

Home Care Provision Policy Review Recommendations - Progress Report April to December

RAG Key		Current Performance			
★	Green - Recommendation achieved	0 Recommendation (0%)			
●	Amber - On schedule to achieve recommendation	11 Recommendation (100%)			
▲	Red - Not on schedule to achieve recommendation	0 Recommendation (0%)			
Ref	Recommendation Description	Owner	Due Date	RAG	Commentary
PRR.HC01	To ensure through the commissioning process that home care providers have the organisational structures in place to deliver the agreed care to service users on an operational level.	Lowes, Sharon	31/08/2010	●	The contractual arrangements for the Home Care Services across the city will be renegotiated in August 2010; this activity will ensure that the recommendation is undertaken
PRR.HC02	To ensure that through the commissioning process home care providers have the organisational capacity and resources in place to meet the service requirements of additional home care packages.	Lowes, Sharon	31/08/2010	●	The contractual arrangements for the Home Care Services across the city will be renegotiated in August 2010; this activity will ensure that the recommendation is undertaken
PRR.HC03	To ensure that all home care organisations provide zonal working arrangements for employees through coordinated and realistic work rotas.	Lowes, Sharon	31/08/2010	●	The contractual arrangements for the Home Care Services across the city will be renegotiated in August 2010; this activity will ensure that the recommendation is undertaken
PRR.HC04	To continue to investigate and develop more robust monitoring systems for home care providers across the city, including the use of new technologies and spot checks.	Lowes, Sharon	31/08/2010	●	Work is being progressed to introduce an electronic monitoring system across home care providers, which will be able to monitor the length of time care workers are in an individual's home (including arrival times and departure). This new system will be piloted with a number of providers in the first instance

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PRR.HC05	To look at the development of an annual survey for home care staff, service users and managers to provide a more comprehensive picture of service provision from a variety of stakeholder views.	Lowes, Sharon	31/08/2010	●	The need for an annual survey has been built into the programme of surveys that are undertaken by the Directorate. It is included in the work programme of the Researcher.
PRR.HC06	To investigate the potential of a standardised minimum training programme for all home care staff across all local agencies with the intention that all home care workers are encouraged to enrol on NVQ level 2.	Lowes, Sharon	31/08/2010	●	Discussions are taking place with Tyne and Wear Care Alliance in relation to reviewing the existing training available for home care workers. This will be linked closely with the work undertaken to develop Sunderland Home Care Quality Standards.
PRR.HC07	To improve the health and safety of care workers and ultimately service provision to service users by home care providers investing in the use of mobile phones and other technology.	Lowes, Sharon	31/08/2010	●	The contractual arrangements for the Home Care Services across the city will be renegotiated in August 2010; this activity will ensure that the recommendation is undertaken
PRR.HC08	To investigate home care organisations reimbursing any fees incurred by newly recruited employees from CRB checks once they have completed an agreed term of employment.	Lowes, Sharon	31/08/2010	●	The contractual arrangements for the Home Care Services across the city will be renegotiated in August 2010; this activity will ensure that the recommendation is undertaken

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PRR.HC09	To ensure that the induction procedures of home care organisations provide new employees with the training, initial and ongoing supervision required to perform the duties of their role.	Lowes, Sharon	31/08/2010	●	The contractual arrangements for the Home Care Services across the city will be renegotiated in August 2010; this activity will ensure that the recommendation is undertaken
PRR.HC10	To evaluate the quality of Home Care Plans and look to ensure that the plans have detailed outcomes for services users and carers and also ensure, where practicable, that the plans are easily accessible or in a pre-determined location for the home care worker.	Lowes, Sharon	31/08/2010	●	The contractual arrangements for the Home Care Services across the city will be renegotiated in August 2010; this activity will ensure that the recommendation is undertaken
PRR.HC11	To ensure that supervisors and contact staff of home care organisations are also fully trained to deal with emergency situations that may occur.	Lowes, Sharon	31/08/2010	●	The contractual arrangements for the Home Care Services across the city will be renegotiated in August 2010; this activity will ensure that the recommendation is undertaken