

1. SUMMARY

The purpose of this report is to update the Area Committee on the findings of the 2nd quarterly evaluation of the Care at Home provision within the Oban, Lorn and Isles area. This is following the externalisation of services on 21st January, 2013.

This 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.

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

OUTCOME OF TENDER

The Oban, Lorn and Isles area was unique within the tender exercise in that it has retained a mix of externalisation and in house provision. Internal services remain on the Island of Mull, Tiree, Coll and Colonsay. A part time Homecare Procurement Officer is in the process of being recruited and will take on the monitoring of internal homecare provision within these areas.

A condition of the tendering exercise was that all services within the framework would have an electronic call monitoring system to log visits to service users which would minimise missed or late visits and allow the Council to monitor continuity of care. Two out of three of these systems are in place and operational. This will enhance the service monitoring visits carried out by the Homecare Procurement Officers and Case Managers due to the reports provided by these systems. British Red Cross, who came onto

the framework at a later stage are in the process of building a system to match their IT equipment.

Community Services are in the process of purchasing an electronic call monitoring system for their in house care at home provision to keep them in line with the external providers. This is intended to be implemented within the 2014/2015 financial year.

CARE AT HOME PROVISION

As at 30th September, 2013 an approximate total of 3647 hours per week were being provided to 288 vulnerable service users within the Oban, Lorn & Isles area by both in house provision and external providers. A breakdown of the provision is detailed in the table below:

Providers on Framework from tender exercise		Weekly hours commissioned	
			Hours at 30 th Sep
1 st preferred provider	Carr Gomm		286
2 nd preferred provider	Mears Care		583
3 rd preferred provider	British Red Cross, Options for Independence		237

Existing Providers	Number of referrals since 01/07/13	Weekly Hours Commissioned	
		Hours at 21 st Jan	Hours at 30 th Sep
Allied Health Care (previously Saga)		443	351
Carers Direct	10	568	615
Care+Oban	13	304	338
Affinity Trust		19	48
Crossroads		50	50
Colonsay Homecare		17	16
Mull Homecare		574	663
Tiree Homecare		58	42
	Total Hours	2033	2123
Direct payments		448	418
	Total Hours	2481	2541

During the 2nd quarter one of our non framework external providers, Allied Healthcare, served notice to relinquish their services within the Oban, Lorn & Isles area. This resulted in the Procurement and Commissioning Team negotiating costs and transferring a large amount of hours between two existing providers within a tight time frame. This was an extensive piece of work carried out in partnership with Adult Services and the provider to ensure a smooth transition and continuity of care for service users. This transfer became live on 7th October and progress will be reported in the next report.

CONTRACT MANAGEMENT PROCESS

Argyll & Bute Council's Procurement and Commissioning team continue to carry out quarterly contract management meetings with each provider to manage the risk rating of each contract. All contracts are risk rated using a combination of Care Inspectorate grades, service concerns and complaints. This is complimented by the service monitoring and review process carried out by Homecare Procurement Officers.

A breakdown of the Care Inspectorate grades are detailed in the table below:

Provider	Risk Rating	Care Inspection Grades		
		Quality of Care and Support	Quality of Staffing	Quality of Management and Leadership
Affinity Trust	LOW	5	4	5
Allied	HIGH	6	6	5
BRC	LOW	N/A *	N/A *	N/A *
Care + Oban	MEDIUM	4	3	3
Carers Direct	LOW	5	4	6
Carr Gomm	LOW	6	5	6
Crossroads	LOW	4	5	4
Mears- Oban	HIGH	2	3	3
OLI Homecare	LOW	4	4	3

*This provider is still awaiting it's Care Inspectorate registration.

With one notable exception both independent and Council Care at Home provision is providing Grade 4 or above service to service users and carers. The provider who is currently achieving grades 2/3 for their provision is being provided with additional support through contract monitoring and Social Work services to assist in an improvement upon their standards.

