

<b>Adult Social Care and Health Select Committee</b>
<b>Review of Care at Home</b>
<b>Outline Scope</b>

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<b>Which of our strategic corporate objectives does this topic address?</b>	
<p>The review will contribute to the following Council Plan 2021-2024 key objectives (and associated 2021-2022 priorities):</p> <p><i>A place where people are healthy, safe and protected from harm</i></p> <ul style="list-style-type: none"> <li>• Develop more services to help people to remain safely and independently in their homes for as long as possible and to make sure that they are not lonely.</li> </ul>	
<b>What are the main issues and overall aim of this review?</b>	
<p>Care at Home (sometimes called ‘Domiciliary Care’ or ‘Home Care’) is care that is provided in the person’s own home. It involves a carer either visiting or living (the latter not being applicable in Stockton-on-Tees) with an individual in their own home to provide support, and can be appropriate if an individual requires help with practical tasks or personal care, but whose needs are not at a level where they need to move to a care home.</p> <p>Care at Home providers can assist people in a number of ways, including domestic care (e.g. help with shopping, cooking, cleaning / laundry), personal care (e.g. bathing, dressing, assisting getting out of bed / going to bed, help with toileting, help with eating and drinking, help with medication) and, occasionally, pet care. Because many people prefer to stay in their own home if possible, Care at Home is a popular care option in the UK which allows individuals to maintain independence in familiar surroundings, with peace of mind that they are always being supported.</p> <p>Regulated by the Care Quality Commission (CQC), there are a number of Care at Home services operating across Stockton-on-Tees. Whilst CQC ratings vary across the region, the current level of graded performance within the Borough is highly encouraging, with the vast majority of providers rated ‘good’. However, as with most organisations across the health and care sectors, the COVID-19 pandemic has had profound implications on the way services are delivered, the management of financial and staffing resources in the face of social restrictions and vaccination requirements, and the ability to recruit / retain personnel to maintain an appropriate workforce. Factor-in ongoing national developments around the Government’s social care reform agenda and the impact this may have on home care, and there are several important areas for consideration when reviewing the existing and future delivery of such services, a type of support</p>	

that a significant proportion of residents across the Borough will likely have, or could have, a direct experience of during their lifetime.

Focusing on provision for adults only, the key aims of this review will be to:

- Understand the Care at Home system (regulations, promotion of, access to, funding / costs to the individual (inc. use of direct payments), Council involvement).
- Understand how the Council contracts for Care at Home.
- Assess existing quality of provision of the Council's contracted providers (CQC feedback, PAMMS inspections and ratings, responsiveness of services, ability of providers to pick-up new and complex packages of care, feedback from those accessing services, etc.) and evaluate value-for-money (inc. benefits / challenges of providing services in-house).
- Ascertain the impact of the COVID-19 pandemic (e.g. changes in service delivery, costs, staffing, recruitment / retention (inc. how the proposed SBC Care Academy will aid this), ensuring business continuity).
- Establish priorities for the future in terms of this type of service to ensure continued good-quality provision which is available in the right place at the right time.

**The Committee will undertake the following key lines of enquiry:**

What are the existing regulations around the provision of Care at Home?

How are people made aware of providers in the Borough – how do they access services and how is this paid for?

Current CQC ratings for the Borough's Care at Home providers and regional benchmarking. What are the key issues being picked-up by the CQC in relation to this type of care?

How has COVID impacted upon the delivery of services (staffing, vaccinations, social restrictions, costs, recruitment / retention, etc.)?

What is the Council's involvement in this provision (contractual arrangements and oversight)? How does the Council monitor quality of provision (including current PAMMS inspections and ratings)?

What focus do providers have around staff training / development / support, and what measures are in place to ensure a high-quality workforce?

Feedback from those receiving care (including, where possible, those accessing services via self-funding / direct payments) – how is this sought / obtained?

What are the key issues in relation to existing and future delivery of Care at Home services?

**Who will the Committee be trying to influence as part of its work?**

Council, Cabinet, providers, public.

