

# Care at Home

## Update on the Care at Home Services in Stockton on Tees Borough Council.

### Including:

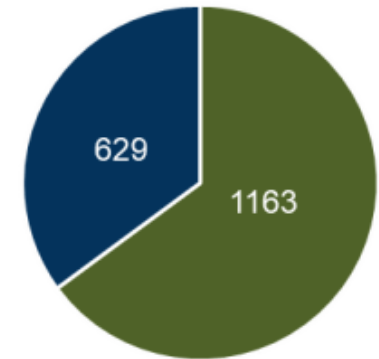
- Current activity information;
- Journey since 2018;
- Quality and Performance of Providers in Stockton on Tees;  
and
- Future commissioning.

# Care at Home Activity

- 1792 service users being supported to live at home with care at home (August 2019, Source CareDirector and Personalisation Team).

Care at Home Service Users  
August 2019

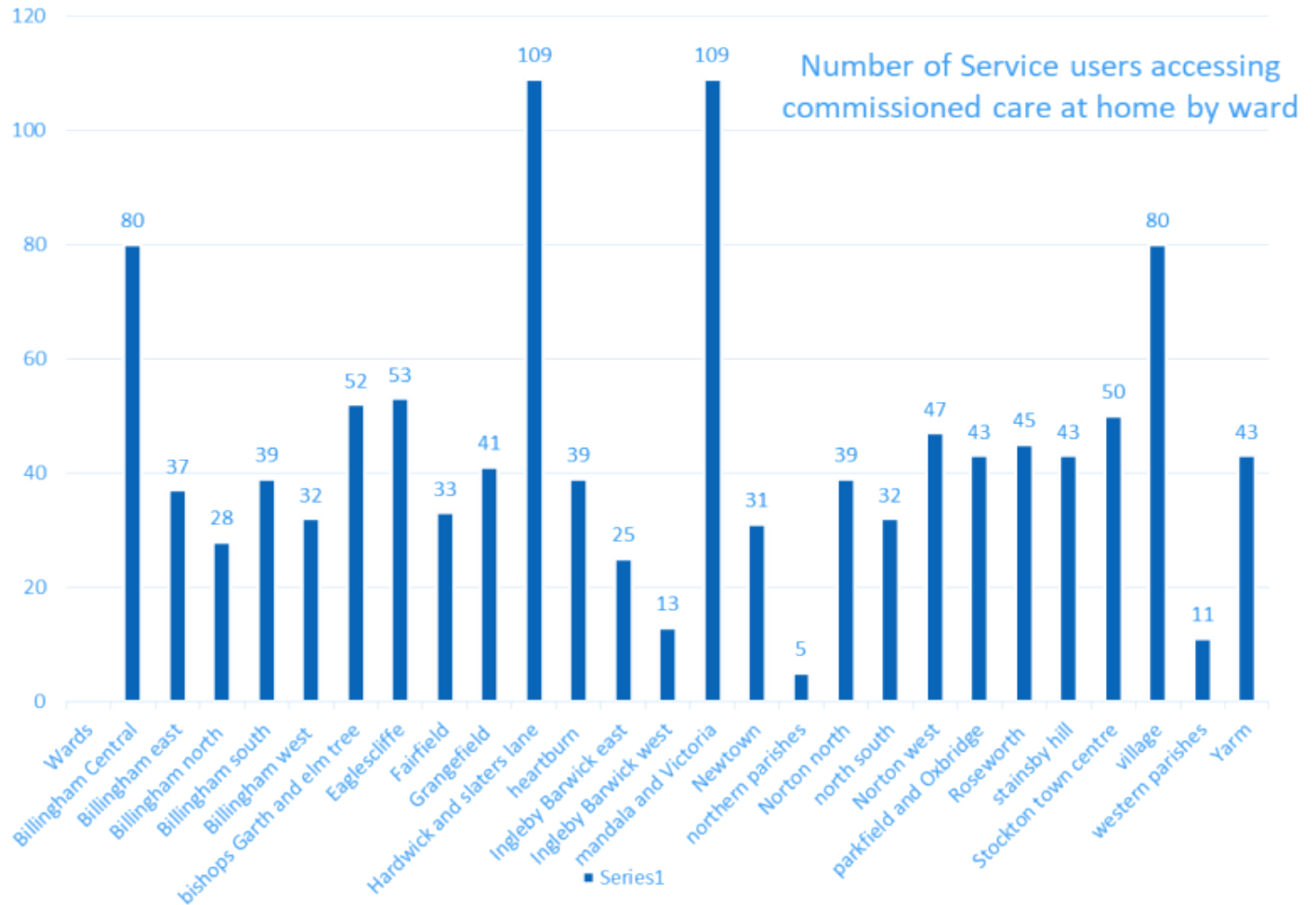
- 65% are receiving home care through a commissioned home care provider, and the other 35% purchase their own care and support (either through a registered provider or personal assistant).



