

HEALTH SCRUTINY PANEL
29 JANUARY 2014
COMMISSIONING OF CARE AT HOME SERVICES
REPORT OF HEAD OF DEMOCRATIC SERVICES

1. Purpose

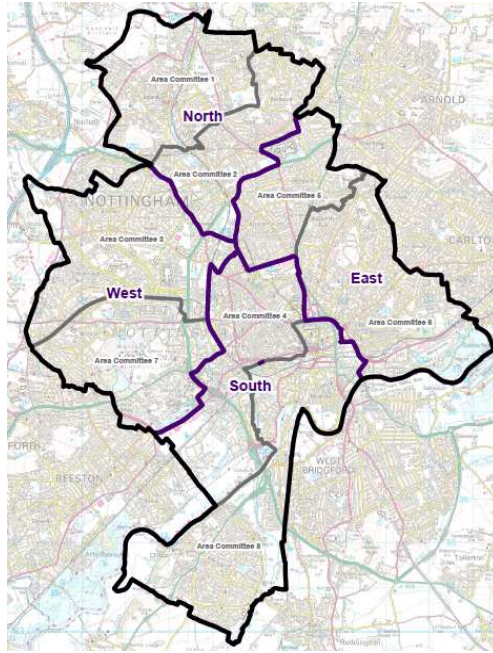
- 1.1 To consider the Council's role, as a commissioner of care at home service delivered to adults over the age of 18 who receive social care and/or continuing healthcare funding.

2. Action required

- 2.1 The Committee is asked to use the information provided to inform questioning and discussion and to identify if there are any issues for further scrutiny.

3. Background information

- 3.1 The previous contracts held by the Council for Homecare Services expired in December 2013 which provided the Council with an opportunity to review the service provision and the outcomes met through these services.
- 3.2 Following a comprehensive review of service provision, an approach has been developed which aims to ensure all citizens' needs, regardless of age, are met through a whole life model and are assisted to live independently in their communities. The new service provision will form part of a Framework of Providers of flexible services that in theory will respond to the changing needs of citizens based on a whole life model.
- 3.3 The Head of Quality and Efficiency will be attending the meeting to give a presentation about the new commissioning framework for homecare services. The Panel will have the opportunity to look closely at direct payments and the way payments are made "in lieu" of social care services which aims to put the citizen in control of deciding their own support and services, as an alternative to receiving direct social care.
- 3.4 The Panel might wish to scrutinise the Model of Service Delivery under the new framework which operates across the city as a zone based model. Extensive consultation took place in 2013 to establish to best approach to delivering care at home in Nottingham. The map below outlines the north, south, east and west zones which is based on Area Committee boundaries.



- 3.5 Care at home in the above zones will be delivered through a designated lead provider model, where each zone has one lead provider for that geographical area. The lead provider will then be required to deliver the majority of the care at home service in the zone. Members of the Panel may wish to scrutinise how services are selected and the quality of the service delivery in the zonal model.
- 3.6 In terms of service outcomes, the Panel might wish to scrutinise how hard to reach communities within the zones are identified and supported through the framework. Further clarity might be sought on how lead providers are monitored to ensure that the level of service meets the service specification.
- 3.7 In discussion with the Chair, it is proposed that the Panel may wish to consider following up on this issues as part of its 2013/14 work programme, exploring service user experience of homecare services.

4. List of attached information

None

5. Background papers, other than published works or those disclosing exempt or confidential information

None

6. Published documents referred to in compiling this report

Care and Support White Paper published in July 2012

7. **Wards affected**

All

8. **Contact information**

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