

## ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER

<b>1</b>	<b>Meeting:</b>	Cabinet Member for Adult Social care
<b>2</b>	<b>Date:</b>	25 February 2013
<b>3</b>	<b>Title:</b>	Community and Home Care Activity and Quality Report for the period 1st October to 31 <sup>st</sup> December 2012
<b>4</b>	<b>Directorate:</b>	Commissioning Policy and Performance – Resources Directorate

### **5 Summary**

This report provides information on Community and Home Care service activity and quality for the period 1st October 2012 to 31st December 2012.

### **6 Recommendations**

- **That this report and the information provided is received.**

## 7 Details

- 7.1 At the Contracting for Care Forum on 14th May 2007 a report was received on the analysis of commissioned activity in domiciliary care. It was agreed that further reports be provided on a regular basis – Minute 34 (4). At the Contracting for Care Meeting held on the 10<sup>th</sup> October 2012 there was agreement that the in house home care service activity would no longer be included in future reports for comparison since the service was configured to provide an enabling service.
- 7.2 This report provides information on activity levels and quality monitoring of the registered domiciliary care providers appointed to the Community and Home Care Services Framework during the period from 1<sup>st</sup> October 2012 to 31<sup>st</sup> December 2012 (3<sup>rd</sup> Quarter 2012-13).
- 7.3 The Community and Home Care Services Framework commenced service on the 2<sup>nd</sup> of April 2012.
- 7.4 The number of people using the Community and Home Care Services at the end of December 2012 is **1257**.

Quarter	Year	Number of people on service
Quarter 4	2011-12	1382
Quarter 1	2012-13	1293
Quarter 2	2012-13	1241
Quarter 3	2012-13	1257

- 7.5 The ***numbers of service users starting*** the service is **201**
- 7.6 The ***numbers of service users leaving*** the service is **152**
- 7.7 The number of new users and leavers does not reconcile with the numbers of people in service at each quarter. This anomaly in the calculation is as a result of service users receiving care from more than one provider. If the service has ended with one provider but the second has remained open this person is classed as a leaver but is still in the count for being on service.

See full breakdown – Appendix 1

- 7.8 In the third quarter there has been:
- 9 People taking up a Direct Payment for personal care needs
  - A reduction in residential care occupancy has reduced from 89% to 85% on the previous quarter
  - 15 People (23% of admissions) returning home without a requirement for on going care from the 'Step-Up Step-Down Beds'.

In addition the Oakwood Community Hospital which opened in September 2012, providing 20 recuperation beds, 10 for transfer acute hospital beds and 10 from the community.

The enablement service may also be influencing the reduction in referrals the Community and Home Care Services Framework. Intelligence reporting is currently being collated.

## 8. Quality of Contracted Community and Home Care Services

The following information focuses on closed contract concerns the date the concern was received may be some months before their closure date, especially if the concern is related to a Safeguarding Investigation.

### 8.1 Contract Compliance Activity:

The following summarises substantiated concerns for Quarter 3 which have been subsequently closed following a period of investigation.

There have been **34 Community and Home Care Service** (domiciliary care) contracting concerns closed involving **9** domiciliary care providers.

### 8.2 An overview of the substantiated concerns raised and action taken:

#### Community and Home Care Service (CHCS):

Concern	Action taken by the provider
3 concerns were regarding the conduct of staff.	<ul style="list-style-type: none"> <li>• Change of care worker</li> <li>• Regular carers identified</li> </ul>
2 concerns were regarding medication	<ul style="list-style-type: none"> <li>• Monthly supervision</li> <li>• Spot checks</li> <li>• Workshops</li> </ul>
2 concerns were regarding Communication	<ul style="list-style-type: none"> <li>• Policy re-iterated</li> </ul>
2 concerns were regarding the quality of care recording and data protection	<ul style="list-style-type: none"> <li>• Team meeting</li> <li>• Processes developed</li> <li>• Apology</li> </ul>
15 concerns were regarding missed calls	<ul style="list-style-type: none"> <li>• Rotas checked each week</li> <li>• Carers sign to say read and checked rota</li> <li>• Communication policy re-iterated</li> <li>• Staff supervision</li> <li>• Admin processes introduced</li> <li>• Handover procedures re-iterated</li> <li>• Disciplinary</li> </ul>
6 concerns were received	<ul style="list-style-type: none"> <li>• Disciplinary action</li> </ul>

