

**Customer Services Care at Home
10 December 2014**

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. .

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

2. RECOMMENDATIONS

That Committee note the contents of the paper.

3. DETAIL

Currently there are three providers on the framework in this area Mears, Carr Gomm and Carers Direct although the home care procurement team purchase services from all providers within the OLI area due to the high demand for service and the recognised local and National shortage of care workers.

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

CARE AT HOME PROVISION

As at 30th September, 2014 an approximate total of 3153.75 hours per week were being provided to 201 service users within the Oban, Lorn & Isles area by

both in house provision and external providers. A further 320.5 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 30 th June 2014	Hours at 30 th September 2014
Carr Gomm		342	396
Mears Care		577	578.75
Carers Direct		789	643.25
Care+Oban		417	401.25
Affinity Trust		33	30.50
Crossroads		30	29.25
Colonsay Homecare		30	6.50
Mull Homecare		752	819.75
Tiree Homecare		34	49.25
Bowman Court Homecare		152	199.25
	Total Hours	3339	3153.75
Direct payments		368	320.5
	Total Hours	3707	3474.20

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 a third is planned to outline work undertaken to assist in recruitment and retention.. 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 this could provide a recruitment event on a monthly basis in an area of the authority. 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
Care + Oban	13/03/2014	4	4	4(3)
Carers Direct	27/05/2014	6	5	6
Carr Gomm	01/08/2014	4 (6)	4(5)	5(6)
Crossroads	17/07/2014	5(4)	5	5(4)
Mears- Oban	20/11/2013	3	3	3
OLI Homecare	16/04/2014	3	4	3

() indicate previous score

Note Mears and OLI Home care are due their next inspections in the near future.

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	127	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	4	On target
Provider Forums - Reshaping care for Older People meetings.	4	4	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 along with HCPO devoting time in securing packages of care.

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 and working to secure packages of care at this present time within the constraints previously mentioned around limited care provision. We have also a 0.5 vacancy for HCPO. 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 1st April to 30th 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.

<u>Provider</u>	Number of Concerns	Details of Concern	Upheld and appropriate action taken
Provider A	6	<p>Staff not adhering to visit times and not informing HCPO only coming to light when review carried out.</p> <p>People having missed visits and SW not being notified.</p> <p>Poor communication with service users and HCPO regarding situations.</p> <p>Family breakdown with provider.</p> <p>Concerns about medication management</p>	<p>The concerns were upheld and Area Manager has met with Company along with commissioning and agreed an action plan to ensure compliance. To be reviewed monthly.</p> <p>Provider change.</p>
Provider B	2	<p>None following Care managers instruction re storage of cleaning materials.</p> <p>Not notifying Family of relatives hospital</p>	<p>Upheld – new procedures in place.</p> <p>Not up held, attempts were</p>

		admission, Not staying with Service user whilst ambulance arrived.	made but carer unable to contact, contact made later that evening Not upheld Carer stayed with service user until ambulance arrived.
Provider C	2	Inappropriate comments from care worker whilst visiting a service user	Agency carried out investigation and outcome was inconclusive with regards to what was said. Worker no longer attends service user.
		Missed visit	Upheld – Visit missed due to error on rota, provider apologised to service user and family.

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 1st 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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