**Expected duration of review and key milestones:**

6 months (report to Cabinet in November 2022)

**What information do we need?**

Existing information (background information, existing reports, legislation, central government documents, etc.):

- The Domiciliary Care Agencies Regulations 2002  
<https://www.legislation.gov.uk/uksi/2002/3214/made>
- Previous CQC inspections
- SBC PAMMS inspections
- SBC Home Care Survey (2021)

Who can provide us with further relevant evidence? (Cabinet Member, officer, service user, general public, expert witness, etc.)

What specific areas do we want them to cover when they give evidence?

Local Authority

- Strategic Procurement
- Quality Assurance & Compliance
- OneCall (Assistive Technology)
- Integrated Strategy and Development

- Contractual arrangements / monitoring
- Quality oversight and work with providers
- Promotion of / access to / payment for
- Current ratings / regional benchmarking
- COVID impact
- Care at Home review and care academy
- Future support plans

Care at Home Providers

- Promotion of / access to / payment for
- COVID impact
- Feedback from staff re. their experiences
- Feedback from those accessing services
- Key existing and future issues

People accessing services

- Views on current provision; COVID impact
- Opportunities to feedback / influence service

CQC

- Key issues re. Care at Home

**How will this information be gathered? (eg. financial baselining and analysis, benchmarking, site visits, face-to-face questioning, telephone survey, survey)**

Committee meetings, reports, research, reviewing existing service feedback.

**How will key partners and the public be involved in the review?**

Committee meetings, information submissions.

**How will the review help the Council meet the Public Sector Equality Duty?**

The Public Sector Equality Duty requires that public bodies have due regard to the need to advance equality of opportunity and foster good relations between different people when carrying out their activities. This review will be mindful of these factors.

**How will the review contribute towards the Joint Strategic Needs Assessment, or the implementation of the Health and Wellbeing Strategy?**

Stockton Joint Strategic Needs Assessment (JSNA): Vulnerable Groups – The health needs of vulnerable groups are often complex and require a co-ordinated and flexible response from services. It is easy for clients to fall into the gaps between different services leading to unplanned care and the risk of clients revolving through the system.

Stockton-on-Tees Joint Health and Wellbeing Strategy 2019-2023: All people in Stockton-on-Tees live well and live longer – live healthier and more independent lives; feel enabled to self-care and to be a carer; access information, early identification and early help services; access a range of services and the care that meets their needs.

**Provide an initial view as to how this review could lead to efficiencies, improvements and/or transformation:**

A full understanding of the care at home system and the quality of care provided. The review would uncover if standards were being met and if the current approach is value-for-money.

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<b>Project Plan</b>
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<b>Key Task</b>	<b>Details/Activities</b>	<b>Date</b>	<b>Responsibility</b>
<b>Scoping of Review</b>	Information gathering	<b>March 2022</b>	Scrutiny Officer Link Officer
<b>Tri-Partite Meeting</b>	Meeting to discuss aims and objectives of review	<b>24.03.22</b>	Select Committee Chair and Vice Chair, Cabinet Member(s), Director(s), Scrutiny Officer, Link Officer
<b>Agree Project Plan</b>	Scope and Project Plan agreed by Committee	<b>12.04.22</b>	Select Committee
<b>Publicity of Review</b>	Determine whether Communications Plan needed	<b>TBC</b>	Link Officer, Scrutiny Officer
<b>Obtaining Evidence</b>		<b>10.05.22</b> <b>14.06.22</b> <b>12.07.22</b> <b>TBC</b>	Select Committee
<b>Members decide recommendations and findings</b>	Review summary of findings and formulate draft recommendations	<b>13.09.22</b>	Select Committee
<b>Circulate Draft Report to Stakeholders</b>	Circulation of Report	<b>September 2022</b>	Scrutiny Officer
<b>Tri-Partite Meeting</b>	Meeting to discuss findings of review and draft recommendations	<b>TBC</b>	Select Committee Chair and Vice Chair, Cabinet Member(s), Director(s), Scrutiny Officer, Link Officer
<b>Final Agreement of Report</b>	Approval of final report by Committee	<b>11.10.22</b>	Select Committee, Cabinet Member, Director
<b>Consideration of Report by Executive Scrutiny Committee</b>	Consideration of report	<b>15.11.22</b>	Executive Scrutiny Committee
<b>Report to Cabinet/Approving Body</b>	Presentation of final report with recommendations for approval to Cabinet	<b>17.11.22</b>	Cabinet / Approving Body