

## CABINET MEETING – 11 March 2009

### EXECUTIVE SUMMARY SHEET – PART I

**Title of Report:**

**PROVISION OF HOME CARE EVENING SERVICE - Changes in Contractual Arrangements**

**Author(s):**

Director of Health Housing and Adult Services

**Purpose of Report:**

The report sets out the Directorate's plan to commission additional Evening Home Care Services (8pm -11pm) for existing service users, in order that more people are supported to live independently in their own homes, by a service that enables greater flexibility around the times individuals are assisted to bed whilst ensuring continuity of care.

**Description of Decision:**

To seek Cabinet approval to the use of an exception under Part 4, Section 7, 5.1 of the Procurement Procedure Rules, which states "no exception from any of these Procedure Rules shall be made unless listed in paragraph 5.4 and approved in accordance with paragraph 5.2 or specifically authorised by Cabinet". Due to the need to ensure continuity of care to service users presently receiving home care service from existing home care contracted providers, approval is being sought to an exception to the tender process under Part 4, Section 5.4(f) "provision of personal social services including contracts for the provision of residential care and community support packages which form an alternative to residential care" on the basis that only the current providers will be approached to undertake an evening service which will operate from 1 April 2009 to 31 April 2010.

**Is the decision consistent with the Budget/Policy Framework?** Yes

**If not, Council approval is required to change the Budget/Policy Framework**

**Suggested reason(s) for Decision:**

In order to provide additional flexible services for existing service users during the hours of 8pm – 11pm, there is a need to operate an extended Evening Home Care service, which will allow more people to receive a service that is flexible and meets their individual needs.

It is proposed that an exception is used (as outlined in description of decision) to ensure that existing contracted providers are able to provide the evening service and at the same time providing continuity of service to service users. This will ensure the sustainability of a comprehensive home care service and provide continuity of service provider for individuals who receive home care services.

**Alternative options to be considered and recommended to be rejected:**

To continue with present arrangements - this would mean that some individuals who need and would benefit from a flexible service may not be able to access a service at a time acceptable to them.

To undertake a procurement process – this would mean that more individuals would see a change in the home care provider between service provision delivered during the day and that of the evening service. In addition, this could mean that there would be different service models in operation.

For the Council to manage and provide the service – we are seeking to expand a service which is mostly provided by the independent sector. In order to increase capacity and continue to focus the Local Authority provision on those who require more specialist support it is considered more effective and efficient to commission the service. To do so will also provide greater consistency for service users.

**Is this a “Key Decision” as defined in the Constitution?**

Yes

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

No

**Relevant Review Committee:**

Health & Well-Being Review Committee

**THE PROVISION OF HOME CARE EVENING SERVICE – Changes in Contractual Arrangements**

**REPORT OF THE DIRECTOR OF HEALTH HOUSING AND ADULT SERVICES**

**1. Purpose of the Report**

The report sets out the Directorate's plan to commission additional Evening Home Care Services (8pm -11pm) for existing service users, in order that more people are supported to live independently in their own homes, by a service that enables greater flexibility around the times individuals are assisted to bed, whilst ensuring continuity of care.

**2. Description of Decision**

To seek Cabinet approval to the use of an exception under Part 4, Section 7, 5.1 of the Procurement Procedure Rules, which states "no exception from any of these Procedure Rules shall be made unless listed in paragraph 5.4 and approved in accordance with paragraph 5.2 or specifically authorised by Cabinet". Due to the need to ensure continuity of care to service users presently receiving home care service from existing home care contracted providers, approval is being sought to an exception to the tender process under Part 4, Section 5.4(f) "provision of personal social services including contracts for the provision of residential care and community support packages which form an alternative to residential care" on the basis that only current providers will be approached to undertake an evening service which will operate from 1 April 2009 to 31 April 2010.

**3. Background**

**3.1 Policy Context**

The national priorities for promoting and maintaining independence for older people have been detailed in a range of key policies over recent years, with the White Paper, *Our Health, Our Care, Our Say* setting out clear outcomes for adult social care. This has been further strengthened by *Putting People First*, a Government Concordat, which clearly states the following priorities: prevention to ensure an effective response to preventing unnecessary admission to hospital, supporting vulnerable people on discharge and preventing premature or unnecessary admission to long-term care. In response to this agenda the delivery of flexible home care services is seen as crucial to enabling vulnerable older people to remain at home, whilst ensuring that they receive continuity of care.

### **3.2 Local Context**

In order to support people to live independently in their own homes, Home Care Services have been developed over the years, historically providing services between the hours of 7am – 8pm. As the services have developed, the flexibility of the service provided has also developed, with some people accessing services until 11pm.

