

## ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBERS

<b>1</b>	<b>Meeting:</b>	<b>Cabinet Member for Adult Social Care</b>
<b>2</b>	<b>Date:</b>	<b>20 January 2014</b>
<b>3</b>	<b>Title:</b>	<b>Community and Home Care Activity and Quality Report Quarter 2 2013</b>
<b>4</b>	<b>Directorate:</b>	<b>Neighbourhoods and Adult Services</b>

### **5 Summary**

This report provides information on Community and Home Care Service activity and quality for the period 1<sup>st</sup> July 2013 to 30<sup>th</sup> September 2013.

### **6 Recommendations**

- **This report and the information contained in it are received by the Cabinet Member for Adult Social Care and it is agreed that this report can be forwarded onwards to the Contracting for Care Forum scheduled to take place on the 17<sup>th</sup> of February.**

## 7 Details

- 7.1 This report provides information on activity levels and quality monitoring outcomes for services delivered by the Community and Home Care Services (CHCS) Framework during Quarter 2 of the financial year 2013-2014.
- 7.2 The brokerage team currently refer care packages to providers appointed to the CHCS framework. They implement an allocation protocol according to the service specification. The brokerage function provides an essential role in sustaining the framework by ensuring that the allocation of work is fair which gives balance and stability to the framework and ensures adequate capacity is secured. As a result the providers on the framework remain competitive and quality is stimulated.
- 7.3 The CHCS providers on the Framework include:
1. 360 Health Care
  2. Crossroads
  3. Housing 21
  4. Carewatch
  5. Ark
  6. Direct Health
  7. Domus
  8. Allied Health Care (was Saga)
  9. Comfort Call
  10. Mears
  11. TLC
  12. Sevacare
  13. Voyage
  14. Care UK

### Framework Activity Q 2 2013 (Appendix 1)

- 7.4 In Q1 1234 people were receiving Community and Home Care Services at the end of June 2013. In Q2 (30<sup>th</sup> September) there has been an increase of 21 people receiving contracted home care compared to Q1.
- 7.5 Number on service throughout the year:

Period	Number of people on service
End Quarter 3 2012-13	1257
End Quarter 4 2012-13	1238
End Quarter 1 2013-14	1234
End of Quarter 2 2013-14	1255

The figures above demonstrate relatively stable numbers of people on service over the previous 12 months with a variance of only 23 people. Compared with Q2 of the previous year 2012-13 the current Q2 figures show an increase of 14 people on service.

#### 7.6 New Starters by Quarter:

	Qtr 3 2012-13	Qtr 4 2012-13	Qtr 1 2013-14	Qtr 2 2013-14
<b>Independent Home Care</b>	201	213	264	226

#### 7.7 Leavers by Quarter:

	Qtr 3 2012-13	Qtr 4 2012-13	Qtr 1 2013-14	Qtr 2 2013-14
<b>Independent Home Care</b>	152	148	221	203

## 8 Monitoring of Quality

Concerns, Defaults and embargos

	Q4 2012-13	Q1 2013-14	Q2 2013-14	Total 2013-14
<b>Closed Contracting Concerns (substantiated only)</b>	32	24	33	57
<b>Safeguarding investigations</b>		2	4	6
<b>Default with embargo</b>	0	0	2	2
<b>Voluntary suspension of placements</b>	1	0	1	1
<b>Default without embargo</b>	0	0	0	0

#### 8.2 Overview of Concerns for Q2 2013/14:

97 new concerns about domiciliary care providers were added to the database in the period. 57 concerns were investigated and closed. The remaining number are open pending monitored action by the provider, or the outcome of safeguarding/police investigation.

Of the 57 investigated and closed 33 (58%) were substantiated. For the 33 substantiated concerns:

19 (57%) have been around missed calls.  
09 (27%) around the quality of the care provided  
03 (9%) around medication issues  
01 (3%) around management and  
01 (3%) around records

4 of the above had a safe-guarding element.

### 8.3 Actions taken by providers

Reason for concern	Actions
Missed Calls	<ul style="list-style-type: none"><li>• Capability Procedures</li><li>• Supervision</li><li>• Check systems</li><li>• Reiteration of policies and procedures</li><li>• Spot checks</li></ul>
Medication error	<ul style="list-style-type: none"><li>• One to one supervision</li></ul>
Quality of care	<ul style="list-style-type: none"><li>• Supervision</li><li>• Spot checks</li><li>• Reiteration of policies and procedures</li></ul>

### 8.4 Risk Matrix Update:

The Risk Matrix developed in collaboration between Commissioning and Safeguarding Teams and reported previously indicates how homes are performing against regulatory, Rotherham MBC quality standards, and contractual obligations. The Information Systems team have progressed the work and the set up and 'new look' of the new database has been viewed. It is still expected that the system will be fully functional early 2014.

The system will reduce the requirement of manual inputting, record timely information and enable efficient response to rectify failures and enforce contract terms and conditions to eliminate poor practice.

### 8.5 Meetings with the Care Quality Commission

Monthly meetings are chaired by the CQC, and include attendees from Health, Rotherham CCG, Safeguarding, Commissioning and Assessment and Care Management.

In Q2, 2 meetings with CQC have been undertaken to share intelligence, identify risk and collaborate to resolve the issues mentioned above.

## 8.6 Home Matters Review

The performance of Community and Home Care Providers against the Outcome Monitoring Framework which includes the Home Matters assessment tool was included in the 2012 – 2013 annual review report. The result of the quality assessment of each organisation is communicated to the public via the Council website with links to the Connect to Support site.

