

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 Oban, Lorn and Isles 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

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 has now been 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 31st March, 2014 an approximate total of 3,250 hours per week were being provided to 285 service users within the Oban, Lorn & Isles area by both in house provision and external providers. A further 395 hours are being delivered in the form of Direct Payments. A breakdown of the provision is detailed in the table below:

Providers on Framework from tender exercise		Weekly hours commissioned	
		Hours at 31 st Dec	Hours at 31 st Mar
1 st preferred provider	Carr Gomm	281	288
2 nd preferred provider	Mears Care	540	589
3 rd preferred provider	British Red Cross, Options for Independence	173	196

Existing Providers		Weekly Hours Commissioned	
		Hours at 31 st Dec	Hours at 31 st Mar
Carers Direct		838	757
Care+Oban		415	460
Affinity Trust		7	33
Crossroads		39	39
Colonsay Homecare		16	14
Mull Homecare		660	771
Tiree Homecare		41	34
Bowman Court Homecare		190	74
	Total Hours	2206	2182
Direct payments		418	395
	Total Hours	2624	2577

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
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	MEDIUM	3	3	3
OLI Homecare	LOW	3	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. One provider who was previously achieving grades 2/3 for their provision has been re inspected. This has led to an increase in grades to 3's.

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 4th quarter is detailed below:

Contact	Total number carried out Between 1st January– 31st March, 2014	Council Officer involved
Review of care needs with service users, family and provider	92	Homecare Procurement Officer and/or Care Manager
Spot checks/monitoring visits carried out in Service User's homes.	18	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	5	Procurement and Commissioning Team / Social Work
Provider Forums, meetings set up for networking to share good practice and training opportunities.	4	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:

<u>Provider</u>	Number of Spot Checks/Monitoring Visits	Satisfied/ Unsatisfied	Service User Comments
Provider A	3 announced 1 unannounced	3 satisfied 1 Unsatisfied	Happy with service, no improvements.
			Proper staff training needed for carers to have basic food/cooking skills. Sometimes lots of different carers.
Provider B	2 announced 1 unannounced	3 satisfied	Very happy with care received.
Provider	3 announced 1 unannounced	3 satisfied 1 unsatisfied	Happy with service, no improvements.
			There can be too many different carers, sometimes do not let me know when workers are going to be late and this worries me.
			Would rather have family care for me – no complaints about the rest of service.
Provider	2 announced	2 Satisfied	Happy with service, no complaints
Provider E	2 announced 3 unannounced	5 Satisfied	Happy with service no complaints.
			No recordings of actual times. Care plan in file is not current and no moving & handling assessment in file.
			Happy with service –

			would prefer earlier visit where possible.
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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 18 visits, 16 service users are happy with the quality of the service delivered. This equates to a 89% satisfaction rate. On-going work is continuing with the remaining two service users to reach an outcome agreeable to all concerned.

SERVICE CONCERNS

There is a clear service concern process in place and in the period 1st January to 31st March 2014 there has been a total of 7 service concerns received. 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.

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	Upheld and appropriate action taken
Provider A	1	Missed/late visits	Partially upheld
Provider B	6	Laundry Issues	Partially upheld
		Medication Issues	Upheld
		Missed visits	Upheld
		Missed/late visits	Partially upheld
		Medication Issues	Upheld
		Missed Visits	Upheld

For information – The above concerns (7) represent the total received in this quarter. The total weekly service currently being delivered by the providers concerned is 3,250 hours per week.

COMPLAINTS

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

RECRUITMENT/RETENTION

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 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.

4.0 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 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.

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

For further information contact: Shaun Davidson, Area Manager, Oban, Lorn & Isles. Tel. 01631 567808.