

**Adult Social Care & Health Overview & Scrutiny Committee
Wednesday 12th July 2017
Update on Domiciliary Care**

1.0 Recommendation

- 1.1 A previous report was presented to Adult Social Care & Health Overview and Scrutiny Committee on 23rd November 2016 titled 'Retendering of Domiciliary Care Framework' this report is attached as appendix 1 to this report. It will give members of the committee the background and context in terms of this contract and the previous progress made to get to a revised service model implemented for this area of commissioning activity.
- 1.2 Adult Social Care & Health Overview & Scrutiny Committee are asked to note the progress made within the Domiciliary Care Service model (within a wider Care at Home Contract) since the new contract went live in August 1st 2016.

2.0 Options and Proposal

- 2.1 The update within the Domiciliary Care service area will be presented to Adult Social Care & Health Overview and Scrutiny Committee on 12th July in the form of a presentation. This will detail the key issues and achievements made against this new contract since it became active in August 2016.
- 2.2 Adult Social Care & Health Overview and Scrutiny Committee are recommended to read the previous report attached as appendix 1 to this report prior to the presentation on 12th July to assist with background and context to this piece of commissioning activity.

3.0 Key Issues

- 3.1 Since the previous report to Committee in November 2016, outlined below within sections 3.2 to 3.11 are the key areas of progress that have been made since the contract was activated. These areas of progress will be presented to Committee in more detail by the report author on 12th July.
- 3.2 There are currently 29 contracted domiciliary care providers working for Warwickshire County Council.
- 3.3 From the start date of the new contract on 1st August 2016 to 1st March 2017 the Council has safely transferred a total of 315 customers from the outgoing contracted providers to the new contracted providers.
- 3.4 155 customers have taken the option of a Direct Payment so that they could stay with their current domiciliary care provider (those that were not

successful at securing a new contract with the Council) rather than transferring to the new contracted provider.

- 3.5 A Centralised Referral Team has been established within the Strategic Commissioning Business Unit that responds to all referrals received for domiciliary care packages of care.
- 3.6 Each contracted domiciliary care provider has an obligation to accept referrals within two hours of receiving the referral from the Centralised Referral Team.
- 3.7 Since September 2016 to May 2017 a total of 1424 domiciliary care packages have been successfully sourced by the new contracted domiciliary care providers. The average time it is taking for the packages to be sourced from receipt of referral at present is 2 days.
- 3.8 One contracted provider has had their contract terminated, due to their inability to honour their obligation to accept clause within the contract.
- 3.9 One contracted provider serviced 28 days' notice on their contract due to the owner's ill health.
- 3.10 The Transforming Domiciliary Care Project Board has been stood down as the project has been achieved.
- 3.11 The new contract is now being monitored and managed through quarterly Contract Management Meetings chaired by Strategic Commissioning with attendees from Clinical Commissioning Groups, Procurement and Finance.
- 3.12 We are forging partnerships with Public Health to ensure that the Domiciliary Care Providers can deliver preventative priorities within their service delivery around Making Every Contact Count (MECC), preventing a first fall, reducing hospital admissions and increasing awareness of nutrition and hydration support.

4.0 Timescales associated with the decision and next steps

- 4.1 No key decisions are required by Adult Social Care & Health Overview & Scrutiny Committee at this time.

5.0 Background papers

- 5.1 Adult Social Care & Health Overview & Scrutiny Committee
23rd November 2016. Retendering of Domiciliary Care Framework

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Members consulted on this draft report:

Local Members: None

Other Members: Councillors Caborn, Redford, Golby, Rolfe and Parsons.