

APPENDIX 1
PROGRESS UPDATE: Review of Care at Home

SCRUTINY MONITORING – PROGRESS UPDATE	
Review:	Care at Home
Link Officer/s:	Martin Skipsey
Action Plan Agreed:	February 2023

Updates on the progress of actions in relation to agreed recommendations from previous scrutiny reviews are required approximately 12 months after the relevant Select Committee has agreed the Action Plan. Progress updates must be detailed, evidencing what has taken place regarding each recommendation – a grade assessing progress should then be given (see end of document for grading explanation). Any evidence on the impact of the actions undertaken should also be recorded for each recommendation.

Recommendation 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.	
Responsibility:	Catherine Buller	Karen Shaw
Date:	July 2023	December 2023
Agreed Action:	Support the Communication Team to re-launch SID as required.	Review specification for 2024-2029 Care at Home contract to ensure there are relevant obligations for keeping SID (and other relevant websites) current and accurate.
Agreed Success Measure:	Provider information is current and valid on SID post re-launch.	Revised specification with appropriate clauses included.
Evidence of Progress (March 2024):	Discussions completed with the SID team around support for the launch and it has been agreed that a soft launch is being undertaken to test the functionality of the site. Support to be provided via Transformation Team when the site is ready for a more proactive promotion. New SID went live week commencing 12.2.24 Framework information requires updating following award of the new tender in October 2024.	Completed. Specification for the Care at Home 2024-29 contract includes an obligation for providers to include their information on SID and to ensure it is regularly reviewed and updated.
Assessment of Progress (March 2024): (include explanation if required)	1 (Fully Achieved)	1 (Fully Achieved)

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Evidence of Impact (March 2024):	N/A.	N/A
Recommendation 2:	A regular feature is included within Stockton News regarding the local Care at Home sector (i.e. good news story, staffing opportunities, etc.).	
Responsibility:	Catherine Buller	
Date:	Dates as per diary, starting March 2023	
Agreed Action:	Establish regular item at the Care at Home and Leadership and Peer Support Network to identify and develop good new stories across the network.	Quarterly catch-up with Communications to identify potential stories and ensure these are agreed, developed and promoted through Stockton News as per procedure.
Agreed Success Measure:	Regular articles / good news stories in SID.	Communications reps to attend Strategy Team meeting on quarterly basis.
Evidence of Progress (March 2024):	<p>Care at Home and Care Homes added to the comms plan in March 2023.</p> <p>2 Care at Home stories have been showcased in Stockton News.</p> <p>A regional campaign funded by ADASS and working alongside the Department of Health and Social care was undertaken in 2023 and showcased case studies from Providers in Stockton. In conjunction with the ICB and regional NHS and Social Care colleagues as part of the Widening Participation programme has been running since November 2023 which promotes and show cases the sector.</p>	Strategy team meetings scheduled in the diary for 24/25 and comms colleagues are invited to attend these on a quarterly basis.
Assessment of Progress (March 2024): (include explanation if required)	2 (On-Track)	1 (Fully Achieved)
Evidence of Impact (March 2024):	Providers have been asked to feedback on the impact of media and recruitment campaigns however feedback has been minimal. 12 Providers uploaded vacancies across the sector to the DOHSC website through the course of the campaign.	

