

**OLDER PEOPLE'S CARE AT HOME SERVICE UPDATE – FQ1**

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**1. SUMMARY**

The purpose of this report is to update the Area Committee on the findings of the continuing 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**

Currently there are three providers on the framework in this area. British Red Cross, the 3<sup>rd</sup> provider on the framework have given notice to relinquish their services and detailed work has been done by the Procurement and Commissioning Team together with Adult Services to transfer these services as at the 7<sup>th</sup> July, 2014. In addition to the framework there are also three contracted providers who provide care at home services.

Internal homecare also provide services on the Isle of Mull, Colonsay and Tiree.

**CARE AT HOME PROVISION**

As at 30<sup>th</sup> June, 2014 an approximate total of 3339 hours per week were being provided to 282 service users within the Oban, Lorn & Isles area by both in house provision and external providers. A further 368 hours are being delivered

in the form of Direct Payments. A breakdown of the provision is detailed in the table below:

Existing Providers		Weekly Hours Commissioned	
		Hours at 31 <sup>st</sup> March 2014	Hours at 30 <sup>th</sup> June 2014
Carr Gomm		288	342
Mears Care		589	577
British Red Cross		196	183
Carers Direct		757	789
Care+Oban		460	417
Affinity Trust		33	33
Crossroads		39	30
Colonsay Homecare		14	30
Mull Homecare		771	752
Tiree Homecare		34	34
Bowman Court Homecare		74	152
	<b>Total Hours</b>	<b>3255</b>	<b>3339</b>
Direct payments		395	368
	<b>Total Hours</b>	<b>3650</b>	<b>3707</b>

## RECRUITMENT/RETENTION

Recruitment is an on-going problem we are facing across the Council area. Adult Services have introduced IRISS,(Institute for Research and Innovation in Social Services) 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 is looking at a joint recruitment proposal, joint training and efficiencies that can be made utilising dead time by reducing travel. Two meetings of this group have taken place with good support from Providers and Social Work staff. 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 work streams. The Council has also recently agreed a modern apprentice scheme and an Adult Services representative will attend this group to maximise the opportunities for care staff through this.

## 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.

Breakdowns of the Care Inspectorate grades are detailed in the table below:

Provider	Date of Last Inspection	Care Inspection Grades		
		Quality of Care and Support	Quality of Staffing	Quality of Management and Leadership
Affinity Trust	24/04/2014	5	4	4
BRC	N/A*	N/A *	N/A *	N/A *
Care + Oban	13/08/2013	4	4	3
Carers Direct	27/05/2014	6	5	6
Carr Gomm	01/08/2013	6	5	6
Crossroads	25/04/2013	4	5	4
Mears- Oban	20/11/2013	3	3	3
OLI Homecare	16/04/2014	3	4	3

\*This provider is still awaiting its 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 quarter is detailed below:

Contact	Target	Actuals	Comment
Review of Care needs with service users, family and provider	71	98	Exceeded target
Quarterly Contract and Supplier Meetings with Providers in line with the Scottish Government Guidance on the Commissioning of Care and Support Services	6	6	On target
Provider Forums - Reshaping care for Older People meetings.	4	5	On target

## SERVICE MONITORING VISITS

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:

Contact	Target	Actual	Comments
Monitoring Visits	47	19	The implementation of the Self Directed support has had an impact on the targets for this quarter.

The main reason for the non-achievement meeting monitoring targets has been the prioritisation of work of the Homecare Procurement Officers in relation to the implementation of Self Directed Support. With the settling down of SDS, a concerted effort will be made to make good the targets this year.

The feedback from service users and families who have received individual announced/unannounced monitoring visits has been positive. Of 19 visits 16 service users are happy with the quality of the service delivered. This

equates to a 84% satisfaction rate. On-going work is continuing with the remaining 3 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 1<sup>st</sup> April to 30<sup>th</sup> June 2014 there has been a total of 4 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.

<b><u>Provider</u></b>	<b>Number of Concerns</b>	<b>Details of Concern</b>	<b>Upheld and appropriate action taken</b>
Provider A	1	Not following care plan causing concern for service user	Upheld – care manager working with Provider to solve issue
Provider B	1	Personal Care not being provided appropriately	Upheld – staff member removed from package.
Provider C	2	Missed visits	Upheld – provider double checking their rotas.
		Missed visits and not communicating issues with care plan	Partially upheld – more mature staff being used to assist service user.

For information – The above concerns (4) 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.

#### **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.

The implementation of Self Directed Support on 1<sup>st</sup> April 2014 has had an impact on the monitoring targets this quarter. SDS has changed the assessment and review process for all Social Work staff. We must allow a transition period for staff to become familiar with the new processes and analyse the impact these are having on current workloads.

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

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