



# Care at Home

## Service Review

# Care at Home

## Findings and Plans

### Finding

- Demand for Home Care, both in terms of volume of people, complexity of care and expectations is anticipated to increase in the future.



### Plans:

- Recruitment and Retention:
- Fees are being considered as part of the Fair Cost of Care. A new model of funding will be developed in partnership with the market to ensure sustainability and affordability.
- Outside the contract, the Council is developing a recruitment and retention in the care sector programme to support care providers in the market.

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### Plans:

- Technology:
  - Training sessions with social work team managers and carers working in Care at Home to raise awareness of available technology.
  - Activity monitoring pilot with Reablement Team commencing October 2022 with view to rolling this out as a wider solution across Care at Home.
  - Further deployment of Teleassist.

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### Plans:

- Calls requiring two carers:
  - Train the trainer model and pilot developed with the Council's Occupational Therapy Team to support Care at Home Providers in using equipment effectively.
  - Providers reviewing double-handed care packages and reviewing into OT for assessment.

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- Scope of Care at Home and the work required of carers had become unclear.



### Plans:

- Review contract to clarify the parameters of home care delivery, taking into account changes in complexity of need.
- Work with healthcare colleagues to ensure commissioned care at home continues to support work of primary health.

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- Feedback highlighted some of the call were too “task” focused (although, as feedback demonstrated, overall care was judged to be very positive).



### Plans:

- Keep under review (including good practice from other LAs) how to ensure the best interests of the individual are central to service delivery.
- Work with providers to ensure that care plans define and monitor the outcomes to be achieved for individuals.

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## Consultation and Engagement

- Online consultation with people using the service and their families/ informal carers on options relating to the future contract – [www.Stockton.gov.uk/care-at-home-questionnaire](http://www.Stockton.gov.uk/care-at-home-questionnaire)
- Engagement with people who use our services e.g. Halcyon Centre, Carers Services
- Focus Group – 3<sup>rd</sup> November
- Conversations with service providers