■ Commissioned Homecare ■ Direct Payment

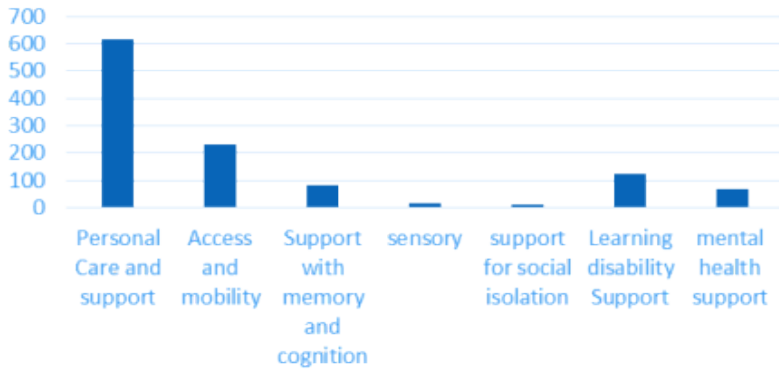
- Total hours commissioned through Home Care Providers (per week) is 12,520.
- Average hours per service user per week is 10.8 hours.

# Care at Home Activity

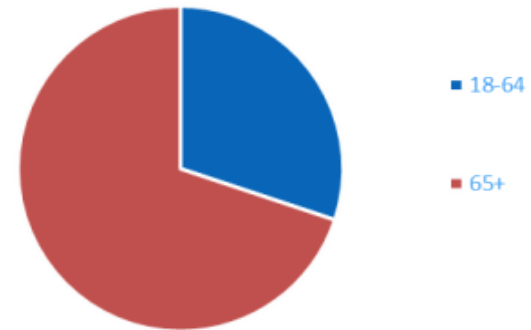


# Care at Home Activity

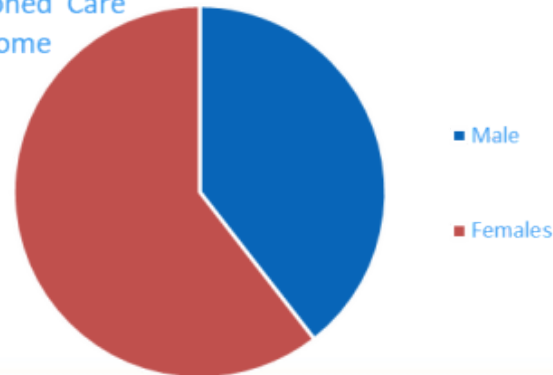
### Service Users accessing Commissioned Care at Home by Primary Support Reason



### Age Profile of Service Users Accessing Commissioned Care at Home



### Gender of Service Users accessing commissioned Care at Home



# Home Care Journey

Prior to current framework agreements:

- Agreement split the borough into 2 geographical areas.
- Problems with quality of care and provider management.
- Over reliance on 2 providers.
- Lack of clarity about learning disability homecare services.
- Five Lamp pilot commenced in response.

# Care at Home Framework Agreements

## New approach:

- 3 separate framework agreements all structured differently.
  - Care at Home – Learning Disability Enhanced awarded Sept 2017
  - Care at Home – Complex awarded Sept 2017
  - Care at Home – Standard awarded April 2018

# Care at Home Activity:

## Three Care at Home Framework Agreements

	Structure
<b>Standard</b>	Split into 5 geographical zones, each with 2 areas. Each area has a primary and secondary provider who have rights to first and second options of referrals. Reserve providers as back up. No more than 3 areas per provider. No more than 1 extra care per provider.
<b>Learning Disability Enhanced</b>	Split into 2 geographical zones (Zone A - North and Zone B - South). Each zone has a primary and secondary provider who have rights to first and second options of referrals. Reserve providers as back up.
<b>Complex</b>	List of providers.

