

Adult Services: - CARE AT HOME.

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.

This report shows 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 that financial/budgetary matters are also properly managed.

Within the Helensburgh and Lomond area there is a fairly established group of providers who have a good understanding of what is required by the Authority and generally they work to a high standard. They support the care plans with many long-term cases and by the very nature of the often serious and challenging issues experienced by our service users they are increasingly involved in new higher demand more intensive care plans with more elderly, vulnerable and frail clients with complex care and support needs. There is also a general sense of an increase in the number of younger adults affected by disabling or life limiting conditions who also require homecare type services.

CARE AT HOME

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 advise the Elected Members of any significant developments.

3. RECOMMENDATIONS

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

4. CURRENT WORKLOAD**Operations Team as at 21/03/016 - Helensburgh & Lomond**

Number of Unallocated Cases After 5 Working Days	0
Number of Care Assessments outstanding over 28 days	1
Number of Carers Assessments outstanding over 28 days	0
Number of Adult Care Operational Cases	589

Learning Disability as at 21/03/2016 - 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	109

Mental Health as at 21/03/2016 - 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	45

CARE AT HOME PROVISION.

Within the Helensburgh and Lomond area there are 3 agencies on the contracting framework, (Allied, Mears and Carr Gomm) with an additional 7 locally based providers.

The level of demand for care at home services and the need to maintain an appropriately skilled workforce which is subject to increased regulation and one which can manage the range of more complex care required has highlighted the need to continue to work with all of the providers who are on and off the contracting framework.

As of the week ending 21st March 2016 a total of 4,224.66 hours per week were being delivered a further 376.29 hours are being delivered in the form of Direct Payments.

There will be a couple of changes to this over the course of the next 2-3 weeks as a consequence of Carr Gomm withdrawing from providing this Care at Home service and we are also anticipating an increase in a couple of new Direct Payment cases.

Existing Providers		
	Hours at 15 th Jan 2016	Hours at 21 st March 2016
Mears	357.25	262.75
Allied	374.50	356.75
Carr Gomm	151.75	139.50
Carers Direct	473.75	492.75
Carewatch	159.25	136.50
M&J Nagy	1073.00	1,129.90
Premier Healthcare	654.00	543.50
Quality Care	518.89	494.86
Alzheimer Scotland	42.5	12.50
Joan's Carers	589.75	623.75
Intensive home care team	47.25	32.25

	Total Hours	4441.89	4224.66
Direct payments		386.79	386.79
	Total Hours	4828.68	4611.45

CONTRACT MANAGEMENT PROCESS.

Argyll and Bute Council's Procurement and Commissioning team is responsible for the Contract and Supplier management of purchased services.

Their activity 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	6
Carers Direct		5	4	5
Carewatch		3	4	3
Care UK		4	4	3
Carr Gomm		4	5	4
Joan's Carers		5	5	5
M&J Care		3	3	3
Premier Healthcare		5	4	4
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:

Contact	Target	Actuals	Comment
Review of Care needs with service users, family and providers.	82	84	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

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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	16	14	On Target

SERVICE IMPROVEMENTS.

There is a clear service improvement process in place and in the period 1st November 2015 to 29th February 2016 there have been a total of 14 service concerns received. All but 1 of these were fully investigated and the appropriate action has been taken to ensure that the issues raised 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
Provider A	1	Faulty Equipment
Provider B	1	Carer's behaviour

Provider C	7	Carer's behaviour. Late/missed visits.
Provider D	4	Carer's knowledge/understanding .
Provider E	1	Missed/late visit.

For information – The above concerns (14) represent the total received in between 1st November 2015 and 29th February 2016. The total weekly service currently being delivered is 4441.89 to a total of 382 clients. This equates to a 96.3% 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. We will now develop a draft Locality Plan for October 2016 and a Locality Planning Group has been established to take this on.

6. SERVICE DEVELOPMENTS.

We reported in January that there had been a successful bid to the Integrated Care Fund and I can confirm that we have now appointed additional staff to the Health and Social Work team and they will be focussing on reducing un-necessary Hospital admissions, tackling Delayed Discharges and supporting re-ablement.

7. 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 and promote 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 is being developed and we can already see that this joint initiative with local Health colleagues is 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 other mainstream care at home services will continue to ensure good practice, customer satisfaction and will maintain standards.

8. IMPLICATIONS.

8.1 Policy	Consistent with Best Value and National Policy on Re-shaping Older People's Services
8.2 Financial	Allocation from ICF now in budget.
8.3 Legal	None
8.4 HR	None
8.5 Equalities	None
8.6 Risk	None
8.7 Customer Service	None

Cleland Sneddon
Executive Director of Community Services

Policy Lead, Councillor Maurice Corry.

23rd. March 2016.

For further information contact: James Littlejohn.

Adult Care budget Figures

Older People	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
Older People Total		1,594,179	5,193,086	6,088,150	6,146,112	3,550,397	22,571,923
Physical Disability	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
Physical Disability Total		526,873	7,686	1,000	7,686	7,686	550,931
Learning Disabilities	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
Learning Disabilities Total		124,329	1,157,563	739,121	852,844	714,974	3,588,831

Mental Health	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
Mental Health Total		558,382	347,078	116,897	418,279	26,213	1,466,849
Vulnerable Adults	Adult Protection	97,553					97,553
Vulnerable Adults Total		97,553					97,553
Addictions	Addictions / Substance Misuse	458,708			29,139		487,847
Addictions Total		458,708			29,139		487,847
Central/Management Costs	Management and Support	386,495					386,495
Central/Management Costs Total		386,495					386,495
		3,746,519	6,705,413	6,945,168	7,454,060	4,299,270	29,150,429