People have been supported by both the Local Authority and the Independent Sector, with services up to 11pm; however, currently there is limited capacity within the services. Hence, the need and desire to develop additional Evening Home Care Services.

### **4. Proposal**

As mentioned within the local context, some people are currently receiving a service until 11pm. This service enables people to be assisted to bed at a time that is acceptable to the individual.

This flexible service is welcomed by the individuals who use it, as they can negotiate the time they are assisted to bed. As we support increasing numbers of people with increasing levels of need to live at home it has become apparent that there is a need to expand this service to enable more individuals to be supported in this way. The use of existing contracted Providers, who are interested in participating in this scheme, will enable continuity of care.

Recent discussions at the Health and Wellbeing Review Committee have further recognised the need to ensure more people can be assisted to bed at a time that is acceptable to them and at times according to an individual's circumstances.

With this in mind, it is proposed that an Evening Home Care Service is commissioned, which will be operational from 8pm – 11pm, 7 days a week. The service will be provided in line with the 5 local areas, ensuring a city-wide coverage and availability of the service. Each provider will receive a guaranteed level of service, which will enable them to employ additional area based staff to deliver the required service at the required times.

The Local Authority Service will continue to be provided 24/7 to individuals with complex needs through the services of specialist teams such as Home Care Prevention teams, Dementia Care teams, and End of Life teams.

Maintaining and providing a quality service is vitally important and the directorate will ensure this through existing quality assurance monitoring systems. This includes:

- Monitoring via social work staff and the Social Care Resource Agency the service given to individuals to ensure it is flexible and acceptable to individuals.

- Reviewing of individuals as part of the care management process
- Use of the Social Care Resource Agency to monitor levels of work undertaken, especially in relation to the guaranteed level of service
- Contract management processes, which focus on the detailed specifications of providing this service
- Customer feedback

## **5 Exception of Service**

The existing contracted Home Care agencies are able to expand their existing service to provide for this work, though there needs to be changes to the contract in order that it accurately reflects the service to be provided, in relation to hours of service, flexibility of service, negotiation with individuals regarding the service they receive and at what time.

After consultation with Legal Services, an exception under Part 4, Section 7, 5.1 to seek Cabinet approval to the use of an exception under Part 4, Section 5.4(f) "provision of personal social services including contracts for the provision of residential care and community support packages which form an alternative to residential care" was deemed appropriate, which would mean that only the present contracted providers are approached to express their interest in participating. It is envisaged that this will ensure the sustainability of a comprehensive home care service and provide continuity of service provider for service users.

The Evening Service will operate from 1 April 2009 to 31 April 2010, after which it will become part of the overall tendering process for the Home Care Service in 2010/2011 onwards.

## **6. Reasons for the Decision**

In order to support people to continue living in their own homes, the provision of an Evening Home Care Service will allow a flexible service to be available to more existing service users than currently access the service.

By commissioning the service from the Independent Sector, people with less complex needs will be able to receive the service, and allow people with more complex needs to receive the services of the Specialist teams provided by the Local Authority. Service users will be able to exercise more control over the provision of the service, allowing them greater choice in determining the time at which they receive a service.

The flexibility offered in the Evening Service will allow the successful Home Care Agencies to offer a continued service, as only existing contracted providers can express an interest in delivering the service.

## **7. Financial Implications**

The financial implications of developing this service have been taken into consideration during the budget setting process and the costs of

approximately £96,000 associated with this service can be met from the approved Revenue Budget for 2009/2010.

## **8. Consultation**

Consultation with service users and their families will be continued through the individual's assessment and review process.

Discussions at the Health and Wellbeing Review Committee have assisted in the shaping of this development.

Consultation has taken place with present contracted Home Care providers regarding delivery of the Home Care Evening Service and their ability to provide the additional services.

The City Solicitor and City Treasurer have been consulted and their comments are incorporated into the report.

## **9. Alternative Options**

Alternative options have been considered and discounted as follows:-

To continue with present arrangements - this would mean that some individuals who need and would benefit from a flexible service may not be able to access a service at a time acceptable to them.

To undertake a procurement process – this would mean that more individuals would see a change in the home care provider between service provision delivered during the day and that of the evening service. In addition, this could mean that there would be different service models in operation.

For the Council to manage and provide the service - we are seeking to expand a service which is mostly provided by the independent sector. In order to increase capacity and continue to focus the Local Authority provision on those who require more specialist support it is considered more effective and efficient to commission the service. To do so will also provide greater consistency for service users.

## **9. Background Papers**

**9.1** Government White Paper "Our Health, Our Care, Our Say" (January 2006).

**9.2** Cabinet Report "Supporting Older People to Live at Home"  
(11 February 2004)