

APPENDIX 1
ACTION PLAN: Review of Care at Home

No.	Recommendation	Proposed Actions / Progress	Success Measures	Responsibility	Date
1	Stockton-on-Tees Borough Council (SBC) ensures all registered Care at Home providers across the Borough are visible within the Stockton Information Directory (indicating if they are included in the SBC Framework Agreement), and that this list is accessible via the Council website.	<p>Support the Communication Team to re-launch SID as required.</p> <p>Review specification for 2024 – 29 Care at Home contract to ensure there are relevant obligations for keeping SID (and other relevant websites) current and accurate.</p>	<p>Provider information is current and valid on SID post re-launch.</p> <p>Revised specification with appropriate clauses included.</p>	<p>Catherine Buller</p> <p>Karen Shaw</p>	<p>July 2023</p> <p>December 2023</p>
2	A regular feature is included within Stockton News regarding the local Care at Home sector (i.e. good news story, staffing opportunities, etc.).	<p>Establish regular item at the Care at Home and Leadership and Peer Support Network to identify and develop good new stories across the network.</p> <p>Quarterly catch-up with Communications to identify potential stories and ensure these are agreed, developed and promoted through Stockton News as per procedure.</p>	<p>Regular articles/ Good news stories in SID.</p> <p>Communications reps to attend Strategy Team meeting on quarterly basis.</p>	Catherine Buller	<p>Dates as per diary, starting March 2023</p> <p>Dates as per diary, starting March 2023</p>
3	SBC / Care at Home providers consider existing, and potentially new, mechanisms to engage with local colleges / schools to promote opportunities to work in the care sector.	Include partnership working with local Schools / Colleges as part of the Recruitment and Retention Programme for Care homes / Care at Home. Opportunities available via Shout Out Portal.	<p>Implementation of Recruitment and Retention Programme as per plan.</p> <p>Numbers of School and College leavers who are supported into jobs with local Care at Home Providers.</p>	Catherine Buller/ Julie Nisbet	December 2023

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4	SBC reinforce with local providers the need to ensure service-users and their families / informal carers are fully (and repeatedly) aware of how to raise an issue / complaint regarding the care they are receiving (including directly to the provider themselves or to SBC) and that this is responded to in a timely manner.	<p>Specific agenda item at Care at Home Leadership and Peer Support Network.</p> <p>Write a letter to providers to remind them of their contractual responsibilities in relation to complaints</p> <p>Monitor through PAMMS assessment.</p> <p>Monitor complaints.</p>	<p>Agenda item for Care at Home Leadership and Peer Support meeting.</p> <p>Letter sent to providers</p> <p>PAMMS Assessment scores for standards QB18, B03, F07</p> <p>Contract monitoring of complaints/ issues raised direct to providers</p>	<p>Catherine Buller</p> <p>Kerry Anderson</p> <p>Quality and Compliance Team.</p> <p>Quality and Compliance Team</p>	<p>April 2023</p> <p>April 2023</p> <p>Ongoing</p> <p>March 2024</p>
5	Providers ensure their back-office functions are adequately staffed and that appropriate mechanisms are in place to keep service-users updated on any changes to planned visits (whether these be in relation to timings or actual staff attending).	<p>Write a letter to providers to remind them of their contractual responsibilities in relation to office cover and communication with service users.</p> <p>Monitor through PAMMS assessment.</p>	<p>Letter sent to providers</p> <p>PAMMS Assessment scores for standards S12, QF02, F03</p>	<p>Kerry Anderson</p> <p>Quality and Compliance Team</p>	<p>April 2023</p> <p>Ongoing</p>
6	As far as possible, providers set a multiple-week rolling staff rota and that this is shared on a weekly basis with service-users (and, where relevant, families / informal carers).	<p>Specific agenda item at Care at Home Leadership and Peer Support Network (followed up by correspondence for those who do not attend).</p> <p>Follow up letter to providers to remind them of their contractual responsibilities in relation to staff rotas and communication with service users.</p>	<p>Agenda item for Care at Home Leadership and Peer Support meeting.</p> <p>Letter sent to providers</p>	<p>Catherine Buller</p> <p>Kerry Anderson</p>	<p>March 2023</p> <p>April 2023</p>

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		Monitor through PAMMS assessment.	PAMMS Assessment scores for standards S1, QB02	Quality and Compliance Team	Ongoing
7	<p>SBC, in conjunction with local providers, continues in its efforts to raise the profile of the care sector within the Borough.</p> <p>To boost the status of care workers and give reassurance to those individuals / families seeking support, this should include lobbying for Care at Home staff to be regulated through a national register (e.g. inclusion within the Health and Care Professions Council) and investigating the feasibility of a local register.</p>	<p>Communications, with the Care at Home Provider Network to collaborate and identify opportunities to promote the sector through appropriate channels.</p> <p>Liaise with NE ADASS and neighbouring LAs to identify best route to advocate for a Care at Home National Register.</p>	<p>Care at Home Provider meeting minutes. Examples of PR, events and publicity surrounding Care at Home.</p> <p>Communication / Correspondence with DHSC.</p>	<p>Catherine Buller</p> <p>Rob Papworth</p>	<p>October 2023</p> <p>July 2023</p>
8	Linking-in with the push for the integration of care, SBC act as a conduit to foster closer links between local Care at Home providers and NHS Trusts.	<p>Review existing fora to understand how this is supporting partnership working between SBC and Health.</p> <p>Where gaps are identified, agree and implement solutions to deliver the engagement required to support effective communication and decision making.</p>	<p>Map of current meetings and evaluation of impact on effectiveness.</p> <p>Revised meeting schedule.</p>	<p>Catherine Buller</p> <p>Rob Papworth/ Catherine Buller</p>	<p>May 2023</p> <p>August 2023</p>

