

Appendix 1: Home Care Contracts data

Table 1: Summary of Managed Account Provider activity (client numbers and hours)

Provider	No of clients	Weekly hours	Annual Hours (projected)
AG Care	28	515	26,854
Age Concern	7	69	3,572
Allied Healthcare	67	793	41,323
Brook Street Homecare	34	283	14,756
Care UK	12	77	4,015
Carewatch	21	257	13,375
Chrysalis (Medacs)	36	547	28,522
Elibariki	6	161	8,408
First Choice	19	277	14,418
Goldsborough (Nestor)	18	274	14,287
HfH	22	232	12,110
Plan Personnel	62	877	45,742
SAFSS	14	220	11,445
SDA	45	647	33,710
Somali Carers	28	666	34,701
TOTALS	419	5892	307,240

Table 2: Main Contract Activity – Number of users at month end from April 2011 to December 2011

Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Enara	208	213	219	284	367	395	377	372	339
London Care	157	148	156	246	300	306	300	307	294
Total	365	361	375	530	667	701	667	679	633

Table 3: Main Contract Activity – Number of hours of care delivered at month end from April 2011 to December 2011

Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec
Enara	7,367	7,916	8,257	10,122	10,843	13,627	15,110	14,757	14,350
London Care	5,239	5,203	5,195	5,583	10,412	12,368	11,903	12,021	11,720
Total	12,606	13,119	13,452	15,705	21,225	25,995	27,013	26,778	26,070

Table 4: Service alerts

Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Enara	3	1	5	2	9	4	9	5	3	41
London Care	0	0	0	0	0	9	10	3	0	22
Total	3	1	5	2	9	13	19	8	3	63

Table 5: Safeguarding Alerts

Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Enara	1	0	1	2	0	0	1	3	1	9
London Care	0	0	0	1	0	3	3	3	0	10
Total	1	0	1	3	0	3	4	6	1	19

Table 6: Service Alerts Expressed per 100,000 care hours

Month	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Enara monthly care hours delivered	7,367	7,916	8,257	10,122	10,843	13,627	15,110	14,757	14,350	102,349
Monthly Service Alerts	3	1	5	2	9	4	9	5	3	41
Alerts Per 100,000 Care Hours delivered	41	13	61	20	83	29	60	34	21	40
London Care monthly care hours delivered	5,239	5,203	5,195	5,583	10,412	12,368	11,903	12,021	11,720	79,644
Monthly service alerts	0	0	0	0	0	9	10	3	0	22
Alerts per 100,000 care hours delivered	0	0	0	0	0	73	84	25	0	28
Total Monthly care hours delivered	12,606	13,119	13,452	15,705	21,255	25,995	27,013	26,778	26,070	181,993
Total Monthly Alerts	3	1	5	2	9	13	19	8	3	63
Overall Alerts Per 100,000 care hours	24	8	37	13	42	50	70	30	12	35

The overall average of 35 alerts per 100,000 care hours when set against a total of 633 users at a December 2011 gives a figure of 0.05 alerts per user or alternatively as percentage – for 5% of the care delivered there was some form of service deliver alert, therefore for 95% of the care hours delivered are delivered to a good standard and no service delivery concerns were raised.

Table 8 – Comparative service delivery alert data for MAP providers for April 2011 to December 2011

Provider	No of service users	Weekly hours	Number of service delivery alerts	Hours of care over a 6 month period	Alerts per 100,000 hours of care
AG Care	28	515	4	13,427	30
Age Concern	7	69	1	1786	56
Allied Healthcare	67	793	26	20,662	126
BS Homecare	34	283	7	7378	95
Care UK	12	77	3	2008	149*
Carewatch	21	257	1	6687	15
Chrysalis (Medacs)	36	547	10	14,261	70
Elibariki	6	161	1	4204	24
First Choice	19	277	7	7209	97*
Goldsborough (Nestor)	18	274	0	7144	0
HfH	22	232	0	6055	0
Plan Personnel	62	877	3	22,871	13
SAFSS	14	220	2	5723	35
SDA	45	647	0	16,855	0
Somali Carers	28	666	0	17,351	0
TOTALS	419	5,892	65	153620	42

The overall average of 42 alerts per 100,000 care hours when set against a total of 419 users as at December 2011 gives a figure of 0.10 alerts per user or alternatively as percentage – for 10% of the care delivered there was some form of service deliver alert, therefore for 90% of the care hours delivered are delivered to a good standard and no service delivery concerns were raised.

* Some caution is needed given the lower number of hours for some of the MAP providers and the number of service users receiving care. Where there are particularly low levels of hours delivers even a small number of service alerts can distort the ratio of alters per 100,000.

Table 7: Compliments and Complaints – reported to provider

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Enara Complaints	0	0	0	0	4	8	3	2	4	21
Enara Compliments	0	0	0	3	4	4	4	6	4	25
London Care Complaints	1	0	0	0	0	0	1	2	2	6
London Care Compliments	0	1	2	0	0	0	0	0	0	3
Total Complaints	1	0	0	0	4	8	4	4	6	27
Total Compliments	0	1	2	3	4	4	4	6	4	28

Table 8: Sample of Enara Compliments received in June - December 2011

Compliment
Enara have a lovely bunch of ladies and said ____ is a good worker and a very nice young lady.
User called to compliment care worker for service provided
Compliment was given for excellent service that c/w delivers always.
Complimented her care works during a telephone review she is extremely happy with services and all work being carried out, Care workers are always willing to go the extra mile

Compliment
Compliment to say that ____ is a great care worker and that she would like her to be her permanent carer
User reported they are very happy with care worker and sent a compliment for her.
User reported being very pleased with the support and assistance that has been given to his wife from Enara Office. He can majorly see the difference since there has been a review of the care package, and the difference in the care workers attitude and he would like to thank us for the good work.
Compliment received - described ____ as a treasure and they really like her care and support
Compliment from users son he told me his mum and himself are very happy with the new care worker
User reported being very happy with care worker and the service provided
Compliment from user who is very happy with _____
Compliment about care delivery and is very happy about the care received
Compliment received from husband regarding the caring and gentle way the care workers look after his wife
Compliment received about the handover service between care workers - inspires confidence and he is very relaxed about this
Compliment received the user is very happy with the service and the care workers
Compliment received happy about Enara and the care provided
Compliment received about the difference in service that can be seen - keep up the good work
Compliment received about the vast improvements in care and support

Compliment
Compliment from Son- very happy with the difference in care and the service and care workers
Compliment for Enara staff about the services delivered in the unit
Compliment received - Delighted in the support provided - there is a true difference
Compliment from Scheme Manager - the care workers all work hard and are efficient and caring, she would like to say that if she ever needs care she would like it to be like this
Compliment from palliative care nurse on how highly she spoke about care worker and their sensitivity and concern in working with people who are reaching the end of their life.