

Report of the Director of Health and Wellbeing to the meeting of Bradford East Area Committee to be held on Thursday 16 February 2017

AB

Subject:

Home Care Provision

Summary statement:

This report provides additional information about the Home Care Provision and support in the Bradford East Area.

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Portfolio:

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Overview & Scrutiny Area:

Health and Social Care



1. SUMMARY

- 1.1 This report provides additional information about the Home Care Provision and support in the Bradford East Area.

2. BACKGROUND

- 2.1 Over recent years, health and social care services in England have been undergoing significant transition following the introduction of the Health and Social Care Act 2012 and the Care Act 2014. The key themes that have emerged from the need for transformational change include a radical upgrade in prevention and public health, providing greater control for people of their own care, a breakdown of barriers in how care is provided and support for new and innovative models of care.
- 2.2 A report was presented to the Bradford East Area Committee on Thursday 24 November 2017 and Members commented on a number of issues which included:
- Queried the use of electronic monitoring systems in developing local services.
 - Did not see positive advantages of electronic monitoring for vulnerable/old people; needed to consider the dignity of individuals.
 - Report needed further information such as number of calls to the services and how many did not receive the help; number of people who could not access services; need to understand the care of old people and how many day centres had been closed down and how many people did not receive the support at home.
 - Helpful to have information on perspective of users; and how the service dealt with concerns raised by users.
- 2.3 In response to Members questions it was reported that:
- There was an option to electronically monitor carers who undertook home visits which would record the time stayed and task performed and whether it was value for money in terms of what the authority paid for.
 - The service did engage with users and customers were asked about quality of service provided and what could be undertaken differently.
 - The Service worked closely with providers to ensure staff undertook their duty to the highest standard; if something did go wrong the service would discuss with providers the issues raised; areas of concern would be addressed with that employer.
- 2.4 The Area Committee Resolved that:

A report was requested by the Bradford East Area Committee to include details such as numbers of people and their characteristics and trends over 5 years in areas such as:

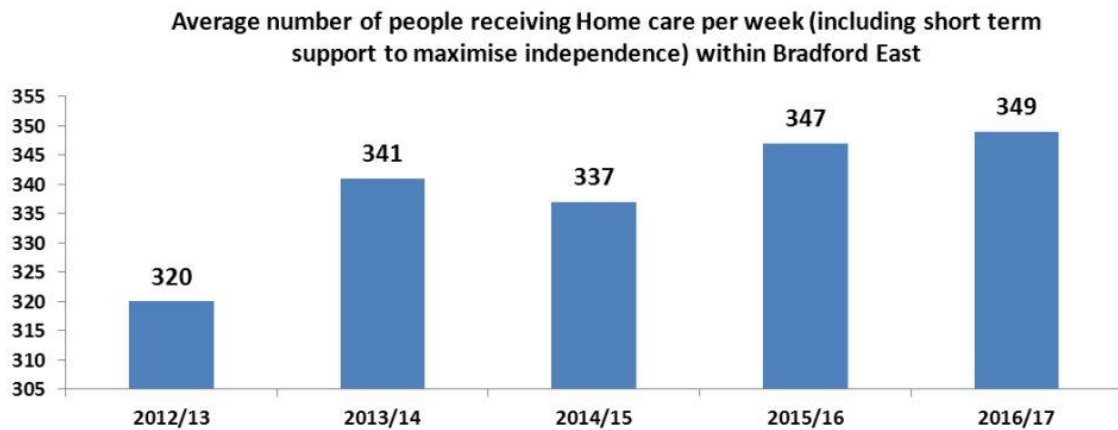
- number of people receiving care
- number of people attending day services
- number of people who called the service; number of people assessed and supported with care



- the length of time it takes to answer the telephone
- how many carers have been assessed and any other information sufficient to provide Members with information to judge the quality and adequacy of the provision of service to older and vulnerable people in Bradford East, detailed by Ward where possible

