

Mid Argyll and Kintyre Area Committee Report

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 Mid Argyll Kintyre & Islay 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 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

Currently internal Homecare and two contracted providers provide services throughout the Mid Argyll Kintyre and Islay Area.

CARE AT HOME PROVISION

As at 30th June 2014 an approximate total of 2784 hours per week were being provided to 260 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

Existing Providers		Weekly Hours Commissioned	
		Hours at 31 st March 2014	Hours at 30 th June 2014
Mid Argyll Homecare		719	775
Kintyre Homecare		567	577
Islay Homecare		404	427
Argyll Homecare		268	254
Carr Gomm		302	296
	Total Hours	2260	2329
Direct Payments		441	455
	Total Hours	2701	2784

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

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

Provider	Care Inspection Grades			Date of last Inspection
	Quality of Care and Support	Quality of Staffing	Quality of Management and Leadership	
Internal Homecare Mid Argyll, Kintyre & Islay	4	5	4	04/02/2014
Argyll Homecare	4	4	4	05/08/2013
Carr Gomm	6	5	5	01/08/2013

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 quarter is detailed below.

Mid Argyll, Kintyre and Islay

Contact	Target	Actual	Comment
Review of care needs with service users, family and provider	65	68	On target
Quarterly Contract and Supplier Meetings with Providers in line with the Scottish Government Guidance on the Commissioning of Care and Support Services	2	2	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	43	29	The implementation of Self Directed Support has impacted on work loads during this quarter.

The feedback from service users and families who have received individual monitoring visits has been positive. Of the 29 visits carried out this quarter, all service users are happy with the quality of the service delivered. This equates to a 100% satisfaction rate.

SERVICE CONCERNS

There is a clear service concern process in place and in the period 1st April to 30th June, 2014 1 service concern has been received. This concern has 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	Personal care not being attended to.	Upheld as provider should have communicated difficulties to Care Manager.

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 and second meeting of this group held at the care at home forums was well received by the providers. 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 work streams.

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 1st April 2014, has had an impact on the monitoring targets this quarter. Self Directed Support (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.

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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