

The home care market in Derby

ADULTS AND HEALTH SCRUTINY

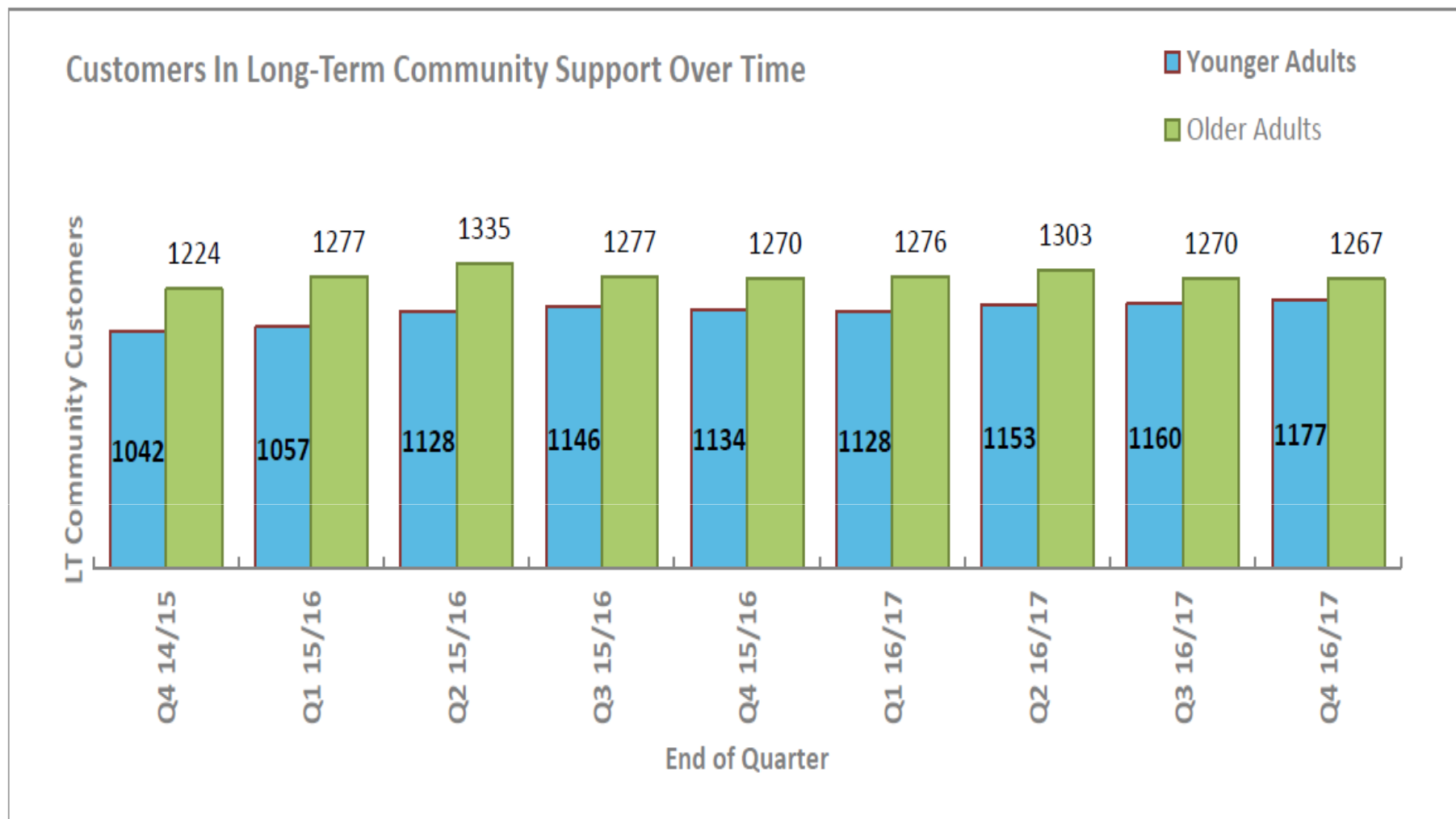
6th FEBRUARY 2018