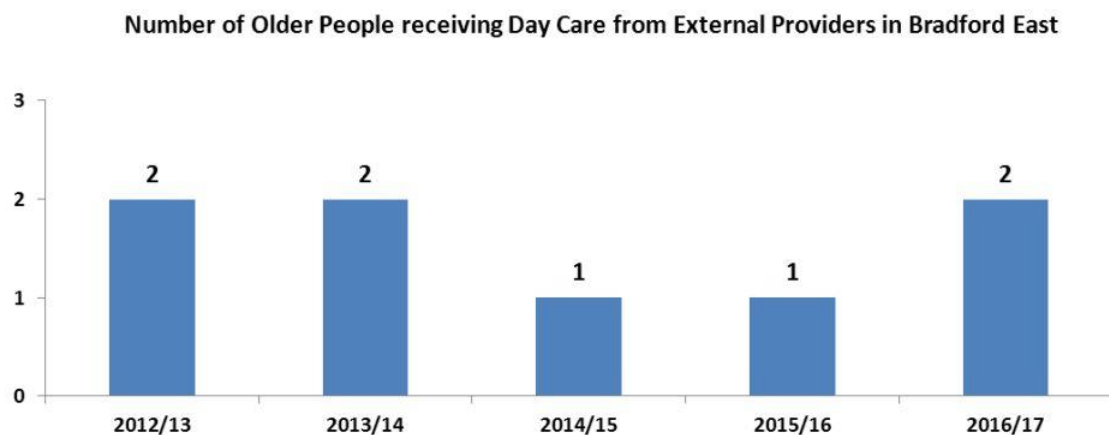
2.5 ADULT SOCIAL CARE ACTIVITY

2.6 The number of people receiving community care in their own home in the Bradford East area between 2012-13 and 2016-17



Source: BMDC Community Care Admin

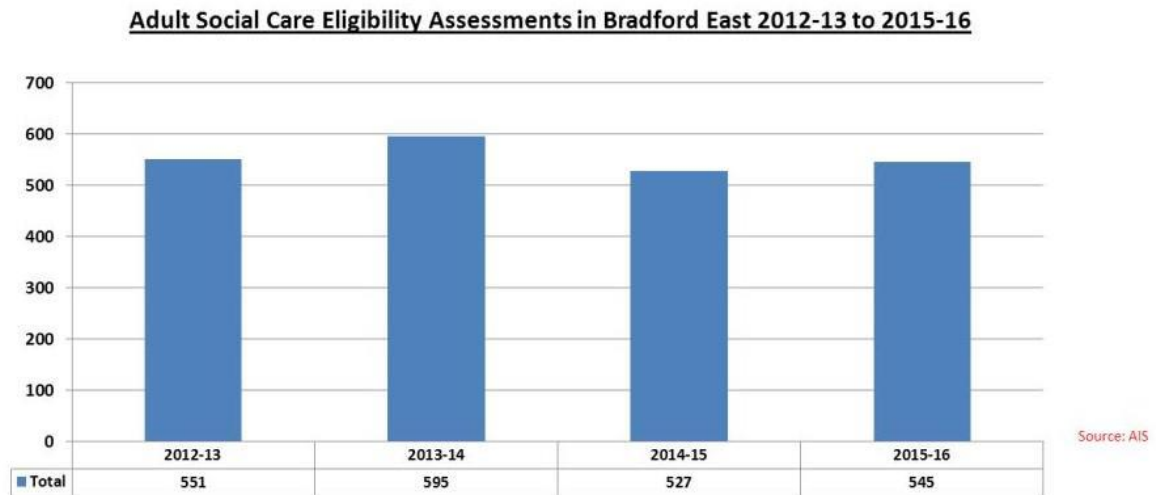
2.7 The number of older people receiving day care from external providers in the Bradford East area between 2012-13 and 2016-17



Source: BMDC Community Care Admin

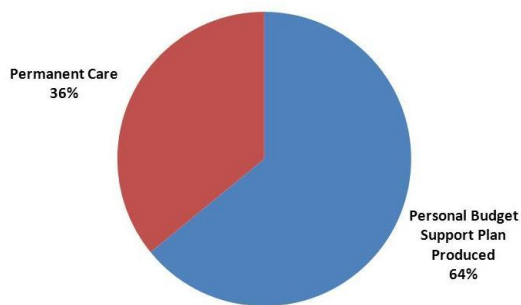


2.8 The number of people who received an Adult Social Care eligibility assessment for long term care and support in the Bradford East area between 2012-13 and 2016-17