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Recommendation 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.		
Responsibility:	Catherine Buller / Julie Nisbet		
Date:	December 2023		
Agreed Action:	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.		
Agreed Success Measure:	Implementation of Recruitment and Retention Programme as per plan. Numbers of School and College leavers who are supported into jobs with local Care at Home Providers.		
Evidence of Progress (March 2024):	<p>The Employment and Training Hub have attended 3 events at schools and colleges via the Shout out Portal since March 2023.</p> <p>There have been 5 recruitment events held at the Employment and training Hub which are attended by 400-700 members of the Public. At each event Adult Social Care services have an allocated space “care corner” to promote roles within the Care sector. These events are done in conjunction with Stockton Riverside college who bring learners from their Health and Social Care courses to meet with Providers and access opportunities to work within the sector.</p> <p>Two Care at Home providers support the colleges Health and social care courses (Level 1, 2 . T Levels and access to H&SC) by providing speakers who inform learners about the sector and promote opportunities to work for their organisations. The Transformation Team continues to promote the development of I Care ambassadors and are working with Skills for Care around their development and promotion of future engagement opportunities.</p>		
Assessment of Progress (March 2024): (include explanation if required)	1 (Fully Achieved)		
Evidence of Impact (March 2024):	Conversion of learners into employees in the sector continues to remain low. Evaluation of the impact on children of school age cannot be assessed at this time.		

Recommendation 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.			
Responsibility:	Catherine Buller	Kerry Anderson	Quality and Compliance Team	Quality and Compliance Team

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Date:	April 2023	April 2023	Ongoing	March 2024
Agreed Action:	Specific agenda item at Care at Home Leadership and Peer Support Network.	Write a letter to providers to remind them of their contractual responsibilities in relation to complaints.	Monitor through PAMMS assessment.	Monitor complaints.
Agreed Success Measure:	Agenda item for Care at Home Leadership and Peer Support meeting.	Letter sent to providers.	PAMMS Assessment scores for standards QB18, B03, F07.	Contract monitoring of complaints / issues raised direct to providers.
Evidence of Progress (March 2024):	Action completed as part of the Care at Home Provider forum, engagement sessions and one to one discussion with Providers.	Letter sent out to all contracted Care at Home providers who deliver care within the standard care at Home Framework Agreement.	6 Care at Home Providers are scheduled to have a PAMMS assessment by end of March 24. To date 3 providers have had their PAMMS completed.	All 6 Care at Home providers submit monthly performance dashboards that detail the number of complaints received each month
Assessment of Progress (March 2024): (include explanation if required)	1 (Fully Achieved)	1 (Fully Achieved)	2 (On-Track)	1 (Fully Achieved)
Evidence of Impact (March 2024):	<p>During PAMMS assessments providers complaints policy, procedure and handling of complaints is also reviewed.</p> <p>In the last year there have been 3 complaints to SBC regarding Care at Home services across 2 different Lots indicating this procedure is in place and providers report that most complaints are</p>	<p>This is covered within the contract specification and the letter reinforced the message of their contractual responsibilities.</p> <p>Quality Assurance & Compliance Officers have monitored this through annual PAMMS assessments and contract compliance meetings</p>	<p>Findings that we have evidenced through PAMMS:-</p> <p>'Service users spoken to advised they know how to contact the office to raise any complaints. Information on how to make a complaint is provided to service users at the time of assessment.'</p> <p>'A guide is given to the SUs on commencing their care package, and this includes contact details for</p>	6 providers have collectively reported a total of 44 concerns / complaints that they have received for the period 3/23 to date. 3 complaints have been dealt with through SBC which indicates 41 have been resolved satisfactorily by their internal complaints processes. Complaints are discussed at our monthly QuAD

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	<p>resolved in house.</p> <p>This has also been reinforced in the New Service specification of October 2024.</p>		<p>the Director, alongside local authority contacts, LGO, and CQC. Discussion with service users confirmed they would know how to make a complaint should the need to'</p> <p>'Within the audit file held in the office there was evidence of robust investigations into complaints with thorough documentation and a clear investigation overview attached.'</p> <p>Any areas that are scored as Requires Improvement (RI) on PAMMS would become an action that the provider would need to put additional measures in place to ensure service is delivered to a Good standard. Assurance for this progress would be evidenced through contractual meetings.</p>	<p>meetings and any raised risks or concerns would be picked up with the provider at contractual meetings.</p>
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Recommendation 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).	
Responsibility:	Kerry Anderson	Quality and Compliance Team
Date:	April 2023	Ongoing

