

Report of the Strategic Director of Health and Wellbeing to the meeting of the Health and Social Care Overview & Scrutiny Committee to be held on Thursday 16 November 2017

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Subject: Adult Home Care Provision Update

Summary statement:

This document provides an update briefing on the resolutions made by the Health and Social Care Overview and Scrutiny Committee held on Thursday 21 January 2016 together with a progress update against each of the following resolutions;

1. That Domiciliary Care is included in the Committee's 2016/17 work programme and that it includes issues raised by the Committee during its scrutiny of this issue and the Healthwatch Bradford and District independent study.
2. That the comments made by the Committee be fed into the budget consultation process.

The report also affords an outline of the work of the Home First Project Team specifically relating to the provision of home care services across the District.

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Overview & Scrutiny Area: Health and Social
Care

1. SUMMARY

The resolutions made by the Health and Social Care Overview and Scrutiny Committee held on Thursday 21 January 2016 provide the basis for a progress update briefing relating to the provision of home care support. This includes the proposed projects and work completed to date of the Home First Project Team specifically relating to the provision of home care services across the District.

2. BACKGROUND

Home Care is the delivery of a wide range of personal care and domestic/community support services to people in their own homes. Support may range from a short visit to ensure that a person has taken prescribed medication, for example, through to a significant care package meeting assessed needs for example personal care i.e. support to get in/out of bed, bathing/toileting and meal preparation. During the Spring/Summer of 2016 Officers, in line with Contract Standing Orders and EU procurement legislation established a new Framework for Home Care Services in the District. This became operational in September 2016 as the Integrated Personalised Support and Care Framework (IPSAC) Organisations wishing to join the framework underwent a rigorous selection process including full evaluation by service users, front line operational and commissioning staff.

The tripartite agreement - Adults, Children's Social Care Services and Health partners affords a market available to commissioners to meet the needs of all people assessed as needing a home care service.

In April this year, in part to further augment the IPSAC Framework, the Department launched its Home First Vision working with people who choose to access support to remain happy, healthy and at home by;

- Making information and advice easily accessible so that people can make informed decisions about their support needs.
- Early intervention which builds on people's natural networks of support
- Ensuring that all practicable steps are taken to ensure that people who have long term support needs from the services wishes feelings and beliefs are communicated, understood and upheld.
- Improving the accessibility of our information about options
- Finding personalised solutions
- Proactive support for self-care which supports healthier lives
- Early help to delay and prevent minor things developing into something major
- Strengthening and investing in our Social Workers and the culture of social work practice
- Transferring power away from traditional services to people, their families and communities
- Using technology
- Treating all people with dignity and respect
- Establish arrangements to uphold and enable people's rights to take positive risks

- Ensuring that where a person is at risk of abuse that we put in place measures that ensures they remain in control
- Where a person requires the deprivation of liberty safeguards we take all practicable steps to ensure their rights are upheld.

3. REPORT ISSUES

An original report published by Healthwatch Bradford and District in May 2015 provided an independent study of the experiences of older people using home care services in Bradford. The report entitled “***Come on time, slow down and smile***” - ***experiences of older people using home care services in the Bradford District*** highlighted several areas of concern in relation to the actual delivery of home care services.

In recognition of the report and to strengthen our commitment to the commissioning and provision of good quality care which support positive and safe outcomes for those people using services, the Department introduced a robust quality monitoring system which now provides an holistic approach to provider performance. This identifies where providers are performing well and where specific improvements need to be made.

This includes, but not limited to;

- Safeguarding Analysis and Investigation
- Complaints Review
- Quality Visits to Provider Organisations
- Operational Staff Feedback
- CQC Outcomes
- Service User Feedback
- The Take Up or Return Of Care Packages From Support Options

The Department and commissioned providers are expected to, and monitored on, their ability to ensure they are;

- Being **personalised** – recognising that everyone’s needs and assets are different, and that while many people are able to research things for themselves, others need more in-depth help including advocacy.
- Being **preventative** – giving people early advice about how to manage their own health, and help them plan ahead.
- Being **asset-based** and geared to **promoting people’s independence** – building people’s capacity to access and use information, and to manage their own care and support.
- Being **joined up** – so information and advice provision is coherent, and people can access support easily, without being passed from pillar to post.
- Ensuring **high quality** – so people have their queries resolved well, and experience information and advice as easy to understand, accessible, timely, comprehensive and accurate.

Being **efficient** – maximising the potential of the internet, streamlining the processes for producing information, reducing duplication, pooling resources, and making the most of our informal assets (such as the people in our community who are already experts).

Bradford Council has supported the Association of Directors of Adult Social Services. (ADASS) region to put in place tools, protocols and intelligence sharing mechanisms to develop a regional approach to improve market sustainability, Quality and support TO address market failure.

