

---

**Report to:** Overview and Scrutiny Committee **Date of Meeting:** 1 March 2016  
(Adult Social Care)

Cabinet

7 April 2016

**Subject:** Care Services (Domiciliary) Working Group – Final Report

**Report of:** Head of Regulation and Compliance

**Wards Affected:** All

**Is this a Key Decision?** Yes

**Is it included in the Forward Plan?** Yes

**Exempt/Confidential** No

---

### **Purpose/Summary**

To formally present the final report of the Care Services (Domiciliary) Working Group

### **Recommendation(s)**

The Overview and Scrutiny Committee is requested to support the following recommendations and commend Recommendation 1 to the Cabinet for approval:-

The Cabinet is requested to approve Recommendation 1 and to note the remainder of the following recommendations:-

1. That Commissioners of the Domiciliary Service in Sefton be requested to:-
  - (a) liaise with Care Providers to consider how increased continuity of care by care workers can be achieved.
  - (b) encourage Care Providers to consider providing care workers with a concise data log book of service users' basic care needs and daily routine, to facilitate increased continuity of care where different care workers are used.
  - (c) consider how increased partnership working with Care Providers can be achieved, in order to share common concerns, good practice, etc.
  - (d) consider producing an Information Pack, containing general information on options available, such as direct payments, and a simple chart illustrating which organisations individuals can approach to raise issues, make complaints, etc.; the Information Pack to be provided to individuals entering the domiciliary care system, and to be made available at the Sefton Carers' Centre and Sefton Pensioners' Advocacy Centre.
  - (e) submit the annual questionnaire and survey results produced by Care Providers, together with any Annual Report produced by Commissioners, to the Overview and Scrutiny Committee (Adult Social Care), on an annual basis.

- (f) encourage Care Providers to provide service users and relatives who are in direct contact with the Provider on a regular basis, with a named contact from the Provider.
  - (g) encourage Care Providers to provide more consistent training and induction for care workers.
  - (h) consider how communication can be increased between Care Providers, service users and their families, and Sefton Carers' Centre, particularly in the event of service users raising any concerns or issues.
2. That the Head of Adult Social Care be requested to submit a report / presentation to a future meeting of the Overview and Scrutiny Committee (Adult Social Care), explaining:-
    - (i) the costs associated with provision of the different aspects of the Domiciliary Service;
    - (ii) the impact of the Care Act 2014 on the provision of domiciliary care; and
    - (iii) the proposal to move towards outcome based commissioning with regard to the Service.
  3. That the Chief Officer for NHS South Sefton Clinical Commissioning Group and NHS Southport and Formby Clinical Commissioning Group, be requested to investigate how concerns raised during the course of this review, regarding errors in medicine management by pharmacies, can be addressed and report back to a future meeting of the Overview and Scrutiny Committee (Adult Social Care), explaining the outcome of those investigations.
  4. That the recent decision made by the Cabinet to implement Stage One of the Ethical Care Charter and to consider Stages Two and Three of the Charter, be welcomed.
  5. That the Overview and Scrutiny (Adult Social Care) should receive a six-monthly monitoring report, setting out progress made against each of the recommendations outlined above.

**How does the decision contribute to the Council's Corporate Objectives?**

	<u>Corporate Objective</u>	<u>Positive Impact</u>	<u>Neutral Impact</u>	<u>Negative Impact</u>
1	Creating a Learning Community		√	
2	Jobs and Prosperity		√	
3	Environmental Sustainability		√	
4	Health and Well-Being	√		

5	Children and Young People		√	
6	Creating Safe Communities		√	
7	Creating Inclusive Communities	√		
8	Improving the Quality of Council Services and Strengthening Local Democracy	√		

**Reasons for the Recommendation:**

The Working Group has made a number of recommendations that require approval by both the Overview and Scrutiny Committee (Adult Social Care) and the Cabinet.

**What will it cost and how will it be financed? N/A**

There are no financial implications arising for the Council as a direct result of this report at this stage.

**Implications: N/A**

The following implications of this proposal have been considered and where there are specific implications, these are set out below:

<b>Legal</b>	
<b>Human Resources</b>	
<b>Equality</b>	<input checked="" type="checkbox"/>
1. No Equality Implication	<input type="checkbox"/>
2. Equality Implications identified and mitigated	<input type="checkbox"/>
3. Equality Implication identified and risk remains	<input type="checkbox"/>

**Impact on Service Delivery: N/A**

**What consultations have taken place on the proposals and when? N/A**

The Chief Finance Officer has been consulted and has no comment on the report as there are no direct financial implications arising from the content of the report. (FD 4051/15).

The Head of Regulation and Compliance has been consulted and any comments have been incorporated into this report. (LD 3334/16).

**Are there any other options available for consideration? N/A**

**Implementation Date for the Decision**

Following the expiry of the “call-in” period for the Minutes of the Cabinet meeting.

**Contact Officer:** Debbie Campbell  
**Tel:** ext. 2254  
**Email:** [debbie.campbell@sefton.gov.uk](mailto:debbie.campbell@sefton.gov.uk)

## **Background Papers:**

There are no background papers available for inspection.

### **1. Introduction**

- 1.1 The Care Services (Domiciliary) Working Group, established by the Overview and Scrutiny Committee (Adult Social Care) has undertaken a review on customer satisfaction and quality with regard to the provision of domiciliary care, against the background of a number of developments, including the following:-
  - A. Outcome based commissioning, as a savings target, in relation to the provision of services.
  - B. The implications of the “living wage” in relation to the provision of services.
  - C. The implications of the 2015/16 pension changes in relation to the provision of services.
  - D. The implications of the Ethical Care Charter in relation to the provision of services.
- 1.2 The final report of the Working Group is attached for consideration.
- 1.3 ***The Committee is requested to support the recommendations and commend them to the Cabinet for approval.***
- 1.4 ***The Cabinet is requested to approve the recommendations.***