

**REPORT TO:** Health Policy & Performance Board  
**DATE:** 5 March 2013  
**REPORTING OFFICER:** Strategic Director, Communities  
**PORTFOLIO:** Health and Adults  
**SUBJECT:** Homecare in the Borough  
**WARD(S)** Borough-wide

1.0 **PURPOSE OF THE REPORT**

1.1 To update the Board on the current home care provision Borough wide.

2.0 **RECOMMENDATION: That the Board note the contents of the report.**

3.0 **SUPPORTING INFORMATION**

3.1 There are different options of purchasing domiciliary care in Halton. People can buy care through a direct payment or a commissioned care route. When people opt for the commissioned route, they can be reassured that all the care providers are monitored by the Quality Assurance Team (QAT) and are registered by Care Quality Commission (CQC).

3.2 There are currently eleven domiciliary care providers who have contracts in Halton. The QAT monitors the quality by assessing a number of areas including consultation feedback, safer recruitment, medication records, training, and recording etc.

3.3 To deliver commissioned domiciliary care in Halton, the providers must be registered with the care regulators CQC who are responsible for monitoring and ensuring the minimum care standards are met.

3.4 The annual consultation carried out by the QAT & Research & Intelligence Unit in October/November 2012 concluded the following:

- 232 respondents sent back their forms in November.
- 99% of the respondents felt safe and secure with their care worker
- 96% of the respondents felt their care worker does things in a way which they want things to be done.
- Almost every respondent felt their care worker is polite and

respectful with them.

- 9 out of 10 respondents felt comfortable to raise a concern or complaint about the service they receive.

3.5 Of the services monitored, two are rated as adequate (amber) and the remaining is green (good).

Adequate rated services will receive additional monitoring and spot checks to improve standards. None of our existing services are rated as red (poor).

3.6 There were 3 safeguarding referrals received across domiciliary care services between April – December 2012. Only one of these referrals was substantiated as a safeguarding matter.

3.7 Feedback forms are sent to the QAT by stakeholders including social work teams, family members etc. These are low level issues and are not complaints. Very often these are resolved quickly to prevent further escalation into complaints and safeguarding referrals.

The number of feedback forms received during April – December were:

- Carewatch – 3
- Caring Hands – 15
- Castlerock – 15
- Homecare Support – 45
- I Care – 11
- Just Care – 16
- Local Solutions – 27
- M-Power – 1
- Premier Care – 9
- Victoria Community Care – 1

**Total – 143**

The feedback forms are evaluated weekly and action is taken with providers where necessary.

The providers with the highest number of care hours are Homecare Support and Local Solutions; this is reflective in the number of feedback issues we receive.

#### 4.0 **POLICY IMPLICATIONS**

4.1 None identified.

## 5.0 **OTHER/FINANCIAL IMPLICATIONS**

5.1 None identified.

## 6.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

### 6.1 **Children & Young People in Halton**

None identified.

### 6.2 **Employment, Learning & Skills in Halton**

None identified.

### 6.3 **A Healthy Halton**

The providers are working on a pilot in nutrition and hydration which will promote the health and wellbeing of vulnerable adults in their own home. In addition the care calls help to reduce social isolation for vulnerable older people.

### 6.4 **A Safer Halton**

The domiciliary care packages enable people to live in their communities for longer. Following the recent consultation, 99% of the respondents felt safer having care in their own homes.

### 6.5 **Halton's Urban Renewal**

None identified.

## 7.0 **RISK ANALYSIS**

7.1 The monitoring of domiciliary care reduces risks to the Council when purchasing statutory care on behalf of vulnerable adults.

## 8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 All contracted providers are required to comply with the Equality Act 2010 as stated in the Domiciliary Care contracts 2009-13.

## 9.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

None under the meaning of the Act.