- An information sharing and support protocol has been developed and is currently out for consultation. This protocol will be signed up to by all fifteen LA's to actively share intelligence quickly when there are significant issues in the care market against a set of agreed triggers.
- Real time intelligence will be shared through a portal system (which is currently being explored) which will connect Commissioning Managers across the region. This will help mobilise support quicker when issues arise.
- To support the protocol, Bradford Council are developing a 'heat map' which pulls through CQC data and local intelligence to show our current 'hot spots'

Additionally, over the last three months the Department's Home First Team have established a Service Improvement Board (SIB) with local providers and commissioners linked to a service user group whose remit is to continually examine practice working and actual service delivery.

Work completed or near end stage completion includes;

- A Local Medication Policy – *Recognised by the National Institute for Clinical Excellence (NICE) as the first in the country to develop a policy with Health CCG colleagues, Pharmacists, CQC and other partner organisations.*
- Infection Control Policy – Developed with colleagues in Public health
- Home First, building on some of the recommendations of the Healthwatch Report will ultimately afford;
- Better outcomes and quality of life for people
- Prevention of crises that lead to unplanned hospital admissions
- Better integration and quality of care, including better individual and family experience of care.

Fair Cost of Home Care Services

A key resolution of the Health and Social Care Overview and Scrutiny Committee of 21 January 2016 specifically noted that the Department should examine the actual cost of home care in the District. Whilst this work was undertaken as part of the IPSAC Framework, more recently the Home First Team has established a specific working group with six service providers. The remit being to develop for consideration by the Council a fair hourly rate for home care and support provided within a person's own home which has regard to the Council's financial position so far as is reasonable. It is understood that the outcome rate will not be necessary be a cost the Council can meet.

The group has taken into account;

- National Living Wage
- National Insurance Rates
- Holiday pay
- Pension contributions
- Mileage

- DBS/Recruitment costs
- Key Business Overheads
- Training
- Holiday
- Travel time

*This list is not exhaustive.

In examining fees for care home organisations the Council must follow legislation, guidance and case law. The Care Act 2014 strengthens the general duties on local authorities when setting fees. Relevant features of the Act include:

Section 1 of the 2014 Act which places a duty on all local authorities to promote a person's well-being. Additionally, Section 5(1) of the 2014 Act places an obligation on local authorities to:

“(1) ...promote the efficient and effective operation of a market in services for meeting care and support needs with a view to ensuring that any person in its area wishing to access services in the market –

(a) has a variety of providers to choose from who (taken together) provide a variety of services;

(b) has a variety of high quality services to choose from;

(c) has sufficient information to make an informed decision about how to meet the needs in question.”

The Home First initial work streams build on the outcome discussions and resolutions of the Health and Social Care Overview and Scrutiny Committee of 21 January 2016 specifically incorporated into several key areas, specifically the following areas;

Front Access

The review of how accessible we are as a Council for care/support information by developing our Connect to Support Website looking at what people can do before approach is made to the Council directly and how the initial journey begins and what happens when people have established initial contact.

BUHSS – Bradford Urgent Homecare Support Service introduced to respond within an hour provide immediate assistance. The service has been operational for two months and has to date;

- Prevented admissions into respite care for example where main carer has gone into hospital
- Worked in conjunction with the Police to provide carer relief
- Provided dignity in care and death to a person who passed away unexpectedly and would have ordinarily died alone.

Developing Supportive Technology

Examining the use of virtual assistants and what they can really offer to people e.g. Amazon Echo. Giving useful information, mental stimulation, guidance and possibly reduce social isolation.

Earlier this year, Bradford Council bid for funding from the LGA's Local Investment Programme which is funded by NHS Digital. Bradford's bid was deemed a very strong proposal and as such successfully won funding to pursue the project in 2017/18.

Additionally, the Department is piloting a tablet device with an organisation (Konnektis) This care notes tool remains in the person's home and notifies them about their care and next carer to visit, providing up-to-date information. The pilot has featured in local and national press and is proving extremely popular with the people using it.

The system sees all information about a person's care stored securely on a 4G internet-enabled tablet kept in their home, replacing hand-written paper notes. The tablet acts as a care hub, giving real-time information to homecare workers, family members and medics. Local care providers are piloting the technology in the homes of 150 people across the District.

Usually, the records of a client's care plan, medical needs and homecare visits is handwritten and kept in a paper file in their home this can lead to problems, such as medication dosages not always being clear or handwritten notes being difficult to read. With the Konnektis system, homecare staff use the tablet to access useful information and record the details of their visit, such as when someone last ate or took medication. Relatives who are not living nearby can log on to a secure website to check when their loved one was last visited or send messages to the homecare staff and clients themselves can check the tablet to see when their next visit is due.

