

SCRUTINY REVIEW OF CARE AT HOME

Summary

This second evidence-gathering session for the review of Care at Home will focus on Care at Home providers who operate within the Borough. Contributions are scheduled from representatives of three existing services, and consideration will also be given to the results of a provider survey undertaken by Stockton-on-Tees Borough Council in mid-2021. In related matters, an update on the national 'Fair Cost of Care' exercise will be included.

Detail

1. Members are reminded of the initial presentation given at the last meeting in May 2022 which outlined details of current contract arrangements / management, CQC / PAMMS ratings, hourly rates, impact of COVID-19, and current issues around Care at Home provision – this can be found at the following link:

<http://www.egenda.stockton.gov.uk/aksstockton/images/att42631.pdf>

2. A cross-section of the Borough's existing providers have since been approached to give their views on the current Care at Home landscape. Representatives of Five Lamps, PPL, and Creative Support have been asked to respond to the following:
 - Brief introduction / overview of your Care at Home service
 - How you promote your service and how people can access it
 - Support received from Stockton-on-Tees Borough Council (SBC)
 - Staff training / development / support (inc. considerations around travel time / allowances)
 - Service improvement mechanisms (e.g. feedback from staff regarding their experiences, feedback from those using the service)
 - Impact of COVID-19
 - Key current and future issues (e.g. staff welfare, recruitment and retention, financial pressures)

Information submissions received in advance are attached and will be presented.

3. In mid-2021, SBC conducted a survey for Care at Home providers – the results are attached and will be presented by the review's Link Officer.
4. As part of the Government's reform of Adult Social Care, a 'Fair Cost of Care' exercise is being undertaken by all Local Authorities. Details of this, and its relevance to the Committee's ongoing review, will be outlined.

5. A copy of the agreed scope and plan for this review is included for information.

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