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Agreed Action:	Write a letter to providers to remind them of their contractual responsibilities in relation to office cover and communication with service users.	Monitor through PAMMS assessment.
Agreed Success Measure:	Letter sent to providers.	PAMMS Assessment scores for standards S12, QF02, F03.
Evidence of Progress (March 2024):	Letter sent out to all contracted Care at Home providers who deliver care within the standard care at Home Framework Agreement.	6 Care at Home Providers are scheduled to have a PAMMS assessment by end of March 24. To date 3 providers have had their PAMMS completed.
Assessment of Progress (March 2024): (include explanation if required)	1 (Fully Achieved)	2 (On-Track)
Evidence of Impact (March 2024):	<p>This is covered within the contract specification and the letter reinforced the message of their contractual responsibilities.</p> <p>Quality Assurance & Compliance Officers have monitored this through annual PAMMS assessments and contract compliance meetings.</p>	<p>Findings that we have evidenced through PAMMS:-</p> <p>'All office staff, including management and director, are care trained and are added to rota's in instance of shortages.'</p> <p>'Rotas were viewed for the last two weeks and evidenced that there was sufficient staff on duty with the right knowledge, experience and training to meet the needs of the Service users.'</p> <p>'A business continuity plan is in place and includes procedures to be followed for various situations such as: fire, flood, utility issues and staff shortages. Staff spoken with confirmed that they were aware of the document and a copy was available in the office.'</p> <p>Evidence of communication by providers to Service Users was seen in the form of email, letters and telephone logs detailing Services Users are given updates on planned care changes wherever possible.</p> <p>Any areas that are scored as Requires Improvement (RI) on PAMMS would become an action that the provider would need to put additional measures in place to ensure service is delivered to a Good standard. Assurance for this</p>

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		progress would be evidenced through contractual meetings.
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Recommendation 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).		
Responsibility:	Catherine Buller	Kerry Anderson	Quality and Compliance Team
Date:	March 2023	April 2023	Ongoing
Agreed Action:	Specific agenda item at Care at Home Leadership and Peer Support Network (followed up by correspondence for those who do not attend).	Follow up letter to providers to remind them of their contractual responsibilities in relation to staff rotas and communication with service users.	Monitor through PAMMS assessment.
Agreed Success Measure:	Agenda item for Care at Home Leadership and Peer Support meeting.	Letter sent to providers.	PAMMS Assessment scores for standards S1, QB02.
Evidence of Progress (March 2024):	Action completed as part of the Care at Home Provider forum, engagement sessions and one to one discussions with Providers.	Letter sent out to all contracted Care at Home providers who deliver care within the standard care at Home Framework Agreement.	6 Care at Home Providers are scheduled to have a PAMMS assessment by end of March 24. To date 3 providers have had their PAMMS completed.
Assessment of Progress (March 2024): <small>(include explanation if required)</small>	1 (Fully Achieved)	1 (Fully Achieved)	2 (On-Track)
Evidence of Impact (March 2024):	Providers reported that rotas are shared with clients/ families on a weekly basis either electrically via an app or email or sent out through the post. Any changes to this will be communicated to the Client prior to a visit taking place. One provider stated that there practice is to always have a new carer attend a visit alongside a regular carer in order to	This is covered within the contract specification and the letter reinforced the message of their contractual responsibilities. Quality Assurance & Compliance Officers have monitored this through annual PAMMS assessments and contract compliance meetings.	Findings that we have evidenced through PAMMS:- 'Paperwork was in place to ensure service users have been provided with appropriate information i.e. copy of service user guide, complaints information and that they had been involved in their care planning. Rotas are published and sent out to SU in advance on a weekly basis'