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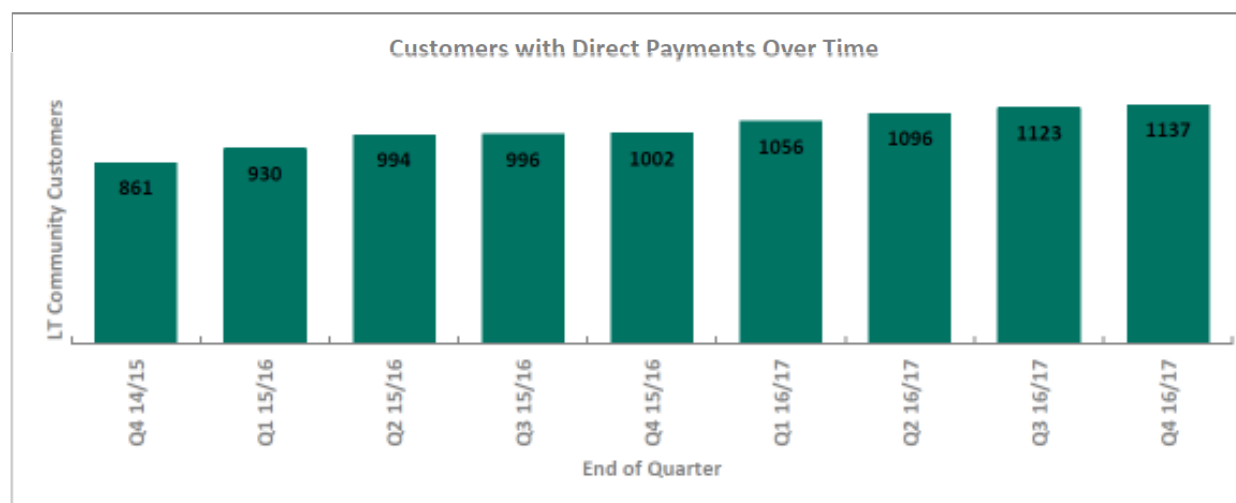
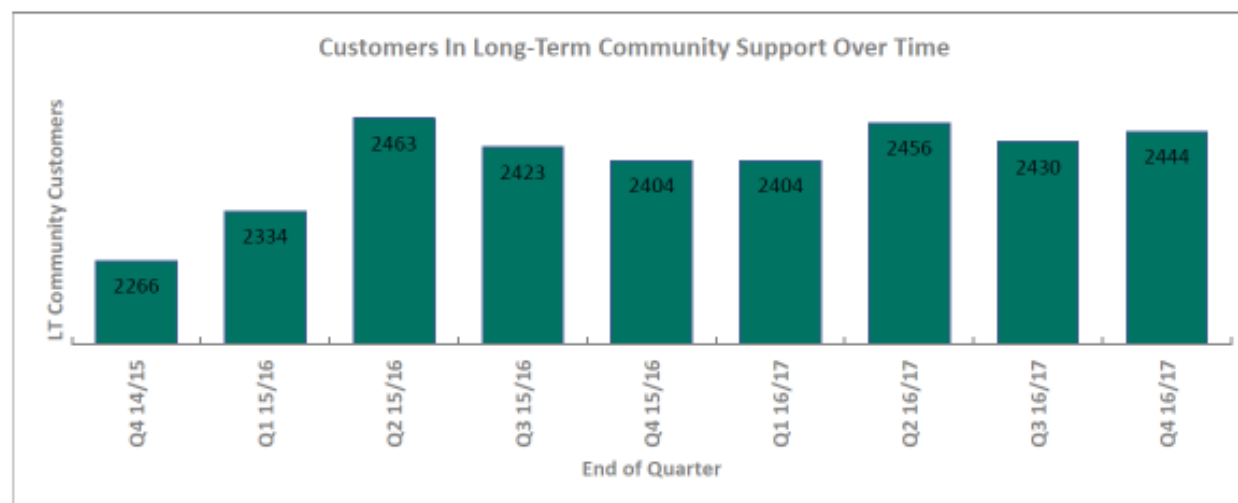


