

## Bath & North East Somerset Council

MEETING/ DECISION MAKER:	<b>Health and Wellbeing Select Committee</b>	
MEETING/ DECISION DATE:	<b>20<sup>th</sup> March 2019</b>	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	<b>Update on Homecare Review</b>	
WARD:	All	
<b>AN OPEN PUBLIC ITEM</b>		
<b>List of attachments to this report:</b> Appendix 1: Proposed outcomes for future Homecare services, consulted on with public		

### 1 THE ISSUE

- 1.1 Homecare services are currently provided in Bath & North East Somerset by a range of local providers, with contracts awarded to four 'strategic partners' in 2008. We are currently undertaking a review of homecare services, in readiness for putting in place a new homecare approach and contracts from Autumn/Winter 2019/2020. This paper provides an update on the review's progress to date.

### 2 RECOMMENDATION

- 2.1 The Health and Wellbeing Select Committee is asked to note the update on the Homecare Review Project

### 3 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 3.1 Any future contracts and procurement approach will take account of resource implications including budgets, costings and workforce.

### 4 STATUTORY CONSIDERATIONS AND BASIS FOR PROPOSAL

- 4.1 The Council is required to ensure that people requiring financial support to meet their care needs, are able to access good quality services. As the Council does not intend to become a direct provider of these services again, it must source these from the private market. The Council also has statutory responsibilities under the care act to shape the care services market sustainably in collaboration with providers and to retain local oversight of that market.

## 5 THE REPORT

5.1 Homecare services are currently provided in Bath & North East Somerset by a range of local providers, with contracts awarded to four 'strategic partners' in 2008. We are currently undertaking a review of homecare services, in readiness for putting in place a new homecare approach and contracts from Autumn/Winter 2019/2020. In doing so we have been mindful of opportunities to:

- Explore innovative new ways to support people at home and maximise their independence
- Consider the needs of those living in rural and harder to reach communities
- Ensure our model will be sustainable for the future, for providers and the workforce, as well as being cost-effective for the Council

5.2 We have built upon previous updates to Select Committee in 2018 and continued to consider the standards of the Ethical Care Charter in our recommissioning approach. We have also reviewed national best practice and research, and engaged widely with local stakeholders. We have undertaken a comprehensive series of engagement activities including:

- Service design workshop with providers and commissioners
- Engagement workshop with service users and carers
- Visits to and meetings with other Local Authorities to explore best practice and innovation
- Survey for service users and carers, designed in collaboration with the Carers' Centre
- Ongoing engagement with providers in developing possible future models
- Engagement with professionals including: Social Work leads, District Nursing representatives, CCG commissioners, RUH representatives.
- Engagement session with Carers' Voice group

5.3 Key findings from our engagement were:

- People value consistency of care workers, and dislike having too many different people in the house. They want people they are familiar with, reliable timings, and a care worker who engages with the person using the service and any family or carers.
- People want to be more involved in planning care than they feel they currently are.
- There is support for the use of assistive technology alongside traditional homecare approaches, although people are keen that this does not replace the human side of care. People want care delivered flexibly in a way that doesn't disrupt their existing quality of life, and which is personalised to their needs.
- People need to know who they should speak to when things aren't going well or if they have comments or questions. Service users and carers felt it would be helpful to have a 'Standards' document, or charter, setting out what they should be able to expect. Providers and all the other groups we spoke to also felt that having clarity around expectations would be positive and helpful.
- There should be an emphasis on helping people to live independently at home rather than 'homecare'.
- There is a need to provide opportunities to develop the workforce and promote the value of care, and care as an attractive career.
- We should ensure we are able to respond to short-term need.