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 2nd quarter is detailed below:

Contact	Total number carried out Between 1st July – 30th September, 2013	Council Officer involved
Review of care needs with service users, family and provider	89	Homecare Procurement Officer and/or Care Manager
Spot checks/monitoring visits carried out in Service User's homes.	47	Homecare Procurement Officer/Care Manager/ Monitoring Officer
Quarterly Contract and Supplier Meetings with Providers in line with the Scottish Government Guidance on the Commissioning of Care and Support Services	11	Procurement and Commissioning Team / Social Work
Provider Forums, meetings set up for networking to share good practice and training opportunities.	1	Procurement and Commissioning Team/Social Work/NHS

During this reporting period 47% of service users have been contacted either for review purposes or monitoring/spot check visits. Again the feedback from service users and families has been positive. Out of 47 spot

check/monitoring visits 4 service users were unhappy with the service and work is ongoing to ensure that 100% satisfaction levels are achieved.

<u>Provider</u>	Number of Spot Checks/Monitoring Visits	Satisfied/ Unsatisfied	Service User Comments
Provider A	17	15 Satisfied	Happy with service, no improvements. Would like more visits just for chats.
			No complaints, all carers are nice.
		2 Unsatisfied	Unhappy with carer, care plan needs updated.
			Would like carer responsibilities to be clarified, times more consistent, care plan to be up to date
Provider B	22	20 Satisfied	Happy with service, would like carers to introduce themselves when attending visits.
			Happy with service, no complaints although would like the same carers.
			All the girls are very helpful, don't like too many strangers.
		2 Unsatisfied	Ongoing concerns about lack of continuity. Staffing problems/ lack of carers not reported back to family.
			No improvements required
Provider C	8	8 Satisfied	Happy with service, no improvements.
			Happy with service, although carers don't always arrive on time

SERVICE CONCERNS

There is a clear service concern process in place and in the period 1st July to 30th September, 2013 there has been a total of 6 service concerns received, 4 in connection with external providers and 2 in connection with internal Homecare. All of these concerns have been fully investigated and the appropriate action has been taken to ensure that these issues are addressed by the providers.

Provider	Number of Concerns	Details of Concern	Upheld and appropriate action taken
Provider A	1	Number of carers/continuity issues	1 upheld
Provider B	1	Logs not recorded properly/ medication issues/ communication concerns	1 partially upheld
Provider C	2	Missed visits due to roate being incorrect. Excess number of carers for continuity of care/ medication issues/personal care issues	1 upheld 1 partially upheld
Provider D	2	Inappropriate staff behaviour Paperwork not up to date/ paperwork not matching care plans	2 upheld

COMPLAINTS

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

RECRUITMENT/RETENTION

There have been ongoing problems with attracting and retaining staff with the required skills, knowledge and experience within the care at home sector. This is true for both in-house and external providers. The procurement and Commissioning Team has been working with the independent providers to identify possible solutions. Part of this work involved collating high level detail on current pay levels. This activity was undertaken out with the formal contract and supplier management process with the cooperation of the providers. A number of the respondents

requested that their individual information would not be released into the public domain. The results in terms of hourly rates paid compared favourably with industry standards. All providers who responded confirmed that they comply with national minimum wage standards. The providers at the lower end of the scale all confirmed they also paid travel time and mileage where appropriate, in addition to this.

4.0 CONCLUSION

It is clear from the information gathered and service users and families input that in general the care at home is being provided in an appropriate manner. There have been some issues identified within this transitional period, as in any new contract and with the intensive support of the Procurement and Commissioning Team together with the Homecare Procurement Officers these have been addressed and the services are continuing to improve. Ongoing evaluation and monitoring will ensure good practice and customer satisfaction.

Concern still remains with regards to shortages of staff, resulting in providers being unable to take on packages at short notice. The private providers are actively looking at innovative ways of attracting staff especially within the rural areas. This is a nationally recognised problem across all aspects of the care sector.

5.0 IMPLICATIONS

5.1 Policy	Consistent with Best Value and National Policy on Re-shaping Older People's Services
5.2 Financial	None
5.3 Legal	None
5.4 HR	None
5.5 Equalities	None
5.6 Risk	None
5.7 Customer Service	None

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