

Care at Home Provision

1. SUMMARY

The purpose of this report is to update the Area Committee on the findings of the 4th quarterly evaluation of the Care at Home provision within the Bute and Cowal area.

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

Within the Bute and Cowal locality, almost 70% of the service has historically been provided by the independent sector. The three providers successful in the framework in Cowal are Care UK, Allied and Carr Gomm. A separate framework contract was awarded on Bute and the providers are Allied, Carr Gomm and Carewatch. 3.5 FTE Homecare Procurement Officers are now in post to ensure the robust review/monitoring of the services to ensure a high quality is maintained.

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/late visits and allow the Council to monitor continuity of care. These are now all in place, and operational. This will enhance the service monitoring visits carried out

by the Homecare Procurement Officers due to the reports provided by these systems

CARE AT HOME PROVISION

As at 31st March 2014 an approximate total of 1939 hours are being provided to 238 older people within the Cowal area by external providers. A breakdown of the provision is detailed in the table below:

COWAL

Providers on Framework from tender exercise		Weekly hours commissioned	
		Hours at 31st Dec	Hours at 31 st Mar
1 st preferred provider	Care UK	617	622
2 nd preferred provider	Allied	439	433
3 rd preferred provider	Carr Gomm	86	87

Existing Providers		Weekly Hours Commissioned	
		Hours at 31 th Dec	Hours at 31st Mar
Mears Care		380	382
Cowal Carers		345	305
	Total Hours	725	685
Direct Payments		110	110
	Total Hours		1839

BUTE

As at 31st March 2014 an approximate total of 2253 hours are being provided to 156 Older People within the Bute area by external providers. A breakdown of the provision is detailed in the table below:

BUTE

Providers on Framework from tender exercise		Weekly hours commissioned	
		Hours at 31 st Dec	Hours at 31 st Mar
1 st preferred provider	Allied	1387	1225
2 nd preferred provider	Carr Gomm	77	61
3 rd preferred provider	Carewatch	82	78

Existing Providers		Weekly Hours Commissioned	
		Hours at 31 st Dec	Hours at 31 st Mar
Care Plus		775	875
	Total Hours	775	875
Direct Payment		14	14
	Total Hours		2253

Staff recruitment is an on-going issue in Cowal. This issue is not new to this locality, due to the rural areas involved, however it means the Council continues to purchase services off framework to meet demand. As the frameworks are becoming more established this practice is reducing. In the last quarter 92% of new service was commissioned from the framework.

Recruitment is an on-going problem we are facing across the Council area. Head of Service, Adult Care alongside the Procurement and Commissioning Team recently met with all providers. Discussions took place around the difficulties we were facing. In order to address this Adult Services have arranged to introduce IRISS, a project being run in partnership with the Council and chaired and supported locally by Scottish Care 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 in Argyll and Bute. The group will look at a joint

recruitment proposal, joint training and efficiencies that can be made utilising dead time by reducing travel. The first meeting of this group will be held at the care at home forums in May. In addition, Adult Services are also working alongside our Employability Partnership. The Partnership have agreed to take recruitment within the care sector forward as one of their workstreams. An update of the above will be provided at the next meeting.

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. There is currently one provider who has enhanced monitoring activity to support performance improvement. In addition, fortnightly contract management meetings are being carried out to assist the provider to focus on their service improvement plan.

A breakdown 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
Careplus	6	5	6
Care UK	5	5	4
Carr Gomm	6	5	6
Cowal Carers	5	5	5
Mears-Oban/Cowal	3	3	3

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

MONITORING ARRANGEMENTS

An ongoing training schedule has been implemented to the Homecare Procurement Officers and a robust monitoring programme has been put in place with both the Procurement and Commissioning Monitoring Officer and Homecare Procurement Officers 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	Total carried out Between 01/10/2013 & 31/12/2013	Council Officer involved
Review of care needs with service users, family and provider	138	Homecare Procurement Officer and/or Care Manager
Quarterly Contract and Supplier Meetings with Providers in line with the Scottish Government Guidance on the Commissioning of Care and Support Services	6	Procurement and Commissioning Team / Social Work
Provider Forums - Reshaping care for Older People meetings.	5	Procurement and Commissioning Team/Social Work/NHS

SERVICE MONITORING VISITS

Training has been provided to all Homecare Procurement Officers on individual service monitoring. A schedule of monitoring visits has been agreed and a process to report the outcome of these visits to the Procurement and Commissioning Team has been developed. This information will feed into the quarterly contract and supplier monitoring meetings. Over the course of these meetings individual risk ratings are adjusted as required. The monitoring activity and results for the quarter are detailed below:

Cowal

<u>Provider</u>	Number of Spot Checks/Monitoring Visits	Satisfied/Unsatisfied	Service User Comments
Provider A	4announced 3unannounced	6 Satisfied 1 unsatisfied	Happy with service, no improvements. Continuity of staff.
Provider B	2 announced 4 unannounced	5 Satisfied 1 unsatisfied	Times on care plans sometimes differ to logs
Provider C	2 announced	2 Satisfied	Happy with service,
Provider D	2 announced 1 unannounced	3 Satisfied	Happy with service, no improvements
Provider E	3 announced 2 unannounced	3 Satisfied 2 unsatisfied	Communication with service users could be better Continuity of staff covering holidays

Bute

<u>Provider</u>	Number of Spot Checks/Monitoring Visits	Satisfied/Unsatisfied	Service User Comments
Provider A	5 announced	5 Satisfied	Happy with service, no improvements.
Provider B	2 announced	2 Satisfied	Happy with service, no improvements

As you can see there has been extensive work carried out again this quarter to support the providers and service users. The feedback from the service users and families who have received service monitoring visits has been positive, with 86% of the people spoken to, very happy with the services they are receiving.

SERVICE CONCERNS

There is a clear service concern process in place and from 1st January – 31st March, there has been 9 service concerns received. All service concerns are investigated fully and the Homecare Procurement Officers work closely with the providers to improve any issues raised.

Cowal

<u>Provider</u>	Number of Concerns	Details of Concern	Upheld and appropriate action taken
Provider A	1	Concerns re carers approach to service user.	upheld
Provider B	1	Concerns re access	upheld
Provider C	2	Concerns re late/early visits. Concern re carers approach	1 upheld 1 partially upheld
Provider D	1	Concerns re carer	upheld

Bute

<u>Provider</u>	Number of Concerns	Details of Concern	Upheld and appropriate action taken
Provider A	3	Concern re security of dwelling/moving and handling	Upheld
Provider B	1	Concern re carer behaviour	Upheld

For information – The above concerns (9) are the total received in this quarter. The total weekly service currently being delivered by the providers concerned is 4,188 hours per week.

COMPLAINTS

One complaint has been received this quarter that has been upheld.

4. CONCLUSION

From the evidence gathered, including service users and families input, services are being provided according to the terms and spirit of the contract.

Due to the fluctuations within human services, in terms of demand for services and providers capacity to respond, service concern issues are inevitable. All issues identified within this quarter have been addressed, with the intensive support of the Procurement and Commissioning Team together with the Homecare Procurement Officers to maintain continuous improvement. On-going 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 proposals, described previously in the report, will work towards assisting providers to actively look at innovative ways of attracting staff: especially within the rural areas. Staff recruitment and retention is a nationally recognised problem across all aspects of the care sector.

5 IMPLICATIONS

5.1	Policy	Consistent with Best Value and National Policy on Re-Shaping Older People's Services
5.2	Financial	None
5.3	Personnel	None
5.4	Equalities Impact Assessment	None.
5.5	Legal	None

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