

STOCKTON-ON-TEES BOROUGH COUNCIL

CABINET RECOMMENDATIONS

PROFORMA

Cabinet Meeting19th January 2023

1. Title of Item/Report

Scrutiny Review of Care at Home - Final Report of the Adult Social Care and Health Select Committee

2. Record of the Decision

Consideration was given to a report that presented the outcomes of the Adult Social Care and Health Select Committee's review of Care at Home

RESOLVED that:-

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.
2. A regular feature is included within Stockton News regarding the local Care at Home sector (i.e. good news story, staffing opportunities, etc.).
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.
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.
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).
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).

7. SBC, in conjunction with local providers, continues in its efforts to raise the profile of the care sector within the Borough. 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.

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.

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.

10. The use of 15-minute welfare calls is minimised and used only when appropriate as part of a wider package of care.

11. SBC continue to explore and deploy other options to support welfare, including tele- assist and technology.

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.

13. 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.

14. 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.

15. Regarding the national 'fair cost of care' exercise:

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.

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.

3. Reasons for the Decision

This topic was included on the Scrutiny Work Programme for 2021-2022 (though did not commence until the start of the current 2022-2023 municipal year). The review is now complete and the recommendations have been endorsed by the Adult Social Care and Health Select Committee for submission to Cabinet.

4. Alternative Options Considered and Rejected

None.

5. Declared (Cabinet Member) Conflicts of Interest

None.

6. Details of any Dispensations

None.

7. Date and Time by which Call In must be executed

Midnight Friday 27 January 2023

Proper Officer
23 January 2023