Premier Care Ltd

Domiciliary Care
Update

Overview – The last 18 months

- Premier Care lead provider & one sub contractor within Runcorn

- Development of new links with other companies
  - Age UK – befriending service
  - Unison – invited to be part of new care staff's induction
  - Halton Open – informing staff of services within Halton
  - Halton Winter Pressure Team - meeting twice a week
  - Halton into jobs
  - Halton CCG – changing the way medication is delivered in Halton

- Key member of transforming domiciliary care within Halton

Transforming the service

- Outcome based care plans, including:
  - Defined outcomes
  - Maximising peoples independence
- Demand management
- Delivery of new technique with moving & handling resulting in the "right level of support" at the "right time"
- Medication review – supported by Halton CCG

Supporting our service users

- 6 monthly phone review of our service

- Complaints – reduction within the last 12 months

- Pro active approach from our local management team

Our Staff

- 92% of our staff are Halton residents
- All staff receive a 4 day induction and regular update training
  - Medication Training – Halton CCG
  - Safeguarding Team
  - Moving & Handling
- Based on the approved rate increase from Halton Council, we have been able to achieve the following
  - Phase 1 – This year we have been able to increase the rates to £8.70 weekday £9.00 weekend
  - Phase 2 – Next year we plan to increase the rate s to £9.00 weekdays; £9.50 weekend and a mileage payment of 20p per mile

Increasing Capacity

- Focused recruitment strategy which includes:
  - Flexible advertising in the local area
  - Providing bikes to care staff that walk
  - Fortnightly training within the branch
  - Refer a friend scheme paying £300
  - Using local support
    - Halton into jobs
    - Colleges
    - Local community centre within Runcorn
  - Investment in new systems
    - Recruitment, Screening & HR

Other actions include

- Value based recruitment
- Working with a Runcorn PHD student investing carers emotions and how it affects them

An open door approach