

# SOCIAL CARE & HEALTH SCRUTINY COMMITTEE

17<sup>TH</sup> NOVEMBER, 2016

## SUBJECT: DOMICILIARY CARE COMMISSIONING FRAMEWORK

### Purpose

To inform members of the Authority's commissioning arrangements for domiciliary care noting the key findings of the Care and Social Services Inspectorate, Wales (CSSIW) national review of domiciliary care in Wales (October 2016).

### To consider and comment on the following issues:

The Authority's approach to commissioning of domiciliary care.  
(It is instructive that many of the elements of these have been made as suggested improvements by the National Review)

### Reasons:

For the committee's Information

To be referred to the Executive Board / Council for decision:     **NO**

### EXECUTIVE BOARD MEMBER PORTFOLIO HOLDER:-

Cllr. J. Tremlett (Social Care & Health Portfolio Holder)

#### Directorate

Communities

Name of Head of Service:

Report Author: C Harrison

#### Designations:

Head of Strategic Joint  
Commissioning

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**EXECUTIVE SUMMARY**  
**SOCIAL CARE & HEALTH SCRUTINY COMMITTEE**  
**17<sup>TH</sup> NOVEMBER 2016**

**SUBJECT:**  
**DOMICILIARY CARE COMMISSIONING FRAMEWORK**

**1. BRIEF SUMMARY OF PURPOSE OF REPORT.**

Domiciliary care forms part of the range of services that help to meet the strategic intent of local authorities and Health Boards of promoting citizen independence and maintaining people's dignity to live at home. Significant achievements have been made by Carmarthenshire by working closely and constructively with the Hywel Dda University Health Board and partner organisations to achieve cultural and strategic changes in how domiciliary care is delivered to meet people's changing needs.

The CSSIW has conducted a National Review of Domiciliary Care against increasing concerns about serious failings in the commissioning of adult services in Powys County Council, media coverage about the pay and conditions of care workers zero hours contracts and "clipped calls", and how it impacted on the care workers ability to provide an effective level of care.

Carmarthenshire was one of the six local authorities that was inspected as part of the National Review and received a positive evaluation notwithstanding noting the areas for improvement. As noted above, it is instructive that many of the suggested improvements contained in the Review are part of the Authority's existing commissioning arrangements with other areas being considered or progressed.

The overarching principles of the Authority's approach to commissioning domiciliary care are in line with the Social Services and Well-being Act 2014 and based on mutual respect and partnership working in order to develop and improve continuously working relationships between commissioner, provider and the service user and their families.

In seeking to ensure the provision of high quality, reliable, responsive and safe services with continuity of care achieved for the service user, the Authority's commissioning of domiciliary care introduced the following key elements:

- Electronic call monitoring
- Commissioning hours per week
- Outcome focussed Care and Support Plans
- Outcomes based service delivery plans
- Recruitment
- Sustainability

In addition, the Authority maintained effective and robust contract management and contract monitoring arrangements predicated on its Quality and Performance Monitoring Protocol for Domiciliary Care. This provides the basis for monitoring and measuring the performance of care providers and helps to assure the Authority that service users are receiving services to the required standards.

In summary, the Authority has been satisfied with the implementation of the new Contract and service specification. There has been positive feedback from those involved in the new way of working and approval from the CSSIW regionally and nationally in the direction of the commissioning approach taken.

<b>DETAILED REPORT ATTACHED ?</b>	<b>YES</b>
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## IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: **C Harrison** Head of Strategic Joint Commissioning

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
<b>NONE</b>	<b>NONE</b>	<b>NONE</b>	<b>NONE</b>	<b>YES</b>	<b>NONE</b>	<b>NONE</b>

## 5. Risk Management Issues

The National Review found that there is a serious lack of capacity and the market is extremely fragile. Two of the factors identified were:

General workforce shortages

Over zealous application of both procurement and finance rules that drive down prices in the short term, punitive contractual terms

Carmarthenshire has aimed to manage this risk by working with Un Sir Gar and a range of employment focussed organisations to raise the status of the sector in order to attract a regular supply of staff. Additionally, its Contract provided for better terms and conditions for staff employed e.g. minimum hours contract in contrast to zero hours contract, travel time to be built into the cost of service.

The Authority undertook a considered and well balanced procurement of domiciliary care that weighed the quality and cost elements of this service. This approach has proven to be an appropriate one as demonstrated by the Review.

## CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: C Harrison

Head of Joint Strategic Commissioning

1. Local Member(s) - N/A

2. Community / Town Council - N/A

3. Relevant Partners - N/A

4. Staff Side Representatives and other Organisations - N/A

Section 100D Local Government Act, 1972 – Access to Information  
List of Background Papers used in the preparation of this report:

**THERE ARE NONE**

Title of Document	File Ref No.	Locations that the papers are available for public inspection