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	<p>make introductions before that person will deliver care.</p> <p>Weekly meeting held between Brokerage and SBC service leads, no issues identified.</p>		<p>'Service users spoken with confirmed they are kept up to date with rotas on a weekly basis and informed where unexpected changes occur (such as lateness)'</p> <p>Any areas that are scored as Requires Improvement (RI) on PAMMS would become an action that the provider would need to put additional measures in place to ensure service is delivered to a Good standard. Assurance for this progress would be evidenced through contractual meetings.</p>
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Recommendation 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.	
Responsibility:	Catherine Buller	Rob Papworth
Date:	October 2023	July 2023
Agreed Action:	Communications, with the Care at Home Provider Network to collaborate and identify opportunities to promote the sector through appropriate channels.	Liaise with NE ADASS and neighbouring LAs to identify best route to advocate for a Care at Home National Register.
Agreed Success Measure:	Care at Home Provider meeting minutes. Examples of PR, events and publicity surrounding Care at Home.	Communication / Correspondence with DHSC.
Evidence of Progress (March 2024):	<p>As outlined above regional, national and local campaigns to raise the profile of the sector have been undertaken via DOHSC and Widening participation.</p> <p>As well as the Recruitment events held at the employment and training Hub there have also been specific Care at Home recruitment events held</p>	Work towards having Care at Home services registered via the HPCP has not been completed at this stage but will be raised at the Regional ADASS forum.

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	<p>at the E&T Hub. The E&T Hub staff also promote the sector when engaging with members of the Public who attend the Hub.</p> <p>Providers have also conducted individual pieces of work to promote the sector however this is not consistent across all providers.</p>	
<p>Assessment of Progress (March 2024): (include explanation if required)</p>	2 (On-Track)	2 (On-Track)
<p>Evidence of Impact (March 2024):</p>	<p>2 Provides across the network have been nominated for awards around their leadership and service provision and this has been promoted nationally.</p> <p>Providers report engaging with their clients, families and staff members around activities to promote the sector, make quality improvements and service provision and to deliver activities.</p>	

Recommendation 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.	
Responsibility:	Catherine Buller	Rob Papworth / Catherine Buller
Date:	May 2023	August 2023
Agreed Action:	Review existing fora to understand how this is supporting partnership working between SBC and Health.	Where gaps are identified, agree and implement solutions to deliver the engagement required to support effective communication and decision making.
Agreed Success Measure:	Map of current meetings and evaluation of impact on effectiveness.	Revised meeting schedule.
Evidence of Progress (March 2024):	<p>Links between Care at Home services and the NHS are continuing to develop. North Tees and Hartlepool Foundation Trust is represented at each Provider Forum.</p> <p>Work has been undertaken by the Trust and with Care Providers to educate and provide them access to</p>	2024/25 Care at Home meeting schedule has been developed and put in place reflecting the tender and new framework that will come in place in October 2024.

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	<p>initiatives such as the Virtual Frailty ward and Urgent Care response to help maintain and treat people in their own homes. Providers have also been engaged in the Discharge to assess process to support health discharge patients to a safe and supportive environment.</p> <p>A joint engagement session with Providers and the NHS to define responsibilities of health and social care was undertaken. This has now been reflected in the design of the new Care at Home framework for 2024 and the roles and responsibilities of social care and health have been set out within the new specification.</p>	
<p>Assessment of Progress (March 2024): (include explanation if required)</p>	1 (Fully Achieved)	1 (Fully Achieved)
<p>Evidence of Impact (March 2024):</p>	<p>Virtual Frailty wards and Urgent Care response data shows an increase in the use of these services and Providers have reported positivity to these new initiatives.</p> <p>Providers have mechanisms within the Local Authority to raise concerns around Health Processes and actively participate in this.</p>	

Recommendation 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.
Responsibility:	Catherine Buller / Karen Shaw / Zoe Flood
Date:	March 2024
Agreed Action:	Maintain and continue to promote the Care at Home Leadership and Peer Support Network to all registered providers across Stockton-on-Tees.
Agreed Success Measure:	Meeting minutes. Evidence of improving attendance across the sector.
Evidence of Progress (March 2024):	Engagement sessions have been held monthly, with Care at Home services which have been generally well attended. During these Providers have been