- We should ensure other developments work together with homecare including any future development of a brokerage function.
  - We should work collaboratively to continue to develop good relationships with providers
  - We should consider opportunities for developing flexible contracting options
- 5.4 Having listened to engagement feedback we developed a list of ‘outcomes’ to capture people’s aspirations and expectations for a new service. These set the foundations for future success and demonstrate what will be different for local people who use the service, and how the service will feel to use. The outcomes should allow us to measure the effectiveness of future services and provide a touchstone to guide future service development, ensuring services continue to make a positive difference to people’s lives. During December and January we ran a public consultation on these outcomes and our proposals. The list of outcomes can be found at Appendix 1.
- 5.5 In order to deliver these outcomes, we will need to work with providers to deliver services that meet these ambitions, which will include making changes to the way we buy services. By working with providers to continue to improve and develop how services work over the coming years we can create a climate of ongoing improvement. In order to deliver this we are proposing to:
- Invite providers to apply to work more closely with us and be an ‘approved’ provider. This process will include seeking information about their business and services as part of an accreditation process; so we can ensure they will continue to provide good quality services for local residents.
  - Work with providers who are approved in order to continuously develop and enhance our homecare services.
  - Provide an enhanced information offer through our website in order to support self-funders, enabling them to make better-informed choices.
  - Pilot new ways of supporting people to live independently which could deliver better outcomes than ‘traditional’ homecare. Over time approved providers would have the opportunity to work with us on innovative developments which could include:
    - Targeting services in particular areas where it can be challenging to secure sufficient quality services; such as in certain rural areas.
    - Delivering more flexible services based on how many hours a person needs on average, with the ability to provide flexibility, delivering more one week, less the next, depending on what they need and what’s going on in their lives.
    - Homecare that works actively with people to try to give them more independence and help them to need *less* care over time.
  - Pilots give us the opportunity to try new ideas. They will be reviewed and where they have been successful and improved things for people, they could become a standard future offer.
  - We will be able to offer more support to homecare providers that want to work with us; including working with them to make the care sector more attractive to work in. By creating more exciting opportunities, we can help make care a more rewarding, interesting and fulfilling career.

- 5.6 We consulted the public on these proposals during December 2018 to January 2019. This included a survey (online and in hard copy) and an engagement session for Community Champions and Virgin Care’s Citizens’ Panel members. A range of constructive feedback was received, and there was generally a high level of support for the proposed approach. A “You Said, We Did” report will be published on the Council’s website which sets out what we have heard, and what we will change as a result.
- 5.7 A final business case is now being developed, in collaboration with colleagues from across the Council and CCG that will set out our final model and procurement approach founded on work to date. This will enable the delivery of services for the future which are flexible and can adapt to the needs of our changing population. The final business case will be signed off by Joint Commissioning Committee and the Health and Care Board in spring/summer 2019.

**6 RATIONALE**

- 6.1 We are seeking to put new homecare contractual arrangements in place which reflect the current care services landscape, and growth in strength-based social work. In doing so we must take the opportunity to review our approach and make the best use of the Council’s resources in order to continue to support our local communities to live independently in their own homes and enjoy the best possible quality of life for as long as possible.

**7 OTHER OPTIONS CONSIDERED**

- 7.1 During this review we have considered a range of options for the future of homecare, engaging widely with a broad range of stakeholders in developing our future plans.

**8 CONSULTATION**

- 8.1 Bath and North East Somerset Council and CCG are committed to engagement being at the heart of our work. We will continue to listen to, and act upon, feedback from people who use our services, their families and carers, and the wider public, at all stages of this review, because we believe services are better when they are shaped by the experiences and aspirations of local people.

**9 RISK MANAGEMENT**

- 9.1 A risk assessment related to the issue and recommendations has been undertaken, in compliance with the Council’s decision making risk management guidance.

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<b>Background papers</b>	N/A
<b>Please contact the report author if you need to access this report in an alternative format</b>	

## Outcomes for the Person

- People stay living in their own homes for longer
- People set their own care plan and goals along with their provider
- Family, carers and friends can stay involved in a person's care (if the person agrees)
- Improved independence and ability to complete daily tasks
- *More flexibility*: people can have more or less care when they need it.
- People are supported to achieve their goals
- People need less care as some 'paid for' needs can be met by other means e.g. voluntary services or mainstream community social & leisure services / friends & family

## Outcomes for Services

- Care workers are well-trained and supported
- More people want to work in care and find it a fulfilling career
- A more consistent homecare workforce
- Care workers get to know their clients better
- Commissioners and providers working better together
- Better partnership working between care workers, social workers and health staff

## Outcomes for the community

- Bigger role for voluntary and mainstream services supports better community cohesion
- People being more independent reduces pressure on acute NHS services
- 'Paid for' care is more likely to be available for those with the greatest need
- A more sustainable care market
- Better information available to help people choose their care service