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9	SBC continue to provide a platform for local providers to come together and share ideas / learning / concerns, and that those not engaging are encouraged wherever possible to join the ongoing conversation.	Maintain and continue to promote the Care at Home Leadership and Peer Support Network to all registered providers across Stockton on Tees.	Meeting minutes. Evidence of improving attendance across the sector.	Catherine Buller/ Karen Shaw/ Zoe Flood	March 2024
10	The use of 15-minute welfare calls is minimised and used only when appropriate as part of a wider package of care.	Develop the Teleassist offer to complement / proxy support for people accessing welfare calls. Implement the activity monitoring pilot to identify how the solution can provide better intelligence on needs of people and act as a tool to manage a person's daily living.	Numbers registered with One Call on Teleassist. Feedback from people accessing the service. Evaluation of the pilot phase.	Shaun Taylor/ Catherine Buller Shaun Taylor/ Catherine Buller	March 2024 September 2023
11	SBC continue to explore and deploy other options to support welfare, including tele-assist and technology.	SBC to explore assistive technology newly available to the market and evaluate potential impact. Test and evaluate the opportunity for the Virtual Home, as part of the NE ADASS assessment of the training and provider development hub.	Quarterly review meetings. Evidence of assessment and evaluation with internal stakeholders. NE ADASS review.	Shaun Taylor/ Catherine Buller Rob Papworth/ Krasen Saltikov	December 2023 April 2023
12	Consideration be given to standardised questions for providers to issue to their clients in order to evaluate quality and performance, and for responses to be submitted to SBC as contract managers.	Engage with Care at Home Providers through the Leadership and Peer Support Network (with Communications colleagues) to agree a standard form of words and process for recording feedback.	Standard questionnaire plus agreed process for recording and review.	Catherine Buller/ Carol Devine Wilson/ Darren Boyd/ Communications	July 2023

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		<p>Monitor through PAMMS assessment.</p> <p>Review specification for 2024 – 29 Care at Home contract to ensure there are relevant obligations for feedback from people accessing support and their families.</p>	<p>PAMMS Assessment scores for standards S1, QB03, S14, QF04.</p> <p>Revised specification with appropriate clauses included.</p>	<p>Quality Assurance and Compliance Team</p> <p>Karen Shaw</p>	<p>Ongoing</p> <p>December 2023</p>
13	<p>SBC varies the Call Scheduling and Monitoring element of the specification for a Care at Home and Domestic Support Service to ensure local providers offer (and issue where requested) non-electronic logbooks to document visits to an individual's home, and that this option is reflected within their service-user information packs.</p>	<p>Vary the current service specification to improve clarity around visit recording</p> <p>Engage with Care at Home Providers through the Leadership and Peer Support Network (with Communications colleagues) to agree new specification for 2024 – 29 Care at Home contract.</p>	<p>Revised specification with updated clauses included.</p> <p>Revised specification with updated clauses included.</p>	<p>Kerry Anderson</p> <p>Catherine Buller / Karen Shaw</p>	<p>March 2023</p> <p>December 2023</p>
14	<p>A joint letter from the SBC Cabinet Member for Adult Social Care and Chair of the Adult Social Care and Health Select Committee is sent to the relevant care minister and local MPs regarding the key findings of this review, reiterating the need for appropriate future support of the sector.</p>	<p>Liaise with Cabinet Member and Chair of ASH Select and appropriate officers of the Council to draft, approve and Issue appropriate letter as agreed.</p>	<p>Letter issued.</p>	<p>Gary Woods</p>	<p>February 2023</p>

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15	<p>Regarding the national 'fair cost of care' exercise:</p> <p>a) Outcomes of this be presented back to the Adult Social Care and Health Select Committee once published, along with the Council's response to the key findings.</p> <p>b) SBC reviews the balance of costs it pays both care home and Care at Home providers to ensure this remains a fair allocation in light of ever-changing demand.</p>	<p>Report back on the final submissions to DHSC for Appendix A, B and the MSP.</p> <p>Fee setting for 2023/24 reflects local and national picture and Council's resource commitments.</p>	<p>Report to ASH.</p> <p>Budget Report to CMT / Cabinet.</p>	<p>Rob Papworth/ Martin Skipsey/ Lisa Tague</p> <p>Martin Skipsey/ Lisa Tague/ Lisa Tague</p>	<p>May 2023</p> <p>March 2023</p>