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	<p>given the opportunity to raise concerns and to be part of the design of the new Framework.</p> <p>One to one face to face meetings have also been conducted with Providers by the Transformation Team to give Providers and opportunity to highlight any issues or provide feedback to the LA.</p> <p>Information has also been sent out to Providers following the engagement events to allow those who have not attended and opportunity to review and feedback their views. Providers have also been provided with a number of mechanisms to contact the Local Authority via the Quality Assurance Team, Brokerage Team, Transformation Team and Contracting Team.</p>
<p>Assessment of Progress (March 2024): (include explanation if required)</p>	<p>1 (Fully Achieved)</p>
<p>Evidence of Impact (March 2024):</p>	<p>Relationships, opportunities and mechanisms for Providers to come together or engage on a one to one basis are very robust. Providers have fed back positively about their relationships with the Local Authority and development of the new Framework. Opportunities for Providers to come together on Teams and Face to face have been provided over the last year.</p>

Recommendation 10:	The use of 15-minute welfare calls is minimised and used only when appropriate as part of a wider package of care.	
Responsibility:	Shaun Taylor / Catherine Buller	
Date:	March 2024	September 2023
Agreed Action:	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.
Agreed Success Measure:	Numbers registered with One Call on Teleassist. Feedback from people accessing the service.	Evaluation of the pilot phase.
Evidence of Progress (March 2024):	<p>There are currently 10 people who are on the Tele Assist Programme.</p> <p>Work has been undertaken via OneCall around training and education.</p>	<p>Pilot conducted across Reablement and Rosedale. 17 people had Activity monitoring installed with several clients maintaining it longer term. Plans for progression to phase 2 are currently underway.</p>
Assessment of Progress (March 2024): (include explanation if required)	2 (On-Track)	1 (Fully Achieved)
Evidence of Impact (March 2024):	Feedback from service users that have Tele Assist in place is very positive.	Evaluation conducted and feedback from clients and family has been positive.

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Recommendation 11:	SBC continue to explore and deploy other options to support welfare, including tele-assist and technology.	
Responsibility:	Shaun Taylor / Catherine Buller	Rob Papworth / Krasen Saltikov
Date:	December 2023	April 2023
Agreed Action:	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.
Agreed Success Measure:	Quarterly review meetings. Evidence of assessment and evaluation with internal stakeholders.	NE ADASS review.
Evidence of Progress (March 2024):	<p>Monthly engagement sessions have been completed with Providers over the last year and 2 of these have focused on the use of assistive technology. During these sessions available technology was showcased providers fed back positively and subsequently made referrals into One Call.</p> <p>Under the new Framework the use of assistive technology is central to supporting care providers and clients of services.</p> <p>One Call and ISD continue to attend events and webinars which showcase emerging technologies and innovative practice in using assistive technology and the offer within Stockton continues to develop.</p>	<p>Virtual house training has been completed by 59 members of adult social care.</p> <p>NE ADASS have approved further funding across the North East and we have agreed to roll the training out more widely across the directorate.</p> <p>NE ADASS have asked for all LAs to train 100 staff members during 2024/25.</p>
Assessment of Progress (March 2024): (include explanation if required)	2 (On-Track)	2 (On-Track)
Evidence of Impact (March 2024):	We have seen an increased awareness and knowledge of availability of assistive technology across the Adult Social Care Teams and Provider networks.	

