

**OVERVIEW AND SCRUTINY COMMITTEE
(Adult Social Care)**

**CARE SERVICES
(DOMICILIARY)
WORKING GROUP**

**FINAL REPORT
MARCH 2016**

Overview
& Scrutiny



Overview & Scrutiny

‘Valuing Improvement’

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LEAD MEMBER'S INTRODUCTION

I am pleased to introduce this Overview and Scrutiny Report into Domiciliary Care. The Working Group was set up to look at Domiciliary Care provided to residents in Sefton. We were looking at this against the backdrop of changes being made nationally such as the introduction of the so called national living wage, new pension legislation and the Care Act. The impact of these changes in Sefton is not yet fully known and they come at a time when we have a growing elderly population and further budget cuts. It is important that our most vulnerable residents continue to receive the best standards of care. We recognise the important work carried out by care staff in Sefton and believe their work is often undervalued.

The group has sought the views of users of domiciliary care in Sefton and to establish the issues facing care workers, care providers and care commissioners. It has been difficult obtaining information from service users and care workers who have been reluctant to provide information for obvious reasons. I am grateful for Sefton Carers Centre for the information they were able to provide. We have also considered the information published in Unison's Ethical Care Charter.

I would like to thank all who took part in interviews and helped inform the Working Group. I am grateful to the Working Group members for their efforts in looking at this

issue. Finally I would like to thank Debbie Campbell for the professional support she has provided to the Working Group and for producing this final report.



Councillor Lynne Gatherer
Lead Member of the Care Services (Domiciliary) Working Group
Overview and Scrutiny Committee
(Adult Social Care)



DEFINITION OF DOMICILIARY CARE

Domiciliary care may also be referred to as home care, and is supportive care provided in the home. Care is provided by professional care workers who provide daily assistance to help to ensure the activities of daily living. Care workers may help the individual with daily tasks such as bathing, dressing, meal preparation and eating. Care workers support the needs of those individuals who require such assistance and this care helps individuals stay in their own homes, usually providing a lower cost solution to long-term care facilities. Domiciliary care may be provided to help adults, older people and paediatric clients who are recovering after a hospital stay, or who need additional support to remain safely at home and avoid unnecessary hospitalisation.

For the purpose of the review, the Working Group did not focus on care provided to children, rather Members focused on adult care and care received by older people in particular.

DOMICILIARY CARE IN SEFTON

The Council, through its Adult Social Care Directorate, commissions domiciliary care through a contract awarded by tender for 6 geographical areas within the Borough. Contracts were awarded to main Providers, with back-up Providers in case of difficulties, in 2012. The contract runs until 2017, with an option to extend for 2 years.

BACKGROUND TO REVIEW

At its meeting on 30 June 2015, the Overview and Scrutiny Committee (Adult Social Care) considered its work programme for 2015/16 and resolved that a Working Group be established during 2015/15, to review the commissioning of services, particularly in relation to domiciliary care;

MEMBERSHIP OF WORKING GROUP

The Committee appointed Councillors David Barton, Dawson and Gatherer to the Working Group at its meeting on 30 June 2015. At its following meeting on 1 September 2015, the Committee also appointed Mr. Roger Hutchings, advisory member from Healthwatch Sefton, as a Member to the Working Group.

TERMS OF REFERENCE AND OBJECTIVES

The Care Services (Domiciliary) Working Group 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.

MEETINGS OF WORKING GROUP HELD

Details of Working Group meetings are as follows:-

| Date | Activity |
|---------------------|--|
| • 28 July 2015 | Scoping & discussion of issues |
| • 22 September 2015 | Drafting of questions to ask Providers |
| • 13 October 2011 | Discussions on a number of documents |
| • 9 November 2015 | Interview of witnesses from a Care Provider |
| • 10 November 2015 | Interview of witnesses from a Care Provider |
| • 1 December 2015 | Interview of witnesses from the commissioning side of the Council |
| • 10 February 2016 | Interview of witness from Sefton Carers’ Centre |
| • 15 February 2016 | Interview of care workers from Sefton New Directions and Determination of recommendations. |

BACKGROUND DOCUMENTS

Working Group Members considered a number of documents during the course of their review and these are summarised below:-

1. Letter to the Chancellor of the Exchequer from the United Kingdom Homecare Association regarding the National Living Wage in the Homecare Sector
2. Domiciliary Care Service - Schedule 2, Service Specification by Sefton MBC
3. Outcomes Matter: Effective Commissioning in Domiciliary Care



