

Cllr Vic Pritchard, Cabinet Member for Adult Social Care & Health Key Issues Briefing Note

Health & Wellbeing Select Committee July 2018

1. MPS Event

In April, The Council hosted an engagement event with providers and key stakeholders as part of a two month consultation on the draft Market Position Statement (MPS) for adult social care. This event was well attended and the MPS itself well received. The consultation period has now ended and commissioners are reviewing the feedback and ideas generated at the event along with others submitted during the consultation period. These will inform the final MPS which is intended to be published during the summer subsequent to formal governance.

Further consultation is underway to develop the specific commissioning intentions for homecare. Workshops are taking place in June and July with providers, service users, carers and other key stakeholders. These sessions will help shape the final commissioning and procurement strategy which commissioners will then seek approval to procure for new services to commence early in 2019/20.

2. Domiciliary Care Events Update

Commissioners are actively engaged with providers, key stakeholders and service users / carers in developing the future design model for homecare and held the first of a series of engagement sessions in June 2018. Providers brought a wide range of ideas for improving services and developing the care sector. Providers consistently reported strong performance against many of the Ethical Care Charter standards, but found opportunities for improvement in: *ensuring visits are client-focussed, occupational sick pay and not being pressured to work when ill.*

In a vibrant and informative session, service users and carers shared their views of services and what make the biggest difference to their lives. They were keen to continue to be involved in the project and noted the following priorities: *timely visits, familiarity and consistency of carers – quality of human interaction - help with navigating 'the system' and solving problems with their care arrangements.*

It was also suggested that the Council create a set of published standards and expectations for service users, carers and providers to all engage with. Further workshops are planned over the summer, from which a high level service model will be produced and refined into a business case for approval to proceed to procurement. Ongoing consultation with carers' groups and providers will be part of this development and throughout the project thereafter.

3. Sirona Dispute

Strike action undertaken by Unison to support staff across the 3 Community Resource Centres and Extra Care facilities in Bath is continuing in July 2018 with a series of further one-day strikes planned against the change to introduce unpaid breaks in line with the rest of the care sector and remaining Sirona employees. The Council will continue to monitor the situation with Sirona and support service continuity. Capital investment into the CRCs by the Council continues as planned with new clinical facilities and improvements to the 3 care homes underway (such as dedicated clinical rooms and general refurbishment). Sirona is currently in the process of registering Combe Lea for nursing care with the Care Quality Commission which will increase the number of dementia nursing care beds available in the B&NES area.