Age breakdown for community and direct payment customers



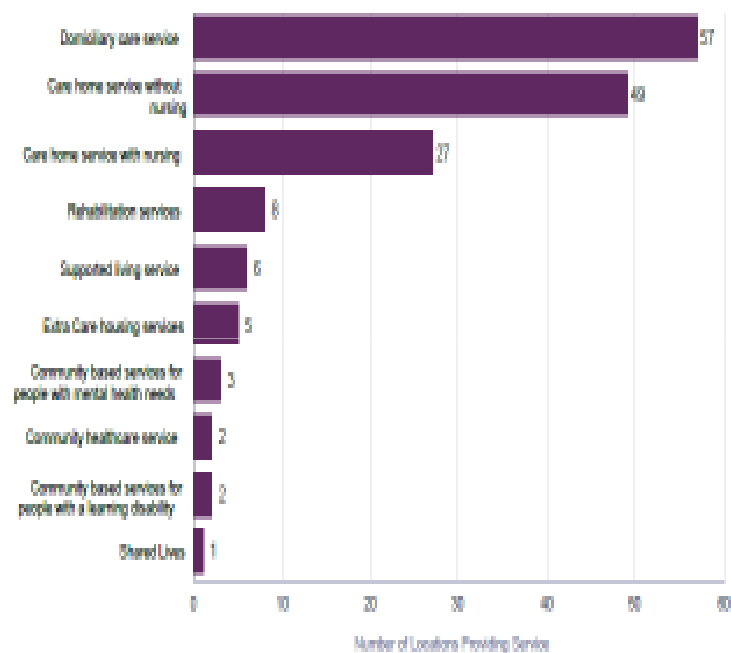
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Long-Term Community / Direct Payments Trend Information Q4 14/15 - Q4 16/17

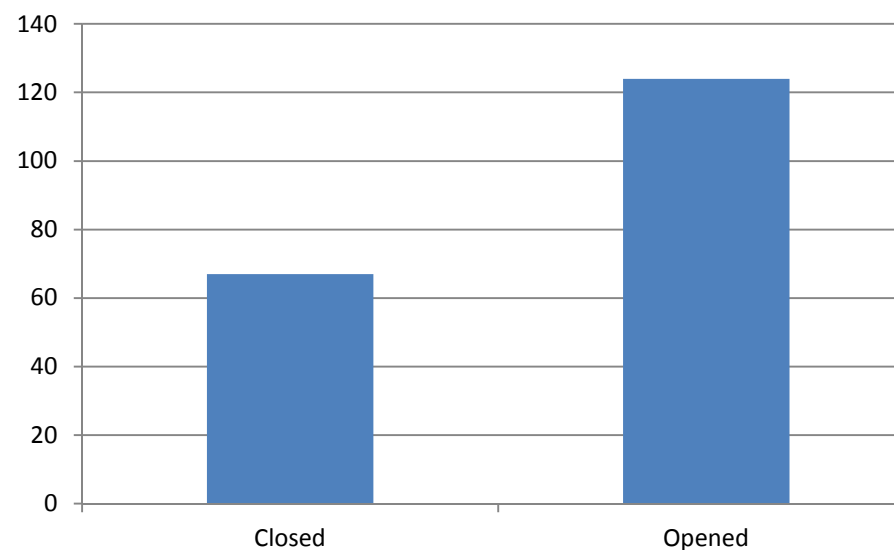


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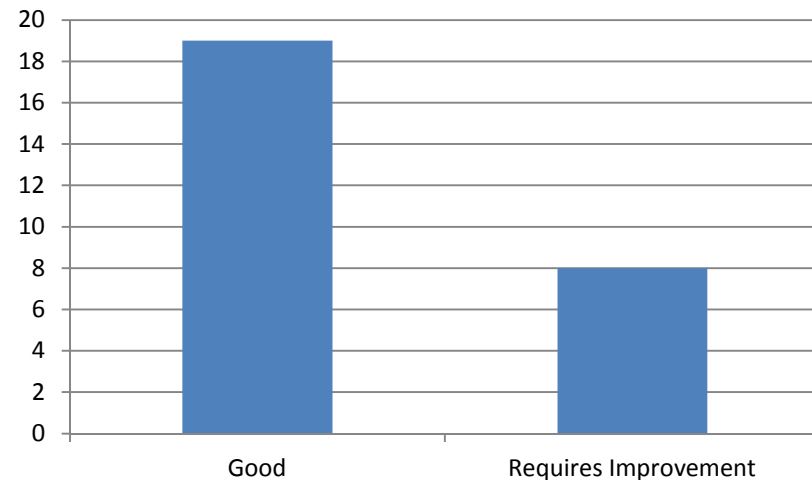
According to the Care Quality Commission (CQC) there are 57 home care locations in Derby



The sector demonstrates a reasonably high level of churn with 67 locations closing since 2011 and 124 opening in the same time period.

The home care market in Derby

The home care sector in Derby has a good, sustainable mixture of small independent providers, growing local / regional companies and major national players.