4. New Living Wage Rate Rates
5. Invitation to Tender - Open Procedure for Domiciliary Care Contract, Tendering Information & Instructions, October 2011 by Sefton MBC
6. UNISON's Ethical Care Charter
7. Adult Social Care Analysis, Adult Social Care Survey - Summary, 15th May 2015
8. Domiciliary Care - Details of the Six Contracted Areas by Geographical Area
9. Living Well with Dementia: A Strategy for Sefton 2014 – 2019, Consultation Report
10. Sefton Carers' Strategy 2014-2019

KEY WITNESSES

Care Providers

Working Group Members met with two Care Providers contracted to provide domiciliary care from different geographical areas within the Borough for discussions, to invite observations on the service provided, and to ask questions. The Providers were also requested to provide a SWOT analysis (strengths, weaknesses, opportunities, threats) to the Working Group.

Commissioning Officer and Managers from Sefton MBC

Working Group Members met with a Commissioning Officer and Commissioning Managers on separate occasions, for discussions and to ask questions on the service commissioned. Managers were also requested to provide a SWOT analysis.

Sefton Carers' Centre

Working Group Members met with a representative from Sefton Carers' Centre for discussions and to ask questions on domiciliary care feedback collated by the Centre between 27 January and 9 February 2016. A written summary of the feedback was subsequently received and circulated for Members' attention.

Care Workers from Sefton New Directions

Working Group Members met with care workers from Sefton New Directions for discussions and to ask questions regarding the day to day provision of services to service users.



KEY FINDINGS AND CONCLUSIONS

1. Service users tend to prefer continuity of care with care workers, particularly as some of the care can be of a personal and intimate nature, e.g. washing. Continuity of care cannot always be guaranteed, particularly during holiday periods.
2. Where continuity of care cannot be maintained, records kept of service users' needs and daily routine could contribute towards a more seamless provision of service.
3. Care Providers considered that due to increased pressures on social workers, contact and partnership working with the Council was increasingly threatened, with adverse results in general communication.
4. Information provided to service users on different options available for care, together with how to raise issues and who with, could be improved. Largely due to the age profile of service users, not all service users and their families have easy access to the Internet.
5. Care Providers produce annual questionnaires and surveys which are provided to Commissioners. Providers considered that they did not always hear about outcomes from the Council once information had been shared.
6. In raising issues, service users did not always know who they should approach in the first instance.
7. Training and induction for care workers did not appear to be consistent across the board. Members considered that this is a very important role and should be recognised as such.
8. Service users did not always know who to approach where issues, concerns or complaints were not acted upon. Service users also tended to be reluctant to complain in case of adverse consequences in the day to day care they receive. In addition Members considered that general communication between different agencies could be improved.
9. Members considered that there were aspects of the Domiciliary Service that have not yet been fully explained and reported to the Overview and Scrutiny Committee (Adult Social Care) and they would like Committee Members to have the opportunity to ask questions regarding the current, and future, provision of the Service.
10. Several concerns regarding incorrect medicines being issued by pharmacies were raised during the course of the review.
11. Throughout the course of the review, Members were aware that the Ethical Care Charter was due to be considered by the Council at some stage. The



Working Group was pleased that the Cabinet agreed to implement Stage One of the Charter just prior to completion of the review.

ACKNOWLEDGEMENTS AND THANKS

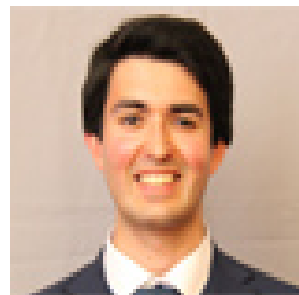
In producing this report on Domiciliary services, acknowledgements and thanks are attributed to the following individuals for their time and input:-

- *The Manager and staff of Warren Care;*
- *The Manager and staff of Delta Care Ltd.;*
- *Neil Watson Commissioning Officer, Commissioning & Contracts Team, Health & Wellbeing;*
- *Margaret Milne, Service Manager Commissioning, Health & Wellbeing, Social Care & Wellbeing;*
- *Carol Cater, Commissioning & Contracts Manager, Health & Wellbeing, Central services;*
- *Clare Johnston, Carers Voice Development Officer, Sefton Carers' Centre; and*
- *Care workers from Sefton New Directions.*

Thanks must also go to the Members of the Working Group who have worked hard and dedicated a great deal of time to this review, namely:-



**Councillor Lynne Gatherer
(Lead Member)**



Councillor David Barton





Councillor Tony Dawson



***Roger Hutchings
Advisory Member
Healthwatch Sefton***

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.

Overview & Scrutiny



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Sefton Council 

