

Mid Argyll and Kintyre Area Committee Report

1. SUMMARY

- 1.1 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 Mid Argyll Kintyre & Islay Area. This is following the tendering exercise undertaken by Argyll & Bute Council when the decision was taken by members not to externalise homecare services within this area. At this time it was also decided that our internal services would be under similar scrutiny to ensure that all care at home services are equally monitored.

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 of care 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.

Committee members note that steps are underway to develop the internal homecare service to ensure we have an available, flexible and needs-focused workforce.

3. DETAIL

OUTCOME OF TENDER

Within the Mid Argyll, Kintyre & Islay area approximately 65% of the services are being provided by our in house homecare provision with the independent sector providing back up services within these areas.

The Homecare Procurement Officer within the localities will 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 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. 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 31st March 2014 an approximate total of 2701 hours per week were being provided to 239 service users within the Mid Argyll, Kintyre & Islay Area by both in house provision and external providers. A breakdown of the provision is detailed in the table below.

Mid Argyll, Kintyre and Islay

Argyll & Bute Homecare	Number of service users	Weekly hours commissioned	
		Hours at 31 st Dec	Hours at 31 st March
Mid Argyll	75	618	719
Kintyre	49	589	567
Islay	37	503	404

External Providers	Number of Service Users	Weekly Hours Commissioned	
		Hours at 31 st Dec	Hours at 31 st March
Argyll Homecare	28	266	268
Carr Gomm	31	252	302
	Total Hours	518	570
Direct Payments	19	408	441
	Total Hours	986	1011

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.

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
Internal Homecare Mid Argyll, Kintyre & Islay	5	4	4
Argyll Homecare	5	5	5
Carr Gomm	6	5	6

Care Inspectorate Grades are as follows:

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

MONITORING ARRANGEMENTS

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. Case Managers/care co-ordinators review all service users cases on a six monthly basis and any issues identified are raised as a service concern if required.

A detailed list of contact with Service Users and Providers for the 4th quarter is detailed below.

Contact	Total number carried out between 01/01/2014 and 31/03/2014	Council Officer involved
Review of care needs with service users, family and provider	53	Homecare Organiser 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	2	Procurement and Commissioning Team / Social Work
Provider Forums, meetings set up for networking to share good practice and training opportunities.	2	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:

Number of Spot Checks/Monitoring Visits	Satisfied/Unsatisfied	Service User Comments
20	19 Satisfied	Doesn't receive regular carers but the carers are all very nice
	1 unhappy regarding timekeeping and lack of recording visits	No concerns – likes all the carers.
		Very happy with service
		Carers are all lovely

There has been extensive work carried out within this quarter to support the providers and service users. The feedback from service users and families who have received individual announced/unannounced monitoring visits has been positive. Of 20 visits, 19 service users are happy with the quality of the service delivered. This equates to a 95% satisfaction rate. On-going work is continuing with the remaining service user to reach an outcome agreeable to all concerned.

COMPARABLE SATISFACTION RATES

Area	Satisfaction Rate
Helensburgh & Lomond	91%
Bute and Cowal	87%
Oban, Lorn and the islands	89%
Mid Argyll, Kintyre & Islay	95%

SERVICE CONCERNS

There is a clear service concern process in place and in the period 1st January to 31st March, 2014 3 service concerns have been received. These concerns have been fully investigated and the appropriate action has been taken to ensure that the issues raised have been addressed.

<u>Provider</u>	Number of Concerns	Details of Concern	Upheld and appropriate action taken
Provider A	1	Concerns re not staying the duration of visit to ensure tasks are completed	Upheld
Provider B	2	Concerns re using microwave meals rather than cooking	Partially upheld
		Concerns re; recording not being factual and tasks not being completed.	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.

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 (Institute for Research & Innovation in Social Services), a project being run in partnership with the Council, 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 in Argyll and Bute. The group will look at a joint recruitment proposal, joint training and efficiencies that can be made in 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 forward recruitment within the care sector forward as one of their workstreams. An update of the above will be provided at the next meeting.

4. 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 reporting period, 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 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. This is a nationally recognised problem across all aspects of the care sector.

Problems with recruiting staff are also evident within the internal homecare service. Revision to job description requires to be

negotiated to ensure the service can provide medication support service users require. Plans are underway to offer existing staff guaranteed hours commensurate with a proportion of their historical pattern of work.

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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