

Item No. 14.	Classification: Open	Date: 20 November 2012	Meeting Name Cabinet
Report title:		Home Care Annual Contract Performance Report	
Ward(s) or groups affected:		All	
Cabinet Member:		Councillor Catherine McDonald, Cabinet Member for Health and Adult Social Care	

FOREWORD - COUNCILLOR CATHERINE MCDONALD, CABINET MEMBER FOR HEALTH AND ADULT SOCIAL CARE

This report details the delivery, quality and performance monitoring record of home care services provided by Enara Community Care and London Care. These home care services provide essential support to vulnerable people with social care needs in order to help them live independently and safely in their own homes.

Both contracts have met the quality and performance requirements over the first year of operation. In the first six months both providers needed to grow and employ extra staff to provide the increased amount of care to the extra people who were now receiving care from them. There has been an improvement from the first six months to the second six months. I am pleased with the continuous improvement in both agencies.

RECOMMENDATIONS

Recommendation for Cabinet

1. That Cabinet Members note the delivery of the contracts over the first twelve months has met the council's requirements and that the council and providers remain committed to working together to continually improve the quality and consistency of home care delivery.

Recommendation for the Leader of the Council

2. That the Leader of the Council delegates authority to the Cabinet Member for Health and Adult Social Care to review and approve the annual performance report through the individual cabinet member decision (IDM) process.

BACKGROUND INFORMATION

3. In January 2011 Cabinet approved the award of contracts for two Universal Contracts and one Specialist Contract for Continuing Drinkers and Acquired Brain Injury.
4. This report follows the first 6 month Home Care Contract Monitoring Report considered by Cabinet in May 2012 and summarises performance for the first year of the contract.

KEY ISSUES FOR CONSIDERATION

5. Over 1,000 adults receive some form of home care service in Southwark so ensuring the delivery of good quality and cost effective home care services is an important part of adult social care provision in Southwark.
6. Since June 2011 the new contracting arrangements for Home Care services in Southwark is two borough-wide cost and volume contracts for universal home care and one contract for specialist home care.
7. In line with councils commitment to support greater choice and control users are given the choice of using their personal budget to either have the council arrange their care using these contracts or to manage their budget directly. Out of over 1000 current users, approximately 400 are managing their care through Individual Service Funds, Managed Accounts by Providers (MAPs), or independently managing their budget and care.
8. This report summarises the monitoring of the contracts for the first twelve months of full operation. Appendix 1 details the background data in relation to delivery, performance and quality.
9. The delivery of home care services under the two home care contracts has met the quality and performance standards under the contract over the first twelve months of operation. There was a reduction in service delivery alerts, safeguarding allegations and complaints for both providers from the first six months to the second six months of delivery and these also met the performance indicators for the contracts.
10. The council and providers remain committed to working together to continually improve the quality and consistency of home care delivery. The mechanisms identified in the May report continue to be used to manage and monitor the contracts, which include:
 - Weekly contact between monitoring staff and branch managers.
 - Designated contacts in the operational teams.
 - Monthly senior managers meeting to discuss issues and agree or review improvement plans.
 - Monthly reporting of service alerts and safeguarding data.
 - Director level meetings are held with the providers as required.
11. This report follows the 6 month Home Care Contract Monitoring Report considered by Cabinet in May 2012 and it is proposed that future reporting of contract performance be delegated to the Cabinet Member for Health and Adult Social Care.

Contract activity summary

12. There are a number of key measures the Council considers when assessing the performance and quality of home care services. A summary of performance against all key measures, along with explanatory notes is contained in Appendix 1. The key measures include:

- Service delivery alerts – this is where someone is concerned about the way the service is delivered, for example care worker’s punctuality or poor communication¹.
- Safeguarding - this is where an allegation is received that someone is subject to abuse. This can be financial abuse, physical abuse, neglect etc. It may be an allegation related to a care worker or an allegation related to a third party.
- Complaints and compliments
- Regulatory compliance – all care providers are regulated by the Care Quality Commission who inspects them and publishes their findings on their website.

