

ADULT SERVICES - CARE AT HOME

1.0 EXECUTIVE SUMMARY

- 1.1 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.
- 1.2 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.
- 1.3 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.

ADULT SERVICES - CARE AT HOME

2. INTRODUCTION

2.1 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

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

4. CURRENT WORKLOAD**4.1 Operations Team as at 20/05/2016 - 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	586

4.2 Learning Disability as at 20/05/2016 - 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	108

4.3 Mental Health as at 20/05/2016 - 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	49

5. CARE AT HOME PROVISION

- 5.1 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.
- 5.2 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.
- 5.3 As of the week ending 20th May 2016 a total of 3,849.71 hours home care were being provided, this is a significant reduction, similar to those in the other 3 areas and is a direct result of year-end data-cleansing that has just been completed, and additionally a further 372.50 hours are being delivered through the use of Direct Payments.
- 5.4 We are continuing to work with Carr Gomm who are withdrawing from providing Care at Home services in this area and we are also anticipating a further reasonably small increases in new Direct Payment cases.

Existing Providers	Hours at 21 st March 2016	Hours at 20 th May 2016
Mears	262.75	293.50
Allied Healthcare	356.75	323.00
Carr Gomm	139.50	95.00
Carers Direct	492.75	293.50
Carewatch	136.50	131.50
M&J Nagy	1,129.90	1,171.71
Premier Healthcare	543.50	490.75
Quality Care	494.86	478.50
Alzheimer Scotland	12.50	12.50
Joan's Carers	623.75	538.00
Intensive Home Care Team	32.25	21.75
Total Hours	4224.66	3849.71
Direct Payments	386.79	372.50
Total Hours	4611.45	4222.21

6. CONTRACT MANAGEMENT PROCESS.

- 6.1 Argyll and Bute Council's Procurement and Commissioning team is responsible for the Contract and Supplier management of purchased services.
- 6.2 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.
- 6.3 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
Carr Gomm	4	5	4
Joan's Carers	5	5	5
M&J Care	3	3	3
Mears Homecare Ltd	4	4	3
Premier Healthcare	5	4	4
Quality Care	4	4	3

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

7. MONITORING ARRANGEMENTS

- 7.1 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.
- 7.2 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	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	6	Below Target *Monitoring Officer has retired, awaiting post being filled.
Provider Forums - Reshaping care for Older People meetings.	1	2	On Target

7.3 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	7	Below Target

8. SERVICE IMPROVEMENTS

8.1 There is a clear service improvement process in place and in the period 1st March to 20th May 2016 there have been a total of 5 service concerns received. All of these concerns were received this month and are awaiting feedback and investigation from the providers.

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

Provider	Number of Concerns	Details of Concern
Provider A	1	Communication Issues
Provider B	2	Missed Visits Care not as agreed
Provider C	1	Care not as agreed
Provider D	1	Allegation of workers

8.3 For information – The above concerns (5) represent the total received in between 1st March 2016 and 20th May 2016. The total weekly service being delivered as at 20th May 2016 is 3849.71 hours to a total of 382 clients. This equates to a 98.7% satisfaction rate.

9. COMPLAINTS

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

10. HEALTH AND SOCIAL CARE PARTNERSHIP

- 10.1 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. The LPG has now met on 4 occasions and over the course of the next few months will look to review the performance and outcomes from last years Integrated Care Fund allocations and consider proposals for future allocations.

11. SERVICE DEVELOPMENTS

- 11.1 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. I am pleased to report that this service is already having an impact on patients and their families affected by Delayed Discharge and we will provide more detailed statistics and information concerning activity and outcomes for its first 6 months of operations in Sept/Oct 2016.

12. CONCLUSION

- 12.1 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.

13. IMPLICATIONS.

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| 13.1 Policy | Consistent with Best Value and National Policy on Re-shaping Older People's Services |
| 13.2 Financial | Allocation from ICF now in budget. |

13.3 Legal	None
13.4 HR	None
13.5 Equalities	None
13.6 Risk	None
13.7 Customer Service	None

Policy Lead, Councillor Maurice Corry

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For further information contact:

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