

**ROTHERHAM METROPOLITAN BOROUGH COUNCIL
NEIGHBOURHOODS & ADULT SERVICES**

**Briefing Note to Cabinet Member for Adult Social Care
16 April 2012**

Update – New Community and Home Care Service (CHCS) Framework

Introduction:

The purpose of this report is to update members on the mechanisms put in place to monitor the outcomes, quality and regulatory compliance of service providers accepted onto the new Community and Home Care Service (CHCS) Framework.

The Outcome Monitoring Framework and Toolkit or 'Home Matters' scheme will support the contracts team to enforce the terms and conditions of the Framework Agreement. This will in turn drive up the quality of care delivery.

Background:

- 1.1 'Home Matters' is a scheme introduced to monitor service delivery. The responsibility for applying the scheme rests with the contract monitoring team based in the Commissioning Policy and Performance Unit, Resources Directorate.
- 1.2 The scheme is based on the Care Quality Commission's 'Essential Standards of Quality and Safety' and guiding principles contained in the Community and Home Care Service's (CHCS) specification, which details contract monitoring arrangement in terms of outcomes, outputs and standards.
- 1.3 It will apply to 15 care providers secured on the CHCS framework agreement as a result of a recent Tender exercise; and will focus on outcomes achieved as a result of service intervention.

An outcome' is defined as the impact on the person concerned which is planned, positive and can be attributed to the service delivered. The degree at which outcomes are achieved will indicate the level of quality.

- 1.4 The Outcomes Monitoring Framework will support the enforcement of special measures to improve, default notices served and when necessary actions taken to terminate agreement with the service provider.

2. Methodology:

- 2.1 An Outcomes Monitoring Toolkit has been developed. Providers will populate this with information and provide evidence to support how they are achieving service outcomes and all supporting evidence will be verified.
- 2.2 Further evidence will be gathered by face to face customer interviews and postal surveys of staff and customers using the Adult Social Care Outcomes Toolkit (ASCOT)
- 2.3 The Electronic Home Care Monitoring system currently being procured will provide further intelligence and monitoring data.
- 2.4 In addition there will be analysis of and not restricted to:
 - Contract compliance
 - Submissions of qualitative and quantitative reports by the provider
 - Missed calls or late calls
 - Substantiated customer complaints
 - Substantiated Safeguarding Concerns
 - Substantiated Contracting Concerns
 - Refusals to take on care packages without reasonable explanation
 - Returned care packages without reasonable explanation
 - Information provided by Rotherham MBC Staff and Strategic Partners
- 2.5 Constant monitoring activity will take place throughout the year and in addition bi-monthly partnership meetings and annual reviews will be undertaken.

3. Rating system:

- 3.1 In addition the level of compliance with the Community and Home Care Service contract and service specification will also contribute to an overall judgement being made and lead to a quality rating award for each provider.
- 3.2 The provider will be assessed as performing at one of three levels. Level C being the minimum level and indicates a satisfactory performance. Level B indicates a good performance and Level A indicates an excellent performance.
- 3.3 A weighted scoring matrix will calculate the rating. Failure to reach level C will result in a default notice being served and special measures improvement plan being issued and could ultimately end in removal from the Framework. On reaching Level C the provider and the CQAO will agree an improvement plan. On reaching Level B the provider and CQAO will agree a plan for excellence.

3.4 Providers may challenge the rating system but this is mitigated by the tender process, contract arrangements.

4. Reporting:

4.1 Results and findings will be reported through DLT and the Contracting for Care Forum; and shared with members, providers and customers through such media as the e-marketplace, 'Contracting for Care' quarterly Newsletter and the RMBC web site.

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