Extra Care

- Extra care housing is designed to support people who can manage relatively independently with some degree of care and support. Self-contained flats are provided with 24 hour on-site support intended to offer an ideal environment to maintain confidence and independence. Care services are provided by staff in line with individual care plans. The facility is not a care home, as residents are tenants with associated rights, whereas residents in care homes do not have tenancies. The care provided is regulated by the Care Quality Commission (CQC) but the facility itself is not inspected, and residents can choose to make their own care arrangements.

Extra care will only be successful if it is underpinned by an ethos and culture that promotes well-being and independence. Often extra care can greatly help to reduce carer strain for older couples, especially for a carer who is looking after someone with dementia.

The Home First Team will undertake a full comprehensive review of the Departments strategy/stock and commissioned services in respect of Extra Care. Future extra care must provide a good offer of services providing individualised outcomes through people having greater choice and control, quality of life and improved independence, health and wellbeing whilst potentially reducing need for and the cost of residential care in freeing up availability for those who require that level of care.

Night Care

- As support to people in their own homes is expected to increase we are examining demand and supply for people needing night care, possibly tendering out for this type of service

Dementia Support

- The Home First Team will examine the potential the formation of specialist dementia care;
 - Service one, specific support to carers, supporting someone with dementia in their own home.
 - Service two, a dedicated practical service for people and carers supporting people with dementia.

4. RISK MANAGEMENT AND GOVERNANCE ISSUES

There are no significant risks arising out of the implementation of the proposed recommendations.

5. LEGAL APPRAISAL

There are no legal issues arising that are pertinent to this report.

6. OTHER IMPLICATIONS

N/A

7. EQUALITY & DIVERSITY

The Department will undertake Equality Impact Assessments as part of any aspect of the Home First Vision where requirements necessitate and be incorporated into the specific work stream plan. All work undertaken will address issues of equality and diversity as they apply to protected characteristics groups.

8. SUSTAINABILITY IMPLICATIONS

There are no community safety implications arising from this report.

9. GREENHOUSE GAS EMISSIONS IMPACTS

There are no specific greenhouse gas emissions impacts directly arising that are pertinent to this report.

10. COMMUNITY SAFETY IMPLICATIONS

The role of Home First in contributing to community safety strategies and work streams will be considered as part of the process to ensure that the departments functions and services maintain their capability and quality through the transition process and beyond.

11. HUMAN RIGHTS ACT

There are no Human Rights issues arising from this report.

12. TRADE UNION

Trade Union issues relating to the work undertaken by the Home First Team are being addressed initially with Unison key local representatives specifically in respect of the Unison Home Care Charter implementation.

13. WARD IMPLICATIONS

There are no direct implications in respect of any specific Ward.

14. NOT FOR PUBLICATION DOCUMENTS

None

15. OPTIONS

No options are provided

16. RECOMMENDATIONS

- 1. That Members note this report.**
- 2. Members are invited to comment on the direction of travel detailed in the report to resolve the many different elements of home care.**

17. APPENDICES

1 – Home First Programme Plan

Appendix 1 Home First Programme Plan



HOME FIRST CONCEPT

Supporting people to live happy, healthy lives at home both in control and able to make informed lifestyle choices for themselves and their families.

FRONT ACCESS

Information/Screening/Self Assessment/Navigation/Referral/Support Journey, BEST.

SUPPORTIVE TECHNOLOGY

Develop a number of services which enhance and support peoples access to and experience of services provision. Including Konnektis and other services.

EXTRA CARE REVIEW

To review all existing arrangements in respect of EC provision, map future services and demand. Develop strategy for this area of provision in line with HomeFirst.

BRADFORD URGENT HOME SUPPORT SERVICE (BUHSS)

This service commenced on 4 September 2017. Two organisations are providing services for a period not exceeding seven months.

MARKET ENGAGEMENT & DEVELOPMENT

Working with existing and new stakeholders to provide training, support, service improvement and development opportunities. Raising the industry profile with such initiatives as Unison Ethical Care Charter, further enhancing the existing market to support people to sustain, reduce or independently manage their care needs.

ACCESSIBLE INFORMATION STANDARD

To ensure that people who have a disability, impairment or sensory loss receive information that they can easily read or understand.

CONNECT TO SUPPORT

An online information and advice hub & marketplace where people can look for information, search for local groups and activities across the district, access services and buy equipment.

NIGHT SUPPORT SERVICE

A practical support service to assist people's night care needs. This may range from individual one to one support and/or district wide 'roaming' service.

DEMENTIA SUPPORT SERVICES

The Development and Implementation of two distinct services. Service one, specific support to carers, supporting someone with dementia in their own home. Service two, a dedicated practical service for people and carers supporting people with dementia.

CONNECT TO SUPPORT – THE BRADFORD VILLAGE

As part of the Home First Vision, we have launched the Bradford Village page which is our online information and advice offer for care and support. Originally a H&WB model, it has been developed to be more community based and includes information from