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Recommendation 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.		
Responsibility:	Catherine Buller / Carol Devine Wilson / Darren Boyd / Communications	Quality Assurance and Compliance Team	Karen Shaw
Date:	July 2023	Ongoing	December 2023
Agreed Action:	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.	Monitor through PAMMS assessment.	Review specification for 2024-2029 Care at Home contract to ensure there are relevant obligations for feedback from people accessing support and their families.
Agreed Success Measure:	Standard questionnaire plus agreed process for recording and review.	PAMMS Assessment scores for standards S1, QB03, S14, QF04.	Revised specification with appropriate clauses included.
Evidence of Progress (March 2024):	<p>Consistency of feedback from people accessing the service has been included in the new framework under appendix 2 (voice of the person) which is a newly developed requirement for providers on the framework.</p> <p>This will need to be scheduled on one of the provider forum meeting in advance of the tender to begin to discuss how this will work once it is implemented.</p>	6 Care at Home Providers are scheduled to have a PAMMS assessment by end of March 24. To date 3 providers have had their PAMMS completed.	Completed. Specification for the next contract includes a requirement that providers use a standardised questionnaire to obtain feedback from people using the service and their families/ informal carers. Providers are also required to establish and facilitate focus groups and to use other ways to consult with people using the service as appropriate, including exit interviews/ forms, forums/ information sharing events, stakeholder groups/ meetings, and service user newsletters. The results of all consultation is to be shared with the Council and will form part of the contractual assessment of the services being provided.

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Assessment of Progress (March 2024): (include explanation if required)	2 (On-Track)	2 (On-Track)	1 (Fully Achieved)
Evidence of Impact (March 2024):		<p>Findings that we have evidenced through PAMMS:-</p> <p>‘Service users spoken with confirmed that they receive calls from the office to check that they are happy with the service they receive. A "voice of the customer" survey is carried out 6 monthly by a Field carer or Care Co-ordinator. Finding from these discussions feed into an improvement plan and information is used to enhance outcomes for the individual Service users.’</p> <p>‘Service Users are encouraged to provide feedback through satisfaction surveys and are given prepaid envelopes to return these.’</p> <p>Any areas that are scored as Requires Improvement (RI) on PAMMS would become an action that the provider would need to put additional measures in place to ensure service is delivered to a Good standard. Assurance for this progress would be evidenced through contractual meetings.</p>	New contract will start in October 2024.

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Recommendation 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.	
Responsibility:	Kerry Anderson	Catherine Buller / Karen Shaw
Date:	March 2023	December 2023
Agreed Action:	Vary the current service specification to improve clarity around visit recording.	Engage with Care at Home Providers through the Leadership and Peer Support Network (with Communications colleagues) to agree new specification for 2024-2029 Care at Home contract.
Agreed Success Measure:	Revised specification with updated clauses included.	Revised specification with updated clauses included.
Evidence of Progress (March 2024):	The Care at Home Framework Agreement was due to end at the end of September 2023. A variation to this had been put to the providers in December 2022 covering other items. In view of that recent variation at the time of this recommendation and that this was covered within the current specification it was decided to ensure that this was tightened up within the new contract due to commence in October 2023. Due to unforeseen provider failure in March 2023 it was deemed in the best interests of the market to take up an optional extension and minimise any further changes to the specification. This recommendation will be included in the new contract commencing in October 2024.	Monthly engagement sessions have been completed with Provider throughout 2023 and into 2024 and were well attended for the most part. View of Providers gathered regarding the development and changes to the new specification.
Assessment of Progress (March 2024): (include explanation if required)	3 (Slipped)	1 (Fully Achieved)
Evidence of Impact (March 2024):	Within the current contract section Section 19.3 states – Records: The Service Provider must maintain in the Service User’s home, a detailed record which shall contain relevant information concerning the Service User’s Care and Support Plan and actions taken in its delivery, and be updated on a daily basis recording the start and end times of service	Good engagement and feedback from Providers. Changes made to the specification.

