

# Health Select Commission

Adult Social Care – Commissioning Update  
25 January 2024

# Purpose

## Overview:

- Dynamic Purchasing Systems/Flexible Purchasing Systems
- Performance
- Quality and Compliance
- Market Shaping and Sustainability (Care Act 2014)

# Contract Arrangements

5 years – 3 x Dynamic Purchasing Systems (DPS)

1. Home Care Support Services (Domiciliary Care) – December 2019
2. Mental Health Recovery Focussed Community Services – July 2023
3. Learning Disability and Autism Supported Living – November 2023

Associated Cabinet Reports

- 18 February 2019
- 17 October 2022
- 20 September 2022

# Dynamic Purchasing System

- Admit a range of suitably qualified providers at any time
- No purchasing commitment
- Suppliers can be used flexibly/bespoke
- Open ongoing access - market stimulation/innovation
- Applicants - assessed - capability - quality service
- Competitive prices
- Services can be secured over a long-term offering stability to the market
- Manage quality – without lengthy tender exercise - secure replacement provision.

# 1. Home Care and Support Service

- Joint Approach with health – accountable for own Individual Purchasing Agreement (care package)
  - Rotherham Place – 2,000 hours/wk
  - Rotherham Council – 16,000 hours/wk
  - 12 Registered Domiciliary Care Providers
- New arrangement – Home Care and Support Service – DPS - 13 Providers Appointed
- Commenced April 2020
  - Tier 1 x Nine – (N,S,C)
  - Tier 2 x One
  - Specialist x 3 (2x LD, 1 x Unpaid Carers)

# Update

- Tier 1 – All the 9 appointed - sustained
- Tier 2 – Increased from 1 to 8
- Specialist Care – Specialist care providers increased from 3 to 4 (2x Learning Disability, 1x Unpaid Carers and 1x Mental Health).
- Activity - Currently approximately 18,703 hours/wk increase from (pre-DPS)
- Capacity/Demand - issue demand/pandemic (national issue) – peak/June 2021, reducing and fully April 2023
- Quality - Improved – no unplanned exit or forced termination

# Key Performance Indicators

## **KPI 1: Utilising Assistive Technology. Target - 75%**

- 72% of customers who were reviewed in the period were introduced to assistive technology or provided with options.

## **KPI 2: Strengths Based Approaches Training - Target - 100% of care workers complete training and be deemed competent.**

- Overall, 81% (654) of care workers - trained in SBA training.

## **KPI 3: - Level 2 Qualifications and Level 5 Manager Qualification. Target - 100%**

- Level 2: - 54% (437) of care workers.
- Level 5: - All registered managers either hold or are studying towards it.

## **KPI 4: - Care Certificate. Target – 100% of care workers completed the Care Certificate (or exempt).**

- 79% (633) completed
- 19% (157) undertaking
- 2.5% (15) of care workers are not currently undertaking, have been employed 3+ months and are not exempt.

# Monitor

- Assistive technology or digital solutions
  - electronic care plans
  - digital medication administration records
  - electronic rostering and call monitoring
- Self-determination - support plans are person centred
  - Direct contact with people accessing the service – high incidence of people reporting they feel listened to
- Community assets/care and support
  - Case Studies ‘evidence of....provider has facilitated access to community resources....’



## 2. Mental Health Recovery Focussed Community Services DPS

- October 2022 - Cabinet – DPS - range of community services - mental health recovery model.
- Number of separate lots - recovery at the core i.e., supported living, day opportunities and preventative services.
- No new funding - but - services procured will provide alternative cost effective and appropriate options to those available currently.
- Supported Living Prioritised – Lot 1

# Update

- Lot 1 – Supported Living Accommodation Based Services
  - Tender concluded May 2023
  - 3 Care and Support Providers appointed
  - 8 units of supported living accommodation in place
  - 4 units in development (April 2024)
- Concept of Supported Living – 3 distinct elements
  - tenancy
  - registered housing provider,
  - care and support provider.

# 3. Learning Disability and Autism Supported Living DPS

- Market Assessment:
  - Supported Living – well developed – National Providers dominate
  - Strong micro-enterprise presence – keen to develop
  - No dedicated supported living for people living with autism
  - Market shaping required

September 2022 - Cabinet - Learning Disability and Autism

Supported Living – DPS

# Update

- Tender concluded November 2023
- 10 new providers have been appointed
- The services are being implemented but time to review the outcomes
- Key Performance Indicators based on the Think Local Act Personal – ‘I and We’ statements to ensure that outcomes achieved are person centred.

# Market Quality

- Risk-based process - intelligence quantitative and qualitative - indicates the level of performance and risk
- 2020 – review of systems/processes
- Need to supplement officer resource with efficient methods – digital
- March 2021 - digital system - Provider Assessment and Market Management Solution – PAMMS
- Implementation embedded by May 2022
- Provider self-assess against key domains – validated by contract compliance officer
- Rated - Excellent, Good, Requires Improvement or Poor
- Remedial action where required

# Early Warning System

In addition to PAMMS - New method of determination of risk:

- Range of intelligence and data – automatically + manually entered to a Provider Risk Dashboard
- Green, Amber, Red - each service - INSIGHT
- Direct resources to address issues of quality early as possible
- Support assessors to assist in decision making about choice of provision people

# The data/intelligence

Establish the risk includes:

- Quality Assessment (PAMMS) – outcome
- CQC rating
- Food Standards Agency Ratings
- Number of Safeguarding decisions
- Embargo on new placements
- Contract Default Notice
- Unexpected deaths
- Number of substantiated contracting concerns
- Company in administration
- Registered Manager vacancy
- Actions include issuing - improvement plan, default notice and special measures improvement plan/ termination of support plans or whole contract.

# Market Shaping – Sustainability

Care Act 2014 duty – LA - sustain the care and support market:

## **Fair Cost of Care - Methodology:**

- Cost benchmarking exercise - comparator Local Authorities
- Costing tools/cost workbooks bespoke to the care and support service
- An assessment of quality and contract
- An assessment of providers exiting or entering the market over the previous year
- Consultation with commissioning colleagues in the region - comparison of proposed rates to be awarded and to establish any opposing position.
- An assessment of capacity against demand
- Emerging and existing policy and central funding plans
- Market engagement events take place - share their views and advise of pressures they are facing.