

Bath & North East Somerset Council

MEETING/ DECISION MAKER:	Children, Adults, Health and Wellbeing Policy Development and Scrutiny Panel	
MEETING/ DECISION DATE:	15th September 2020	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	Virgin Care Commissioner Update Report	
WARD:	All	
AN OPEN PUBLIC ITEM		
List of attachments to this report: Attachment 1: Commissioning Performance Report Update for Virgin Care Annex 1: Performance Dashboards		

1 THE ISSUE

- 1.1 Following on from the previous report to Panel in March 2020, attached is an update report on Virgin Care's performance against national and local standards and indicators (year end 2019/20 and Quarter 1 2020/2021) and financial position at year end 2019/20.
- 1.2 The report seeks to address the issues raised at the previous Panel and has provided additional information on Delayed Transfers of Care, Recruitment and Retention and Virgin Care's staff appraisal system.
- 1.3 Finally the report provides an overview of the work Virgin Care have undertaken in response to the COVID-19 crisis both as a direct deliverer of services and also their role as a prime provider. Virgin Care have responded quickly and flexibly to support the health care and social care system in Bath and North East Somerset.

2 RECOMMENDATION

The Panel is asked to;

- 2.1 Proposal 1:** Note the content of the report and identify any areas of focus for the next update report.

3 THE REPORT

- 3.1 The previous report to the Panel set out the legacy information on Your Care Your Way and the contract detail and the governance arrangements for the Virgin Care contract held with the Council and Clinical Commissioning Group. This report does not repeated this information as the detail has not changed however if required it can be found in the link below:

<https://democracy.bathnes.gov.uk/documents/g5544/Public%20reports%20pack%2010th-Mar-2020%2010.00%20Children%20Adults%20Health%20and%20Wellbeing%20Policy%20Development%20.pdf?T=10>

- 3.2 The report contains detailed update on Virgin Cares performance and financial position building on the information in the previous report. It also provides additional information on Delayed Transfers of Care however noting that since COVID-19 the position has changed both in terms of reporting but in terms of the priority being given to release as many hospital beds as possible.
- 3.3 The report notes that during the COVID-19 period there has been no easement on delivery of social care in the same way that has been required for health care services and Care Act assessments and reviews have continued as normal – albeit with the changes brought about by the Discharge to Assess requirements the Department for Health and Social Care have put in place. Virgin Care have work consistently to ensure this is achieved. Virgin Care have exceeded the target in relation to coordination of safeguarding adult cases.
- 3.4 As requested by the Panel additional information has been provided on the management of the Virgin Care workforce as there had been previous concerns about staff satisfaction. A number of mechanisms have been put in place to address this.
- 3.5 Finally progress in relation to transformation projects has been set out of note is the new development of the Compassionate Communities Hub which will continue going forward.

4 STATUTORY CONSIDERATIONS

- 4.1 Delegated functions carried out by Virgin Care are specified in the report which came to Panel in March 2020; there has been no change to these and statutory considerations remain the same. There were changed brought about by COVID-19 and the changes the Department for Health and Social Care put in place as a result of this. Virgin Care have adapted and complied with these as required and have been in constant dialogue with the Council and CCG regarding this.

5 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)

- 5.1 The report outlines Virgin Cares financial position for year end 2019/20. The overspend has been managed by Virgin Care themselves as set out in the report.

6 RISK MANAGEMENT

6.1 During the Contract, Quality and Performance Management Meeting (CQPM) with Virgin Care there is a routine item on risk assessments, including local and corporate risks. Risk management has been a key issue during the COVID-19 period and there have been risk assessments for all service user as well as risk assessments for each Service in place. Those for the Service have been shared with commissioners and the ones for the person have been managed by the Service.

7 EQUALITIES

7.1 As with all contracts Virgin Care are monitored in terms of their compliance with equalities requirements. Further details can be provided if required.

8 CLIMATE CHANGE

8.1 The Council has declared a climate emergency and has resolved to enable carbon neutrality in B&NES by 2030. Virgin Care as part of the transformation of the service are putting in place mechanisms to reduce the impact of climate change such as mobile working, the integrated care record, multi-disciplinary teams and also multi-agency hubs; the Compassionate Communities Hub is a clear example of this.

9 OTHER OPTIONS CONSIDERED

9.1 N/A

10 CONSULTATION

10.1 There has been no consultation for this report; as stated in the previous report to Panel Your Care Your Way and the priorities agreed were developed from extensive consultation with the community. This report has been written with information provided from Virgin Care via the outlined governance arrangements outlined in the previous report.

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Background papers	None
Please contact the report author if you need to access this report in an alternative format	