

## Appendix 1: Home Care Contracts data.

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### Contract usage

- Tables 1 and 2 show the usage of the contracts, based on commissioned care packages from July 2011 to June 2012. The numbers are taken at month end for each month.

Table 1: Number of service users

Month	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June
<b>Enara</b>	284	367	395	377	372	339	380	382	378	389	403	412
<b>London Care</b>	246	300	306	300	307	294	345	371	361	375	363	371
<b>Total</b>	<b>530</b>	<b>667</b>	<b>701</b>	<b>677</b>	<b>679</b>	<b>633</b>	<b>725</b>	<b>753</b>	<b>739</b>	<b>764</b>	<b>766</b>	<b>783</b>

Table 2: Number of hours of care commissioned

Month	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Totals
<b>Enara</b>	10,122	10,843	13,627	15,110	14,757	14,350	16,063	16,687	16,635	17,010	18,111	19,036	182,351
<b>London Care</b>	5,583	10,412	12,368	11,903	12,021	11,720	13,053	13,984	14,055	14,424	14,036	15,162	148,721
<b>Total</b>	<b>15,705</b>	<b>21,255</b>	<b>25,995</b>	<b>27,013</b>	<b>26,778</b>	<b>26,070</b>	<b>29,116</b>	<b>30,671</b>	<b>30,690</b>	<b>31,434</b>	<b>32,147</b>	<b>34,198</b>	<b>331,072</b>

## Service delivery alerts

2. The Council routinely collects day to day service delivery concerns, referred to as 'Service Delivery Alerts', which are a good way to identify issues at an early stage way that can inform service improvement and ensure that the delivery of care is personalised to individual needs and wishes.
3. These are distinguished from formal Safeguarding alerts and investigations, and can range from minor concerns to more substantial concerns. Minor concerns would include issues such as poor communication. More substantial concerns would include issues such as timeliness of care worker attendance, missed visits, or ensuring dignity and respect at all times.
4. In some instances more substantial concerns raised through the service delivery alerts are also recorded and reported as formal Safeguarding investigations so may be counted in both.
5. Raising Service Delivery Alerts is encouraged by both the council and providers as a mechanism to inform and support continuous improvement. All alerts are logged and followed up by contract monitoring officers in conjunction with social workers and other relevant stakeholders.
6. Table 3 provides a summary of service delivery alerts for the period July 2011 to June 2012.

Table 3: Service alerts

Month	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Enara	2	7	4	9	6	2	7	10	7	4	2	3	63
London Care	0	0	7	10	3	0	6	1	1	6	1	4	39
Total	2	7	11	19	9	3	13	11	8	10	3	7	102

7. In total there have been 102 alerts with 39 relating to London Care and 63 relating to Enara. This equates to 31 service alerts per 100,000 care hours. The overall average of 31 alerts per 100,000 care hours when set against a total of 783 users at a June 2012 gives a figure of 0.04 alerts per user. As the last report showed, this is comparable to that received from other providers delivering the same service in Southwark (when calculated as per 100,000 hours delivered). [more information to follow]

### Safeguarding

8. Summary data in relation to safeguarding alerts for the main home care contracts is provided in table 4. 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.

Table 4: Safeguarding Alerts

Month	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Enara	2	1	1	2	2	1	0	0	0	1	1	1	12
London Care	1	0	4	3	2	0	1	0	0	0	2	1	14
Total	3	1	4	5	4	1	1	1	0	1	3	2	26

9. In total there have been 26 safeguarding alerts with 12 relating to London Care and 14 relating to Enara. This equates to 8 safeguarding alerts per 100,000 care hours, which as a percentage of service users equates to 0.01 alerts per service user, and less than 1% per hour for both providers when calculated as a percentage of hours delivered. The performance indicator for this is less than 1% so both providers are meeting this standard. Of the 26 safeguarding allegations received, 4 have been found to be unsubstantiated, 2 were inconclusive, 9 have been substantiated, 2 have been partly substantiated, and the remaining 9 have not yet had an outcome recorded.

10. All safeguarding and service delivery alerts are fully investigated and Adult Commissioning monitor any action points arising from these. Management also have oversight of these and meet regularly with both providers.

