

## Bath & North East Somerset Council

MEETING/ DECISION MAKER:	<b>Children, Adults, Health and Wellbeing Policy Development &amp; Scrutiny Panel</b>	
MEETING/ DECISION DATE:	<b>15 October 2021</b>	EXECUTIVE FORWARD PLAN REFERENCE:
TITLE:	<b>Virgin Care Commissioning Report – October 2021</b>	
WARD:	All	
<b>AN OPEN PUBLIC ITEM</b>		
<b>List of attachments to this report:</b>		
Attachment 1: Commissioning Performance Report Update for Virgin Care October 2021		

### 1 THE ISSUE

- 1.1 This is the fourth report submitted to panel as a commissioning update on Virgin Care Services Limited's delivery as the prime provider for integrated health and social care services for the B&NES locality.
- 1.2 At the request of Panel this update report will concentrate on the key themes of service user/patient experience and workforce planning.
- 1.3 Previous reports to the Panel set out the legacy information on Your Care Your Way, the contract detail and the governance arrangements for the Virgin Care contract held with the Council and Bath and North East Somerset Clinical Commissioning Group (BSWCCG). This report does not repeat 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>

## **2 RECOMMENDATION**

### **Panel is asked to;**

- 2.1 Note the content of the report and identify any areas of focus for the next update report due to Panel in March 2022.

## **3 THE REPORT**

- 3.1 The report contains a detailed update on service user and patient experience as well as workforce strategy and planning.
- 3.2 On a monthly basis, Virgin Care hold an internal quality and safety meeting which is also attended by a member of the CCG quality team. there is currently a bi-monthly quality group meeting which is chaired by the associate director of patient safety and quality (CCG) and this meeting provides assurance on the quality data and escalates any concerns or issues to the contract, quality and performance meeting (CQPM). Adult social care quality assurance is also included in the quality meeting and attended by the B&NES Council principal social worker for safeguarding and quality assurance.
- 3.2 In the section for service user and patient experience the report details Virgin Care's performance across a range of safety indicators, these include, serious incidents, pressure ulcers, falls, never events and safeguarding. The report also details feedback from service users and patients through surveys and customer feedback. Adult social care and safeguarding performance and assurance is also included in this section of the report.
- 3.3 The section for workforce planning gives detail of Virgin Care's priorities for 2021/22 and the focused activity to deliver the priorities. There is also detailed information and data on appraisal, communication, staff engagement, reward and recognition, staffing – starters/leavers/vacancies, staffing absence, training and wellbeing. the report also gives an overview of current workforce pressures and challenges.

## **4 STATUTORY CONSIDERATIONS**

- 4.1 Council statutory services included in the Virgin Care contract are Adult Social Care (PD1). The BSWCCG statutory services included in the contract are; Continuing Health Care (PD2) and designated roles within Children's Health Services (PD3). These services are delivered in a co-ordinated way with both the Council and BSWCCG holding budget authorisation. These three services are referred to as delegated functions which must be delivered by Virgin Care and cannot be subcontracted. Adult social care and safeguarding (PD1) performance and assurance is included in section 2.9 of the report.

## **5 RESOURCE IMPLICATIONS (FINANCE, PROPERTY, PEOPLE)**

- 5.1 The report outlines Virgin Cares current workforce planning alongside vacancies and staff absence. The report gives detailed information on the continued pressure and demand for skilled staff in the health and social care sector.

## 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 reports 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 governance arrangements outlined in the previous report.

<b>Contact person</b>	<b>Claire Thorogood (Head of Contracting &amp; Performance) &amp; Suzanne Westhead (Director Adult Social Services)</b>
<b>Background papers</b>	<b>Virgin Care Commissioning Reports submitted for March 2020, September 2020 and March 2021</b>
<b>Please contact the report author if you need to access this report in an alternative format</b>	