

Adult Social Care and Health Select Committee
Review of Care at Home
Outline Scope

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Which of our strategic corporate objectives does this topic address?

The review will contribute to the following Council Plan 2021-2024 key objectives (and associated 2021-2022 priorities):

A place where people are healthy, safe and protected from harm

- 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.

What are the main issues and overall aim of this review?

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.

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.

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

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) and their families / carers – how is this sought / obtained?

What are the key issues in relation to existing and future delivery of Care at Home services (including links between an individual's care and healthcare needs)?

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

Council, Cabinet, providers, public.

Expected duration of review and key milestones:

7 months (report to Cabinet in January 2023)

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/ukxi/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
- Staff training / development / support (possible links to Skills for Care)
- Feedback from those accessing services
- Key existing and future issues

People accessing services (and their families / carers)

- 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.

Project Plan

Key Task	Details/Activities	Date	Responsibility
Scoping of Review	Information gathering	March 2022	Scrutiny Officer Link Officer
Tri-Partite Meeting	Meeting to discuss aims and objectives of review	24.03.22	Select Committee Chair and Vice Chair, Cabinet Member(s), Director(s), Scrutiny Officer, Link Officer
Agree Project Plan	Scope and Project Plan agreed by Committee	12.04.22	Select Committee
Publicity of Review	Determine whether Communications Plan needed	TBC	Link Officer, Scrutiny Officer
Obtaining Evidence	Local Authority Care at Home providers Past provider consultation People accessing services (inc. families / carers) Local Authority CQC	10.05.22 14.06.22 13.09.22 11.10.22	Select Committee
Members decide recommendations and findings	Review summary of findings and formulate draft recommendations	22.11.22	Select Committee
Circulate Draft Report to Stakeholders	Circulation of Report	December 2022	Scrutiny Officer
Tri-Partite Meeting	Meeting to discuss findings of review and draft recommendations	TBC	Select Committee Chair and Vice Chair, Cabinet Member(s), Director(s), Scrutiny Officer, Link Officer
Final Agreement of Report	Approval of final report by Committee	20.12.22	Select Committee, Cabinet Member, Director
Consideration of Report by Executive Scrutiny Committee	Consideration of report	17.01.23	Executive Scrutiny Committee
Report to Cabinet/Approving Body	Presentation of final report with recommendations for approval to Cabinet	19.01.23	Cabinet / Approving Body