

# Health Select Commission

## Adult Social Care – Commissioning Update

23 January 2025

# What will be covered

- Update requested from January 2024
- Adult Social Care commissioning activity across:
  - Home Care
  - Mental Health
  - Learning Disability and Autism
- Focus on Dynamic Purchasing Systems
- All at different stages of maturity.

# What is Commissioning

- Commissioning in adult social care is the process where local authorities plan for, identify, purchase, and monitor social care services for people in their area.
- It plays a significant role in ensuring people receive the support they need to lead fulfilled lives, remain independent, and delay future care needs.

# The Commissioning Cycle

- Commissioning comprises of a range of activities:
  - Assessing needs
  - Setting priorities
  - Planning services
  - Procuring services
  - Monitoring quality.



# Commissioning Core Processes



Strategic Planning: Assessing needs; reviewing provision; and deciding priorities.

Procuring Services: Designing services; shaping how supply is structured; and capacity & demand management.

Monitoring and Evaluation: Personalisation & choice; performance & quality; and experience of care & support.

# Care Act 2014 Duties

## Prevent, reduce & delay needs

- Promote physical, mental & emotional wellbeing.
- Outcomes that matter to individuals and the right to choose.
- Independence - social participation, control over daily life.

## Market shaping

- High quality, personalised.
- Diverse range of services.
- Sustainable system.

## Managing provider failure

- Contingency planning.
- Continuity of care.

# Background & Contract Arrangements

5 years – 3 x Dynamic Purchasing Systems (DPS):

1. Home Care Support Services (Domiciliary Care) – December 2019 (Cabinet -18 February 2019)
2. Mental Health Recovery Focussed Community Services – July 2023 (Cabinet - 17 October 2022)
3. Learning Disability and Autism Supported Living – November 2023 (Cabinet - 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 – secure new/ replacement provision.



# 1. Home Care & Support Service

- Total of 21 providers appointed (as per January 2024)
- Tier 1 – All the 9 appointed - sustained
- Tier 2 – 8 providers
- Specialist Care – remains at 4 (2x Learning Disability, 1x Unpaid Carers and 1x Mental Health)
- Activity - Currently approximately 19,600 hours/wk - upward trend in activity since last reported (18,703 hrs/wk in Jan' 24)
- Joint Framework – Rotherham Place ICB NHS procure 3,588 hrs/wk
- Capacity is meeting demand consistently
- Stability – one unplanned exit – Tier 2 very small provider – single owner chose to deregister.

# Home Care & Support - Quality

- 2024/25 Qrt 2 – 15 of 21 completed the quality assurance process
- Outcome:
  - 2 Excellent
  - 8 Good
  - 6 are being currently assessed
- There are 4 providers who have been assessed 'Requires Improvement' and 1 rated 'Poor' at various stages throughout the year.
- All have achieved the objectives in the improvement plan that was issued and safe service was maintained throughout.
- No embargoes or contract defaults issued.

# Home Care & Support - KPIs

Key Performance Indicator	Performance	DoT
KPI 1: Utilising Assistive Technology (Target - 75%).	58% 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, 92% (881) of care workers - trained in SBA training.	↑
KPI 3: Level 2 Qualification and Level 5 Manager Qualification (Target - 100%).	Level 2: 55% (532) 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]).	90% (866) completed. 10% (94) undertaking.	↑

# Home Care & Support - People's Experience

2024/25 Qrt 2 - 52 people - telephone survey asked:

- *How well do you think your care worker supports you to be independent?*
  - 93% satisfactory rate or above score (3 to 5)
- *How would you rate the home care service you receive?*
  - 91% satisfactory rate or above score (score 3 to 5)

And we were told that:

- 96% - “I am listened to by my carers”
- 93% - “My carers help me feel more connected to my family and community”.

## 2. Mental Health (MH) Recovery Focussed Community Services

- October 2022
- Mental health recovery model
- Supported Living - Lot 1
- Accommodation based services
- 3 distinct elements - Tenancy, Registered Housing Provider and Care and Support Provider.
  
- 3 care and support providers – appointed to Lot 1
- 8 units of supported living accommodation in place
- 3 further units – finalising tenancies
- 18 units in development.

# MH Recovery Focussed Community Services - Progress

- Temporary – supported accommodation
  - higher rate housing benefit
  - Care Act 2014
  - Section 117 Mental Health Act
- 8 Tenants, of which:
  - 5 people moved from hospital setting
  - 4 have increased independence and reduced their need for support
  - 2 are ready to move into independent accommodation
  - 18 months duration.

# 3. Learning Disability and Autism (LD&A) Supported Living

- Market Assessment:
  - Supported Living – well developed – National Providers
  - Strong micro-enterprise presence – keen to develop
  - No dedicated supported living for people living with autism
  - Market shaping required and being undertaken
- September 2022 - Cabinet - Learning Disability and Autism Supported Living – DPS.

# LD&A Supported Living

All providers have plans in place to reduce carbon emissions

19 providers pre-qualified (14 are new to Rotherham)

Created a framework for direct award and mini competition

Progress

All providers are committed to the Council's social value agenda

All providers are either Real Living Wage accredited or pay above the National Living Wage

Established a project that has been in development since 2017



# LD&A Supported Living - Next Steps

- The learning disability and autism commissioning theme will publish a community opportunities DPS in January 2025.
- Rotherham's micro enterprises will be encouraged to join the DPS.
- The DPS will offer more choice and control for Rotherham people.

# Thank you

Any questions