13. A summary of performance against each item is noted below:

- Service delivery alerts – there were 50 service delivery alerts in the first 6 months compared to 52 in the second six months. Examined against the number of hours this was an average of 35 per 100,000 hours in the first 6 months reducing to 27 per 100,000 hours in the second six months.
- Safeguarding – both providers are achieving the performance indicator in this area of no more than 1% safeguarding alerts per 100,000 hours delivered.
- Complaints and compliments – there have been no further formal complaints to the council after the providers received two each in the first 6 months. This is well within the performance indicator for this measure.
- Regulatory compliance – the Care Quality Commission carry out regular inspections of home care providers and both providers have been inspected twice since the new contracts commenced:
 - Enara were inspected in December 2011 and again in June 2012. The results of the earlier inspections are outlined in the appendix and the 6 month monitoring report presented to Cabinet in May 2012. In the second inspection, Enara met all domains but moderate concerns were noted for Domain 7 Safeguarding. Changes to the way this is managed have been introduced and have resulted in decreased safeguarding alerts.
 - London Care were inspected in September 2011 and again in September 2012. London Care are compliant in all domains.

14. All service delivery alerts and safeguarding allegations are investigated and any action points are monitored by Adults’ Commissioning. In addition, management regularly review activity in both areas and meet with both providers to ensure continuous improvements are underway that address any issues raised.

15. Overall, the council is satisfied with the performance of the contracts for the first year of operation.

Future developments

16. As home care is delivered to individuals in their own home, the council is continuously reviewing monitoring processes to see how we can better capture good information on the impact the service has on their lives and their experience of the service.

¹ High levels of service delivery alerts may indicate performance issues. However, too few alerts may indicate the systems are not being followed.

17. The council is working with the Local Involvement Network (LINK) and Age UK, both of whom would like to participate in gaining more qualitative feedback from service users.
18. The council has started discussions with both organisations and both providers to integrate this into our approach and thereby develop a richer picture of the services from the perspective of those who rely on them.

Community impact statement

19. These services are provided to people affected by all six strands of the Council's equality agenda as the diverse nature of Southwark's population is reflected in those people needing care and receiving home care services.
20. Under CQC registration all Home Care providers are required to proactively demonstrate their commitment to equal opportunities and have been assessed to ensure that they have a satisfactory record in relation to diversity.
21. The universal services and the specialist service are able to meet a wide range of needs sensitivity.

Resource implications

22. The council is committed to introducing London Living Wage for all new contracts and is currently exploring the implications of this for homecare.

Financial implications (F/I:988)

23. This contract award delivered savings of £663k in 2011/12 through reduced hourly rates for care. The transfer of many service users to personal budget also contributed to this saving.

SUPPLEMENTARY ADVICE FROM OTHER OFFICERS

Director of Legal Services

24. This report provides an explanation and analysis of the way in which the home care services have been delivered during the first twelve months of the contract term, following the management and monitoring of those services by officers in line with the contract conditions.
25. Section 3 of the Local Government Act 1999 places a duty on a Best Value authority to make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness. The report explains the measures which have been put in place to ensure compliance with that statutory duty. Those measures form part of the monitoring and management functions and powers which are conferred upon the Council under the terms of the service contracts.

Strategic Director of Finance and Corporate Services (CR/F&CS/08/11/12)

26. The Strategic Director of Finance and Corporate Services confirms that, as this is a monitoring report, there are no direct financial implications arising from this decision. The contribution to savings, outlined in paragraph 23 is noted.

BACKGROUND DOCUMENTS

Background Papers	Held At	Contact
Gateway 1 Procurement Strategy Report	http://modern.gov.southwarksites.com/ceListDocuments.aspx?MeetingId=1015&DF=08%2f04%2f2008	Jonathan Lillistone 020 7525 2940
Gateway 2 Contract Award Report	http://modern.gov.southwarksites.com/ieListDocuments.aspx?CId=302&MID=3337#AI14804	Jonathan Lillistone 020 7525 2940
Care Quality Commission – Compliance standards	http://www.cqc.org.uk/	Jonathan Lillistone 020 7525 2940
Home Care Contract Monitoring Report	http://modern.gov.southwarksites.com/ieListDocuments.aspx?CId=302&MID=3823#AI24249	Jonathan Lillistone 020 7525 2940

APPENDICES

No.	Title
Appendix 1	Contract Data

AUDIT TRAIL

Lead Officers	Romi Bowen – Strategic Director of Children’s and Adults Services	
Report Author	Jonathan Lillistone – Head of Commissioning Health and Community Services	
Version	Final	
Dated	9 November 2012	
Key Decision?	No	
CONSULTATION WITH OTHER OFFICERS / DIRECTORATES / CABINET MEMBER		
Officer Title	Comments Sought	Comments included
Director of Legal Services	Yes	Yes
Strategic Director of Finance and Corporate Services	Yes	Yes
Director of Adult Social Care	Yes	Yes
Cabinet Member	Yes	Yes
Date final report sent to Constitutional Team		9 November 2012