



SHEFFIELD CITY COUNCIL

Cabinet Report

Report of: Healthier Communities and Adult Social Care
Scrutiny & Policy Development Committee

Report to: Cabinet

Date: 9th March 2016

Subject: Home Care Scrutiny Report

Author of Report: Alice Nicholson, Policy and Improvement Officer
0114 27 35065

Key Decision: NO

Summary:

The Healthier Communities and Adult Social Care Scrutiny & Policy Development Committee established a cross party task and finish group to look at home care, and make recommendations focused on improving the quality of home care services in Sheffield.

This work is timely, as the Council's current home care contracts are coming to an end in 2017 and the process to recommission the contracts is underway. The aim of the task group was for its recommendations to feed into this recommissioning process.

The task group has made 10 recommendations over 4 areas – assessment, strategic approach to commissioning, working with providers and user focused services.

Reasons for Recommendations:

The recommendation to Cabinet is for the Cabinet Member for Health, Care and Independent Living to respond to the report within 3 months as this should provide enough time to develop a detailed response.

Recommendations:

Cabinet is asked to:

1. Note the Home Care Scrutiny Report
 2. Request a response to the report from the Cabinet Member for Health, Care and Independent Living to the Scrutiny Committee within 3 months, including a timetable for implementing the report's recommendations within the recommissioning process.
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Background Papers: Home Care Scrutiny Report – attached.

Category of Report: **OPEN**

Statutory and Council Policy Checklist

Financial Implications	
No	Cleared by: Richard Jones
Legal Implications	
No	Cleared by: Nadine Wynter
Equality of Opportunity Implications	
No	Cleared by: Adele Robinson
Tackling Health Inequalities Implications	
YES	
Human Rights Implications	
NO	
Environmental and Sustainability implications	
NO	
Economic Impact	
YES	
Community Safety Implications	
NO	
Human Resources Implications	
NO	
Property Implications	
NO	
Area(s) Affected	
All	
Relevant Cabinet Portfolio Lead	
Cabinet Member for Cabinet Member for Health, Care and Independent Living	
Relevant Scrutiny Committee	
Healthier Communities and Adult Social Care	
Is the item a matter which is reserved for approval by the City Council?	
NO	
Press Release	

Report to Cabinet

Healthier Communities and Adult Social Care Scrutiny and Policy Development Committee: Home Care Report

1. Summary

- 1.1 The Healthier Communities and Adult Social Care Scrutiny & Policy Development Committee established a cross party task and finish group to look at home care, and make recommendations focused on improving the quality of home care services in Sheffield.
- 1.2 This work is timely, as the Council's current home care contracts are coming to an end in 2017 and the process to recommission the contracts is underway. The aim of the task group was for its recommendations to feed into this recommissioning process.
- 1.3 The task group looked at how home care currently works in Sheffield, what is considered best practice by other authorities and organisations, as well as gathering evidence from Council officers, home care providers, care workers and service users.
- 1.3 The task group has made 10 recommendations over 4 areas – assessment, strategic approach to commissioning, working with providers and user focused services. These are extracted below:

Assessment

R1 The Council should continue and accelerate its work to make the assessment and review process more person centred, based on continuous dialogue with service users and their families.

R2 The Council should work with other agencies to improve information sharing between care workers, social workers and health professionals to ensure that service users are receiving joined up services. This should include sharing Care Plans with home care provider from the outset.

Strategic approach to commissioning

R3 The new commissioning model must have flexibility built in to enable us to respond to fluctuations in demand across the city.

R4 The new commissioning model must drive and incentivise quality in services, and should therefore take account of the recent NICE guidelines, particularly around 30 minute minimum calls.

R5 That Sheffield should move towards an outcome based commissioning approach, however a phased introduction may be required to allow for further work to be done to identify and mitigate the risks of such an approach.

Working with providers

R6 Commissioners should work with providers to address workforce issues including terms and conditions, workforce development and workforce planning.

R7 Commissioners should continue to develop a mature relationship with providers, ensuring that monitoring processes are robust, proportionate and efficient.

R8 Commissioners should work closely with providers to find ways of building flexibility into service delivery.

User Focused Services

R9 The new commissioning framework should result in home care services that are consistent, reliable and flexible, and based on continuous dialogue with service users and families about what their needs are.

R10 Commissioners should develop a mechanism for routinely collecting service user feedback on home care, as well as feedback from people who receive a direct payment.

2. What does this mean for Sheffield People

- 2.1. The aim of the recommendations in the Home Care Scrutiny Report is to improve the quality of home care services for Sheffield People.

3. Outcome and Sustainability

- 3.1. The outcome of the Home Care Scrutiny Report will be determined by the response to the Report by the Cabinet Member for Health, Care and Independent Living and the subsequent implementation.

4. Legal Implications

- 4.1 There are no direct legal implications arising from this report. This report provides Cabinet with the Healthier Communities and Adult Social Care Scrutiny Committee's Home Care Report in accordance with the Scrutiny Procedures Rules set out in Part 4 of the Council's Constitution. The Cabinet Member for Health, Care and Independent Living is asked to respond to the report within 3 months. This response will set out which recommendations will be implemented and over what timescale and will contain the relevant legal implications of those recommendations that the Cabinet Member proposes to implement.

5. Financial Implications

- 5.1 There are no direct financial implications arising from this report. As detailed in the home care task group report, the Committee is very aware of the financial context in which the Council is now operating. The full response to the Committee's report from the Cabinet Member for Health, Care and Independent Living will contain the detail of any financial implications. This report to Cabinet is not seeking approval for spend.

6. Equalities Implications

- 6.1 As a Public Authority, we have legal requirements under Section 149 and 158 of the Equality Act 2010. These are often collectively referred to as the 'general duties to promote equality'. To help us meet the general equality duties, we also have specific duties, as set out in the Equality Act 2010 (Specific Duties) Regulations 2011.
- 6.2 There are no direct equalities implications arising from this Scrutiny report. However the majority of users of home care are older people or disabled people and improvements to home care services will directly benefit these groups, as well as their carer's.
- 6.3 The Home Care report's recommendations are largely focused on ensuring that services are service user focused and developed through dialogue with service users. Moving in this direction should help to ensure that services are appropriate and accessible to all.
- 6.4 Where the Council chooses to implement a recommendation from the Committee's report that requires a further decision to be made this would be taken in the usual manner and in line with the Council's constitution / Leader's Scheme of Delegation. Any actions taken or decisions made would include consideration of any equalities implications, including equality impact assessments and appropriate consultation to ensure the Council fulfils its statutory obligations.
- 6.5 Also the full response to the Committee's report from the Cabinet Member for Health, Care and Independent Living will contain the full detail of any equalities implications.

7. Alternative Options Considered

- 7.1. An alternative option in relation to the recommendations below would be to do nothing with the Committee's report. However, given the time and effort spent by the task group, and contributions made to the work from other organisations this is not deemed a viable option.
- 7.2. An alternative option in relation to the recommendations below would be respond to Committee's report over a much longer timescale. However, this would be at the risk of losing the opportunity for the report's recommendations to influence to recommissioning process.

8. Reasons for Recommendations

- 8.1 The recommendation to Cabinet is for the Cabinet Member for Health, Care and Independent Living to respond to the report within 3 months as this should provide enough time to develop a detailed response.

9. Recommendations

- 9.1 Cabinet is asked to:

1. Note the Home Care Scrutiny Report
2. Request a response to the report from the Cabinet Member for Health, Care and Independent Living to the Scrutiny Committee within 3 months, including a timetable for implementing the report's recommendations within the recommissioning process.

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