
	Other Services & Projects	99,044	15,385	17,469	15,680	24,411	171,989
	Residential Care	0					0
	Resource Release	22,364	6,000		21,191		49,555
	Respite and Support for Carers	557,495	30,558	28,526	40,835	69,889	727,303
	Sheltered Housing	122,496					122,496
	Telecare	-34,621					-34,621
<b>Older People Total</b>		<b>1,594,179</b>	<b>5,193,086</b>	<b>6,088,150</b>	<b>6,146,112</b>	<b>3,550,397</b>	<b>22,571,923</b>
<b>Physical Disability</b>	Assessment & Care Management	136,933					136,933
	Equipment & Adaptations	363,499					363,499
	Respite and Support for Carers		7,686	1,000	7,686	7,686	24,058
	Sensory Impairment Services	26,441					26,441
<b>Physical Disability Total</b>		<b>526,873</b>	<b>7,686</b>	<b>1,000</b>	<b>7,686</b>	<b>7,686</b>	<b>550,931</b>
<b>Learning Disabilities</b>	Assessment & Care Management	63,401	177,842	175,381	172,969	142,897	732,490
	Day Services	1,000	612,191	543,657	650,944	500,889	2,308,681
	Internal Supported Accommodation		306,760				306,760
	Residential Care	59,928					59,928

	Respite and Support for Carers	60,771	20,083	28,931	71,188	180,973	
<b>Learning Disabilities Total</b>		<b>124,329</b>	<b>1,157,563</b>	<b>739,121</b>	<b>852,844</b>	<b>714,974</b>	<b>3,588,831</b>
<b>Mental Health</b>	Assessment & Care Management	181,990	115,194	23,543	26,336	26,213	373,276
	Day Services		231,884	93,354	391,943		717,181
	Other Services & Projects	376,392					376,392
<b>Mental Health Total</b>		<b>558,382</b>	<b>347,078</b>	<b>116,897</b>	<b>418,279</b>	<b>26,213</b>	<b>1,466,849</b>
<b>Vulnerable Adults</b>	Adult Protection	97,553					97,553
<b>Vulnerable Adults Total</b>		<b>97,553</b>					<b>97,553</b>
<b>Addictions</b>	Addictions / Substance Misuse	458,708			29,139		487,847
<b>Addictions Total</b>		<b>458,708</b>			<b>29,139</b>		<b>487,847</b>
<b>Central/Management Costs</b>	Management and Support	386,495					386,495
<b>Central/Management Costs Total</b>		<b>386,495</b>					<b>386,495</b>
		<b>3,746,519</b>	<b>6,705,413</b>	<b>6,945,168</b>	<b>7,454,060</b>	<b>4,299,270</b>	<b>29,150,429</b>