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	<p>delivery and the name of the Care and Support Worker. Records will be secure, up to date and in good order and constructed, maintained and used in accordance with the Data Protection Act 1998, and other statutory requirements and are kept for the requisite length of time.</p> <p>Monitored through general contract management reviews.</p>	
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Recommendation 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.
Responsibility:	Gary Woods
Date:	February 2023
Agreed Action:	Liaise with Cabinet Member and Chair of ASH Select and appropriate officers of the Council to draft, approve and Issue appropriate letter as agreed.
Agreed Success Measure:	Letter issued.
Evidence of Progress (March 2024):	<p>Letter sent (via email and post) to the Minister of State (Helen Whately MP) at the Department of Health and Social Care (DHSC) on 20 February 2023. Electronic copy also shared with MPs for Stockton North and Stockton South.</p> <p>MP for Stockton North issued subsequent correspondence to Helen Whately MP on 20 February 2023 referencing the Committee's review.</p> <p>Response received from the DHSC on 20 March 2023 thanking the Committee for sharing its work and stating that the '<i>submission has been shared with the department's social care policy officials for careful consideration</i>'.</p>
Assessment of Progress (March 2024): (include explanation if required)	1 (Fully Achieved)
Evidence of Impact (March 2024):	No further correspondence received since DHSC response in March 2023.

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Recommendation 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.
Responsibility:	Rob Papworth / Martin Skipsey / Lisa Tague	Martin Skipsey / Lisa Tague
Date:	May 2023	March 2023
Agreed Action:	Report back on the final submissions to DHSC for Appendix A, B and the MSP.	Fee setting for 2023/24 reflects local and national picture and Council’s resource commitments.
Agreed Success Measure:	Report to ASCH.	Budget Report to CMT / Cabinet.
Evidence of Progress (March 2024):	<p>In March 2022 the Government published details of the <i>Market Sustainability and Fair Cost of Care Grant</i>. The grant conditions included a requirement to produce the following:</p> <ul style="list-style-type: none"> • a cost of care exercise – produced by surveying local providers for 65+ residential and nursing care and 18+ homecare to determine a sustainable fee rate for different care settings. The exercise was to accurately reflect local costs such as staff pay and travel time and provide for an appropriate return on capital or return on operations. • a spend report – a document showing how the Council intended to use the 2022/23 grant. • a provisional market sustainability plan setting out local strategy for the next 3 years (2022 to 2025). <p>The deadline for submission to DHSC was 14 October 2022. Final versions of the Annex B & C were published on the Council website by the required deadline in March 2023. Documents can be accessed here;</p>	<p>Council approved the 2023/24 MTFP in February 2023. Included within the MTFP was funding for a fee uplift to Care at Home Providers of 8.89% in line with agreed contract mechanisms. A new “Market Sustainability and Improvement – Workforce Fund”, was allocated to Local Authorities in Summer 2023. This funding has been utilised for an in year fee uplift to Care at Home providers of 5.7%, applicable from November 2023.</p> <p>Council approved the 2024/25 MTFP in February 2024. Included within the MTFP was funding for a fee uplift to Care at Home Providers from April 2024. (Standard) Care at Home Providers will receive an increase of 15.6% (against April 23 rates). This is a significant increase, enabling providers to deal with recruitment and retention issues. All other Care at Home Providers will receive an increase of 8.61% in line with the contracted fee increase mechanism.</p>

APPENDIX 1
PROGRESS UPDATE: Review of Care at Home

	<p>Annex B - Cost of Care Report-Homecare-January-2023</p> <p>Annex C - Final Market Sustainability Plan-March-2023</p> <p>The grant allocation in 2022/23 was £570,536. An element of this funding was utilised to fund an in year fee uplift to Care at Home providers of 6.5% applicable from December 2022. This enabled providers to bring forward the NLW increase for their carers.</p>	
<p>Assessment of Progress (March 2024): (include explanation if required)</p>	1 (Fully Achieved)	1 (Fully Achieved)
<p>Evidence of Impact (March 2024):</p>	Positive feedback from providers.	Positive feedback from providers.

Assessment of Progress Gradings:	1 Fully Achieved	2 On-Track	3 Slipped	4 Not Achieved
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