regarding the timings or lateness of calls	<ul style="list-style-type: none"> <li>• Rotas restructured</li> <li>• Monitoring of call times and volume of work</li> <li>• Rotas checked/audited</li> <li>• Calls made time specific</li> <li>• Apology</li> <li>• Quality assurance checks</li> <li>• Recruitment of staff</li> </ul>
4 concerns were regarding the quality of the care provided	<ul style="list-style-type: none"> <li>• Care plan revised</li> <li>• Core team agreed</li> <li>• Policy re-iterated</li> <li>• Liaising with social work staff</li> <li>• Agreed that equipment be kept at service users home</li> </ul>

8.3 Due to the data in the above table focussing on closed contract concerns the date the concern was received may be some months before their closure date, especially if the concern is related to a **Safeguarding** Investigation.

79 new contract concerns were received in the third quarter with 36 remaining under investigation.

## 9 Finance

9.1 Revenue expenditure relating to the activity information provided in this report is monitored and reported separately under existing budget monitoring arrangements.

## 10 Risks and Uncertainties

10.1 In the 3<sup>rd</sup> Quarter there have been no issues regards lack of capacity in the independent sector.

There has been a reduction in the demand for contracted Community and Home Care Services compared to Quarter 4 – 2011-12 and Quarter 1 2012-13.

## 11 Policy and Performance Agenda Implications.

11.1 The information on activity provided in this report is able to support the **'Exercise of choice and control'** outcome set out in the Performance Outcomes Framework.

11.2 The Outcome Monitoring Framework – 'Home Matters' - monitors the quality of independent sector provision. The details of the quality monitoring, is reported separately, through quality monitoring arrangements.

## 12 Background Papers and Consultation

### 12.1 Minutes of Contracting for Care Forum, 11th May 2007 [Minute 34 (4)]

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## Appendix 1

### Community and Home Care Services - Activity Data for period October to December 2012

#### Current Service Users as at 31st December, 2012

Service	Number of Service Users
Independent Home Care	1257

#### Community and Home Care Services Turnover

Service	31 <sup>st</sup> March	30 <sup>th</sup> June	30 <sup>th</sup> September	31 <sup>st</sup> December
	No. of Service Users	No. of Service Users	No. of Service Users	No. of Service Users
Independent Sector	1382	1293	1241	1257

#### New Starters

	October 2012	November 2012	December 2012	Total
Independent Home Care	67	87	47	201

#### Starters by Independent Sector Provider

	October 2012	November 2012	December 2012	Total
Provider 1	4	11	11	26
Provider 2	4	15	5	24
Provider 3	9	5	9	23
Provider 4	1	0	0	1
Provider 5	2	1	1	4
Provider 6	6	4	2	12
Provider 7	4	2	5	11
Provider 8	8	9	5	22
Provider 9	3	3	3	9
Provider 10	0	5	4	9
Provider 11	5	7	3	15
Provider 12	3	2	3	8
Provider 13	11	13	12	36
Provider 14	1	6	1	8

## Leavers

	October 2012	November 2012	December 2012	Total
Independent Home Care	57	65	30	152

## Leavers by Independent Sector Provider

	October 2012	November 2012	December 2012	Total
Provider 1	10	5	8	23
Provider 2	9	11	6	26
Provider 3	6	8	2	16
Provider 5	3	3	1	7
Provider 6	9	9	4	22
Provider 7	3	1	2	6
Provider 8	3	5	5	13
Provider 9	3	5	1	9
Provider 10	1	2	4	7
Provider 11	4	5	2	11
Provider 12	0	1	3	4
Provider 13	8	8	2	18