For the current financial year all providers will be assessed against the Outcome Monitoring Framework between October 2013 and March 2014 and will be reported in the next financial year.

Ongoing continuous monitoring of the contracted home care sector inform the provider risk rating on the 'risk matrix' and prioritise the work programme for the Contract Compliance Officers, Commissioning and Contract Team.

## 9 Finance

- 9.1 NAS expenditure on independent sector home care is monitored by the Finance Team and this information is contained in monthly budget monitoring reports.
- 9.2 The annual inflationary uplift is currently being considered and will be reported through existing reporting mechanisms via the Finance Team.

## 10 Risks and Uncertainties

- 10.1 During Quarter 2 there have been capacity issues in the independent sector for the first time since the Framework commenced. This was as a result of two providers being placed in contract default with enforced embargos. The capacity issues were also experienced in the RMBC 'Enabling Team' in this period resulting in a number of care packages being brokered directly to the independent sector. Although there were delays in providers accepting care packages, there were no care packages that could not be allocated in this period.
- 10.2 The current Community and Home Care Services contractual agreement comes to an end 31<sup>st</sup> March 2015 with an option to extend the agreement until March 31<sup>st</sup> 2016. It will be necessary to commence the preparatory commissioning work immediately in order to be ready to go to the market in April 2014. An options paper outlining the detail will be reported to DLT in Quarter 4.
- 10.3 Financial management systems which interface with independent sector providers are currently being reviewed by the Revenue and Payments team and with the support of the Information Systems team. The Commissioning and Contracts team are working collaboratively as a stakeholder on this project to ensure that available opportunities to improve data extraction and the business process are fully exploited.

## 11 Policy and Performance Agenda Implications.

- 11.1 The Rotherham Health and Wellbeing Strategy 2012 - 2015 sets out the key priorities that the local Health and Wellbeing Board will adopt over the next three years to improve the health and wellbeing of Rotherham people.

The Strategy outlines six areas of priority and associated outcomes the Community and Home Care Services Framework supports Rotherham MBC to contribute against:

- **Priority 1** - Prevention and early intervention
- Outcome: Rotherham people will get help early to stay healthy and increase their independence.
- **Priority 2** - Expectations and aspirations
- Outcome: All Rotherham people will have high aspirations for their health and wellbeing and expect good quality services in their community, tailored to their personal circumstances.
- **Priority 3** - Dependence to independence
- Outcome: Rotherham people and families will increasingly identify their own needs and choose solutions that are best suited to their personal circumstances

- 11.2 The Outcome Monitoring Framework – ‘Home Matters’ - monitors the quality of independent sector provision against the Community and Home Care Services Framework Agreement and Service Specification 2012 – 2015.

The details of the quality monitoring, is reported separately, through quality monitoring arrangements.

For further information:

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## Appendix 1

### Community and Home Care Services Activity - for period July to September 2013

#### Current Service Users as at 30th September, 2013

Service	Number of Service Users
Independent Home Care	1255

#### Home Care Turnover

Service	31 <sup>st</sup> December	31 <sup>st</sup> March	30 <sup>th</sup> June	30 <sup>th</sup> September
	No. of Service Users	No. of Service Users	No. of Service Users	No. of Service Users
Independent Sector	1257	1238	1234	1255

#### New Starters

	July 2013	August 2013	September 2013	Total
Independent Home Care	80	77	69	226

#### Starters by Independent Sector Provider

	July 2013	August 2013	September 2013	Total
Provider 1	10	15	19	44
Provider 2	12	8	0	20
Provider 3	15	13	18	46
Provider 4	1	0	2	3
Provider 5	1	2	0	3
Provider 6	5	0	0	5
Provider 7	8	3	3	14
Provider 8	3	5	2	10
Provider 9	6	6	3	15

<b>Provider 10</b>	6	7	11	<b>24</b>
<b>Provider 11</b>	3	5	3	<b>11</b>
<b>Provider 12</b>	1	0	2	<b>3</b>
<b>Provider 13</b>	11	14	6	<b>31</b>
<b>Provider 14</b>	2	1	3	<b>6</b>

### Leavers

	<b>July 2013</b>	<b>August 2013</b>	<b>September 2013</b>	<b>Total</b>
<b>Independent Home Care</b>	65	82	56	203

### Leavers by Independent Sector Provider

	<b>July 2013</b>	<b>August 2013</b>	<b>September 2013</b>	<b>Total</b>
<b>Provider 1</b>	13	12	10	<b>35</b>
<b>Provider 2</b>	13	10	7	<b>30</b>
<b>Provider 3</b>	4	9	7	<b>20</b>
<b>Provider 4</b>	2	3	1	<b>6</b>
<b>Provider 5</b>	0	1	0	<b>1</b>
<b>Provider 6</b>	9	10	1	<b>20</b>
<b>Provider 7</b>	0	1	5	<b>6</b>
<b>Provider 8</b>	1	3	4	<b>8</b>
<b>Provider 9</b>	3	4	3	<b>10</b>
<b>Provider 10</b>	1	5	4	<b>10</b>
<b>Provider 11</b>	5	5	4	<b>14</b>
<b>Provider 12</b>	2	0	0	<b>2</b>
<b>Provider 13</b>	9	15	11	<b>35</b>
<b>Provider 14</b>	3	4	0	<b>7</b>