The latest CQC inspections show that of the 27 Domiciliary Care establishments inspected under the new inspection regime introduced in 2016, 8 were rated as 'required improvement' and the rest were deemed 'good'. None were considered inadequate or outstanding



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The home care market in Derby

- As at 3 January 2018, 955 customers were supported by the Framework providers.
- In total they are in receipt of 11,497 hours care per week.
- Total cost £241,113 per week.
- Nationally there are ongoing challenges with the home care market – largely recruitment and retention issues based on the income available (LA's, NHS or individuals)
- Derby is in a strong position in that we can source packages of care on a daily basis
- E.g Derbyshire has between 45-60 packages each day they struggle to provide
- BUT – we have dealt with services closing; poor performance; major safety concerns



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Home Care Framework

A new “Framework” contract commences in June 2016 for home care providers who the Council refer to for care packages:

Lot 1 - Central	Abbey Arboretum Normanton Mackworth	Fosse Healthcare I Care Nationwide
Lot 2 - West	Allestree Darley Blagreaves Littleover Mickleover	Derbyshire Care Service Mediline
Lot 3 - East	Chaddesden Derwent Oakwood Spondon	Mears Mediline Quality Care Services
Lot 4 - South	Alvaston Boulton Chellaston Sinfin	Allied Healthcare Derbyshire Care Services Mears



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Derby's Framework arrangements

- Each provider has a contract setting out the “terms and conditions” under which they operate
- This includes quality standards, payments, H&S compliance etc
- Service Quality & Brokerage team hold quarterly review meetings with a written report on performance against the contract. This looks at:
 - New, increased, decreased and discontinued services
 - Notable outcomes achieved against individual care plan objectives or via compliments received
 - Complaints, suggestions or issues about services delivered and actions taken to address
 - Safeguarding investigations undertaken or underway
 - Results of the Service Provider's own quality assurance including Customer feedback
 - Measures of staffing recruitment, retention and development
 - Any other information the Service Provider considers to be useful in understanding past, present and future performance.



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Derby's Framework arrangements

The Service Quality and Brokerage Team also:

- Talk to customers and social workers for feedback, including 'mystery shoppers' This includes quality standards, payments, H&S compliance etc
- Get involved in any investigations concerning potential abuse – both staff and residents E.g
 - modern slavery enquiries on poor staff practices
 - Inappropriate use of restraint for customers with challenging behaviours
 - Poor medicines management
 - Poor dignity of care
- Respond to complaints from members of the public



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CQC ratings of Derby framework providers

Provider name	CQC date	Safe	Effective	Caring	Responsive	Well Lead
Allied Healthcare	5.6.17	G	G	G	G	G
Derbyshire Care Service (South)	20.6.17	RI	RI	G	RI	RI
Derbyshire Care Service (West)	20.6.17	RI	RI	G	RI	RI
Fosse Healthcare	03.6.17	RI	G	G	RI	RI
I Care	Not Inspected yet. Registered Oct 2016					
Mears Homecare (East)	30.3.17	G	G	G	G	G
Mears Homecare (South)	30.3.17	G	G	G	G	G
Mediline (East)	21.8.17	G	G	G	RI	G
Mediline (West)	21.8.17	G	G	G	RI	G
Nationwide	05.12.17	RI	RI	G	G	RI
Quality Care Services	19.12.16	G	G	G	G	RI

For the majority of areas which the CQC inspect providers, our framework providers are rated as good, with Allied and Mears rated good in all areas. The changes in the inspection regime has proved more problematic for providers who are more locally based and our Quality Team are working closely with them to help them meet the criteria of the inspections. All providers were rated good for 'Caring'



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Working in Partnership to improve care

- Care Quality Commission – regular liaison, networking and information sharing meetings.
- Clinical Commissioning Group – Quality in Care meetings involving nursing and therapy input – e.g infection control advice for providers
- Derby Safeguarding Board – performance sub group
- Derbyshire information sharing meeting
- Regional Quality Surveillance Group with all NHS commissioners
- Bi- monthly provider meeting where all providers are invited to attend
- Adhoc meetings with Police; Fire & Rescue etc



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How can Members get involved?

- Understand the pressures providers are under
- Individual casework
- Be aware of home care providers operating in the ward
- Access CQC website for all latest inspections
- Report concerns to Service Quality & Brokerage team

Service Quality and Brokerage Team

Team number: 640791 Email: carebrokerage.duty@derby.gov.uk



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