

## **BACKGROUND BRIEFING**

### **CARE AT HOME**

The care at home service provided in the community is regulated personal care and support and is defined as '*personal, domestic duties and social/emotional support associated with ordinary living that a person might usually perform for themselves or by a competent and caring friend or relative*'. Care at home is also known as homecare or domiciliary care.

People who access the service may require a range of assistance with key tasks that help them maintain a level of independence consistent with their abilities and desired outcomes. The service is delivered for a variety of reasons (e.g. to avoid admission to residential care, for the maintenance of rehabilitation goals or adjustment following injury or illness, to give carers free time, to promote and maintain independence). Where appropriate, assisting the service user to develop or maintain their own skills in any of the areas covered.

Personal care tasks include:

- Training in self-care skills.
- Assisting the Service User to get up or go to bed.
- Washing, bathing, hair care, hand and fingernail care, foot care (but not any aspect of foot care which may require a state registered chiropodist).
- Management of urine bags etc.
- Dressing and undressing.
- Toileting, including necessary cleaning and safe disposal of waste/ continence pads.
- Shaving, application of make-up, including dentures.
- Assistance to eat and drink, including associated kitchen cleaning and hygiene.
- Food or drink preparation.
- Medication has been prompted or administered and records maintained in accordance with agreed protocols.
- Preparing the Service User for the night, making the home safe and secure before leaving.
- Supporting and facilitating the Service User's access to the community.
- Shopping and handling their own money, including accompanying the Service User to the shops.

Domestic support tasks include:

- Making beds and changing linen.
- Lighting fires, boilers etc.
- Disposing of household and personal rubbish.
- Assisting with the consequences of household emergencies including liaison with local contractors.
- Shopping Service.
- Laundry services (except where an incontinence laundry service is provided).

### **Legislation**

The main legislation regulating care at home services is the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 which includes things like requirements to be registered with CQC, requirements relating to registered managers, requirements to meet the fundamental standards of care such as provide person centered care, etc.

Other legislation includes the Care Quality Commission (Registration) Regulations 2009 which includes things like the requirement for a statement of purpose, requirement to notify death of a service user etc.

Care at home providers are also subject to various other legislation in the same way as any business including health and safety law, data protection etc.

### **Access to Service**

People who access services usually go through one of three routes:

Firstly, where a person has a care act assessment which has identified a need for care and the Council arranges care with a contracted care provider.

Secondly, where a person has a care act assessment which has identified a need for care, the Council provides a direct payment and the person organizes the care with a care provider or employs their own 'personal assistant' to deliver the care.

Thirdly, where a person hasn't had a care act assessment, but has identified the need for care and arranges the care with a care provider. This is commonly known as a private arrangement.

People who access services through the first two routes will also have a financial assessment completed and may contribute to their care.

### **Care at Home Market**

The local market is made up of approximately 25 CQC registered providers with approximately half providing specialist support to adults with learning disabilities and mental health conditions. The remainder deliver care to older people either through the private market or are contracted by the council.

### **The Council's Framework Agreement (the Contract)**

The contract is split into 3 lots:

	<b>Standard Care at Home</b>	<b>Enhanced Care at Home</b>	<b>Complex Care at Home</b>
Service Users	Older people	Learning disabilities	Individuals with challenging behaviors and complex conditions
Community	Yes	Yes	Yes
Areas	Split into 10 areas	Split into 2 areas	The whole borough
Building based support	4 extra care facilities	12 supported living facilities	None
No. of Providers	7	3	8
CQC Ratings	All GOOD	All GOOD	7 GOOD, 1 REQUIRES IMPROVEMENT