



To - Health & Social Care Scrutiny Panel

Date of meeting - 17th October, 2017

Notes of - Committee Administrator

IMPROVING STANDARDS OF ADULT SOCIAL CARE – RECOMMISSIONING OF HOMECARE SERVICES

Background

1. At the June meeting of the Health and Social Care Scrutiny Panel, Members received an update on progress with the recommissioning of homecare services being carried out by Lancashire County Council (LCC).
2. The Panel first heard of the proposals in September 2014 and since then has been monitoring progress.
3. Various setbacks have meant that the timeframe has slipped significantly from the original plan to have contracts in place from November 2015.
4. The proposals and the effect the delay has had on providers has caused concern for the Panel and has raised a number of questions.
5. As a result, appropriate officers of LCC and of the Care Quality Commission (CQC) have been asked to attend a Panel meeting to provide further information.
6. It was expected that the former could provide an overview of what has been done so far and information on what stage the process is at.
7. The latter would be asked to provide information on how the services (both with and without an LCC contract) would be monitored going forward.
8. This initially led to a positive response from both parties; however, in the case of LCC a formal invitation had to be made through the Cabinet Member for Adult Services, in line with its procedure.
9. Unfortunately, this has led to the invitation being turned down.

10. We are told that the process being undertaken is extremely time consuming and that officer resources need to remain fully focussed on implementation of the framework, managing the relationships with successful providers, but also working with those providers who either did not bid or were unsuccessful, to ensure a smooth transition of service.
11. The priority is the successful implementation of the new framework.
12. As an officer of LCC is unable to attend the meeting, the following information has been provided by the County Council in answer to specific points raised –

RECOMMISSIONING OBJECTIVES

- **Improving quality** – by placing greater focus on: person-centred approaches; the outcomes of service users; promoting independence; ensuring dignity in care; and safeguarding adults.
- **Developing the workforce** – by strengthening the approach to workforce development and training, and being clear about the required standards.
- **Strengthening contracting** – by being clear with providers about the council's requirements, having robust contracts in place with greater emphasis on quality, standards, performance and monitoring.
- **Shaping the market** – by reducing the number of providers the council contracts with, offering contracts based on specific zones and promoting a sustainable and responsive local home care market.

TIMELINE AND MILESTONES

Activity	Timings
Developed commissioning strategy and initial engagement	Apr-16 to Jul-16
Completed stakeholder consultation exercise	Jul-16 to Aug-16
Finalised commissioning model and procurement plan	Oct-16
Approval received from Cabinet to commence procurement	Oct-16
Commenced procurement exercise	Dec-16
Tender deadline	Feb-17
Procurement evaluation	Mar-17 to Jul-17
Notification of intention to award contracts	Aug-17
Award contracts	Sep-17
Contract commencement	Nov-17
Transfer of care managed service users	Feb 18 to Dec 18

PROVIDERS LCC ARE INTENDING TO AWARD CONTRACTS TO IN PENDLE

Older people and people with a physical disability	Ark Home Healthcare Ltd Astra Care Services Carewatch CRG Homecare Homecare For You Ltd Key2Support Ltd Napier Homecare Services / Right Care Sevacare Ltd <u>Supporting Together Ltd Consortium made up of:</u> <ul style="list-style-type: none"> • Broadfield Care Services • Complete Care Services • Homecare Mellor • Homecare Services • Quality Care (Northwest) Ltd • Spring Cottages Home Care Ltd
Learning disability and/or autism	360 Degrees Homecare For You Ltd Making Space Pendle Support & Care Services Voyage Care
Mental health needs	Creative Support Ltd Homecare For You Ltd Making Space Potens Pride Care

The following Supporting Together Ltd consortium members will provide services in Pendle –

- Complete Care Services
- Quality Care (Northwest) Ltd
- Spring Cottages Home Care Ltd

This means that, in Pendle, there will be nine providers for older people/people with physical disabilities; five providers for people with learning disabilities; and five providers for people with mental health needs. (Total 19)

As the table shows, some providers have been successful across client groups, meaning that there will be 16 different providers in Pendle.

ESTIMATED NUMBER OF PEOPLE CURRENTLY RECEIVING 'CARE MANAGED' HOME CARE FROM SUCCESSFUL/UNSUCCESSFUL PROVIDERS IN PENDLE

Client Group/Lot	Estimated no. of people receiving home care from providers LCC intend to award a contract to	Estimated no. of people receiving home care from providers LCC do not intend to award a contract to	Total
Older people and people with a physical disability	374 (73%)	138 (27%)	512
People with learning disabilities and/or autism	30 (59%)	21 (41%)	51
People with mental health needs	44 (63%)	26 (37%)	70
Total	448 (71%)	185 (29%)	633

The following link provides information about what will happen to those who are receiving home care from an unsuccessful provider - <http://www.lancashire.gov.uk/health-and-social-care/adult-social-care/changes-to-your-home-care-support.aspx>.

This information is also provided at appendix A.

STAFF TRAINING/QUALIFICATIONS

Prior to commencing the procurement exercise, the County Council consulted key stakeholders, including Pendle Council, on a draft service specification (and commissioning intentions). The final service specification is attached at appendix B. Sections 4.7 – 4.9 refer to staff training/qualifications.

Care Quality Commission

13. During discussions with an officer at the CQC it has been explained that the recommissioning of services being carried out by LCC will not have any impact on how future monitoring will be carried out.
14. The role of the CQC will not change following the award of new contracts.
15. The CQC advise that domiciliary care agencies are rated in the same way as care homes/nursing homes and to the same schedule. Its aim is to return to a service within the following timescales from the publication of the inspection report –

- Inadequate rating – within six months
 - Requires Improvement with one domain rated as inadequate – within six months
 - Requires Improvement – within 12 months
 - Good – within 24 months
 - Outstanding – within 24 months
16. The fact that some agencies will no longer have LCC contractual oversight will not impact on how the CQC will inspect the service. This will remain the same.
17. That being the case, it was felt that their attendance at this meeting, without an officer of LCC, would have little merit.

Conclusion

18. Officers of LCC have been unable to attend this meeting as they need to focus on implementation of the new framework to ensure a smooth transition.
19. Therefore, the Panel may wish to consider extending a further invitation in early 2018, following commencement of the contracts and the transfer of care managed service users.

APPENDICES

Appendix A – Changes to your home care support
Appendix B -- Home Care Service Specification

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