# Care at Home – Standard

Zone	No.	Wards and Extra Care Scheme	Primary Provider	Secondary Provider	Reserve Providers
A	1	Northern Parishes, Billingham West and Central, Winford House Extra Care	CRG	Direct Health	PPL, Care Matters, Five Lamps, Brookleigh, Heritage
	2	Billingham South, East and North	Direct Health	CRG	
B	3	Norton West, South and North	CRG	Comfort Call	
	4	Hardwick & Salters Lane, Aspen Gardens Extra Care	Comfort Call	CRG	
C	5	Roseworth, Bishopsgarth & Elmtree	Comfort Call	Direct Health	
	6	Stockton Town Centre, Newtown, Grangefield	CRG	Comfort Call	
D	7	Thornaby Villages, Ingleby Barwick West, Meadowfield Extra Care	Direct Health	Dale Care	
	8	Western Parishes, Eaglescliffe, Hartburn, Fairfield	Dale Care	Direct Health	





# Care at Home – Standard

Zone E, areas 9 (Mandale and Victoria and Parkside Extra Care) and 10 (Parkfield & Oxbridge, Stainsby Hill, Ingleby Barwick East & Yarm) not awarded to allow extension of Five Lamps pilot scheme.

Various providers including Five Lamps now operating in these 2 areas.

# Mobilisation challenges (spring/ summer 2018)

## Problems

- Complex mobilisation – multiple TUPE transfers, care record transfers and accuracy, branch changes, management changes, rostering etc.
- Delays in recruiting new staff due to TUPE problems.
- All providers struggled to accept new referrals and increases in existing packages.
- CRG in particular soon started to show stress.

## Response

- Daily monitoring of situation.
- Regular communication with providers and care management.
- Establishment of a Rapid Response Service via a block contract to cover urgent referrals.
- Intensive contract management of CRG in particular.

# CRG - Contract Management

- Various failures – staff shortages, poor communication with service users and families, safeguarding incidents, management changes etc.
- Council officers worked intensively with CRG under Responding to Serious Concerns Protocols.
- CRG agreed to hand back area 6 in Sept 2018, area 1 in Dec 2018 and then area 3 in Jan 2019. New providers mobilised successfully.
- CRG also agreed to hand back their Zone A area in Care at Home – LD Enhanced in July 2019.
- CRG have de-registered their office and have left Stockton.

# Current Situation

- Providers settled and model working well. Most referrals accepted by primary provider. Providers now have confidence to recruit.
- Reserve providers picked up work during mobilisation and are still active, providing much needed back up.
- Quality of care improving.
- Pilot schemes to test ideas:
  - Five Lamps pilot lunch club for homecare service users – mixed success.
  - Direct Health, Brookleigh and Dale Care pilot project for loneliness/ isolation and social prescribing with SSNP – still developing.

# Care at Home – Standard

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# CQC and PAMMS Ratings

## Care at Home – Standard

Service	CQC Rating	PAMMS Rating
Brookleigh	Requires Improvement	2 <sup>nd</sup> Oct – 4 <sup>th</sup> Oct 2019
Direct Health	Requires Improvement	Not yet assessed
Comfort Call	Good	Good
Dale Care	Good	Good
PPL	Good	Not yet assessed
Care Matters	Requires Improvement	Not yet assessed
Heritage	Requires Improvement	Not yet assessed
Five Lamps	Good	Not yet assessed

# CQC and PAMMS Ratings

## Care at Home – Learning Disability Enhanced

Service	CQC Rating	PAMMS Rating
CIC	Good	Not yet assessed
Creative Support	Good	Not yet assessed
Real Life Options	Requires Improvement	Not yet assessed
Heritage	Requires Improvement	Not yet assessed
Dale Care	Good	Good



# CQC and PAMMS Ratings

## Care at Home – Complex

Service	CQC Rating	PAMMS Rating
CIC	Good	Not yet assessed
Creative Support	Good	Not yet assessed
Real Life Options	Requires Improvement	Not yet assessed
Heritage	Requires Improvement	Not yet assessed
Avalon	Good	Not yet assessed
Pathways to Independence	Good	Not yet assessed
Mencap	Good	Not yet assessed
Potens	Good	Not yet assessed
St John of God	Good	Not yet assessed





# Next Steps

- Continue to work with providers to improve quality, including PAMMS.
- Tender areas 9 and 10 for contracts to commence May 2020 and to end the same time as areas 1 - 8.
- Tender to include greater focus on mobilisation and management of TUPE staff transfer.
- Continue to test ideas via pilot schemes to feed into next tender in 2022.