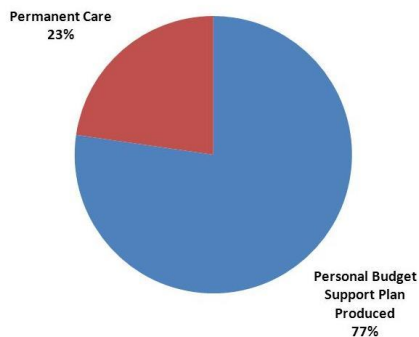


2.9 The percentage of people who received an Adult Social Care eligibility assessment for long term care and support in the Bradford East area and the outcome of the assessment (Permanent Care or Personal Budget for Community Care) between 2012-13 and 2015-16

Adult Social Care Eligibility Assessments in Bradford East by Outcome
in 2012-13



Adult Social Care Eligibility Assessments in Bradford East by Outcome
in 2015-16



2.10 The number of people who received an Adult Social Care eligibility assessment for long term care and support in Bradford East in 2016-17 to date, by Ward.

Bradford East Ward	No. of Adult Social Care Assessments 2016-17	%
Idle and Thackley	115	23%
Bowling and Barkerend	77	15%
Eccleshill	65	13%
Bolton and Undercliffe	64	13%
Bradford Moor	51	10%
Little Horton	40	8%
Tong	15	3%
City	12	2%
Clayton and Fairweather Green	8	2%
Manningham	8	2%
Thornton and Allerton	7	1%
Windhill and Wrose	7	1%
Heaton	6	1%
Royds	6	1%
Toller	--	1%
Wakefield West	--	1%
Queensbury	--	0%
Birstall and Birkenshaw	--	0%
South	--	0%
Wyke	--	0%
Baildon	--	0%
Keighley East	--	0%
Great Horton	--	0%
Park	--	0%
Grand Total	502	100%

Figures suppressed under 5

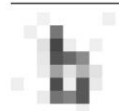
Source: Systm One

3. OTHER CONSIDERATIONS

3.1 There are no Other Considerations.

4. FINANCIAL & RESOURCE APPRAISAL

4.1 Financial



- 4.1.1 In August 2016 new Adult Social Care IT systems were implemented in Bradford MDC and we are currently redeveloping our performance and business intelligence functions. Reporting Adult Social Care Pathway data by locality is within our scope and we anticipate being able to provide better information in response to requests once our systems are fully embedded.

5. RISK MANAGEMENT AND GOVERNANCE ISSUES

- 5.1 There are no significant risks and governance issues arising from the proposed recommendations in this report.

6. LEGAL APPRAISAL

- 6.1 This work relates directly to the Local Government Act 2000 and to the Duty of Well-being placed upon the Council to promote and improve the well-being of the District and also the Health and Social Care Act 2012 and the Care Act 2014.

7. OTHER IMPLICATIONS

7.1 EQUALITY & DIVERSITY

The Equality Act 2010 sets out the new public sector Equality Duty replacing the three previous duties for race, disability and gender. In engaging with our stakeholders, Home Care will have regard to our Equality and Diversity Policy.

7.2 SUSTAINABILITY IMPLICATIONS

Home Care will consider sustainability issues.

7.3 GREENHOUSE GAS EMISSIONS IMPACTS

Greenhouse gas emissions and wider environmental impacts are a consideration.

7.4 COMMUNITY SAFETY IMPLICATIONS

- 7.4.1 Community safety issues are acknowledged as a key contributor to the quality of health in neighbourhoods. It is anticipated that improvements to health will have a positive impact on community safety issues across Bradford East.

7.5 HUMAN RIGHTS ACT

- 7.5.1 No direct implications arising from the Human Rights Act.

7.6 TRADE UNION

- 7.6.1 No direct Trade Union implications arise from this report. .



7.7 WARD IMPLICATIONS

- 7.7.1 Home Care will consider the needs of Wards in the Bradford East Area when exploring how to tackle issues and commissioning work.

7.8 AREA COMMITTEE ACTION PLAN IMPLICATIONS

- 7.8.1 Home care will consider the needs of Wards in the Bradford East Area when exploring how to tackle issues and commissioning work.

8. NOT FOR PUBLICATION DOCUMENTS

None.

9. OPTIONS

- 9.1 That Bradford East Area Committee adopts the recommendations outlined in this report.
- 9.2 That Bradford East Area Committee adopts the recommendations outlined in this report, with amendments.
- 9.3 That Bradford East Area Committee decides not to accept the recommendations outlined in this report.

10. RECOMMENDATIONS

- 10.1 The views and comments of the Bradford East Area Committee are requested.

11. APPENDICES

None.

12. BACKGROUND DOCUMENTS

None.