### **Complaints and compliments**

11. Formal complaints regarding home care services can be received directly by the Council but are also received by the home care providers themselves. Generally but not exclusively in the first instance complaints would be raised with the provider for them to resolve and respond to and this is reflected in the complaints data reported under the contract.
12. During the period covered by this report there were four formal complaints raised with the council's complaints team; two for Enara and two for London Care.
13. All four of the complaints were upheld and the following is a summary of the issues raised in each individual complaint
  - Missed visit and poor communication from branch office to user to keep them informed
  - General complaint about a care worker's demeanour and record keeping around tasks / hours provided
  - Double handed package delivered single handed
  - Late arrival of care worker
14. Both providers are meeting the key performance indicator for this which is less than 1 per 10,000 hours delivered.

Table 5: Compliments and Complaints – reported to provider

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	March	April	May	June	Total
Enara Complaints	0	4	8	3	2	4	5	2	1	0	3	1	<b>33</b>
Enara Compliments	3	4	4	4	6	4	1	1	1	2	7	2	<b>39</b>
London Care Complaints	0	0	0	1	2	2	0	0	0	0	0	0	<b>5</b>
London Care Compliments	0	0	0	0	0	0	2	0	1	1	4	4	<b>12</b>
<b>Total Complaints</b>	<b>0</b>	<b>4</b>	<b>8</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>38</b>
<b>Total Compliments</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>11</b>	<b>6</b>	<b>51</b>

## Regulatory Compliance

15. The Care Quality Commission (CQC) undertakes regulatory inspections of registered services and inspect service delivery against a number of broad headings within which there are 28 outcome measures. Full details of the CQC Essential standards of quality and safety are available as a background document or at [http://www.cqc.org.uk/sites/default/files/media/documents/gac - dec 2011 update.pdf](http://www.cqc.org.uk/sites/default/files/media/documents/gac_-_dec_2011_update.pdf)
16. The following is a summary of the main headings under which the outcomes are grouped
  - Personalised Care, treatment and Support
  - Safeguarding and safety
  - Suitability of staffing
  - Quality and management
  - Suitability of management
17. The CQC makes an assessment against a selection of the outcome domains and report these as Compliant, or having Minor, Moderate, or Major concerns.

18. Both Enara and London Care have been inspected twice since the award of the new contract and the following is a summary of the CQC findings.
19. In December 2011 Enara was compliant with all the outcome domains with the exception of minor concerns noted in relation to outcome domain 7 Safeguarding. In June 2012 Enara was compliant in all domains with the exception of domain 'Standards of caring for people safely and protecting them from harm'. This was judged to have a moderate impact on people using the service. The CQC report noted that Enara had adequate systems and training in place and staff understood these, and following incidents CQC found evidence to show that the agency had taken appropriate action against individual staff and provided clear direction for them about improvements required. Below is an excerpt from the report outlining action taken by Enara for this domain:

*'We were told that there was a need for more management support in responding to safeguarding alerts and in carrying out investigations. There was evidence of the need to improve the quality of safeguarding investigation reports written by the provider. We saw evidence that the provider now had recently provided additional senior management support and administrative support to enable the agency to respond effectively to safeguarding alerts, and to proactively ensure that people who used the service were protected and received their service on time.'*

*'We were told by the agency's management that the affect of the recent improvements made to the systems for identifying the possibility of abuse and preventing it before it occurs will be monitored over the coming months.'*

20. The council will continue to monitor progress against this but note that for the three months from July to September Enara have received only one further safeguarding alert indicating their additional measures are having an impact.
21. In September 2011 London Care was compliant in most of the domains inspected however moderate concerns were noted in relation to Care and Welfare of people using the services, Safeguarding and Supporting Staff. The CQC inspection took place at a time when London Care were under greatest pressure resulting from the increased numbers of service users and packages of care. The challenges around scaling up their operation to deliver more care hours to a larger number of users had some impact on the quality of care delivered.

22. In September 2012 London Care were compliant in all domains.
23. Many of the issues that CQC identified in their inspections had already been identified through the service delivery alert process. Drawing on this information and in response to the issues identified by CQC action plans were agreed to address concerns. Through the monthly senior managers contract meetings progress against these action plans has been monitored and service improvements have occurred and are reflected in the lower number of service delivery alerts in the second 6 months of the contracts.
24. Overall the assessment of contract delivery, performance and quality taking account of the key measures summarised in this report is that quality and performance indicators have been met over the period covered.