

Homecare Update for Health Scrutiny Committee

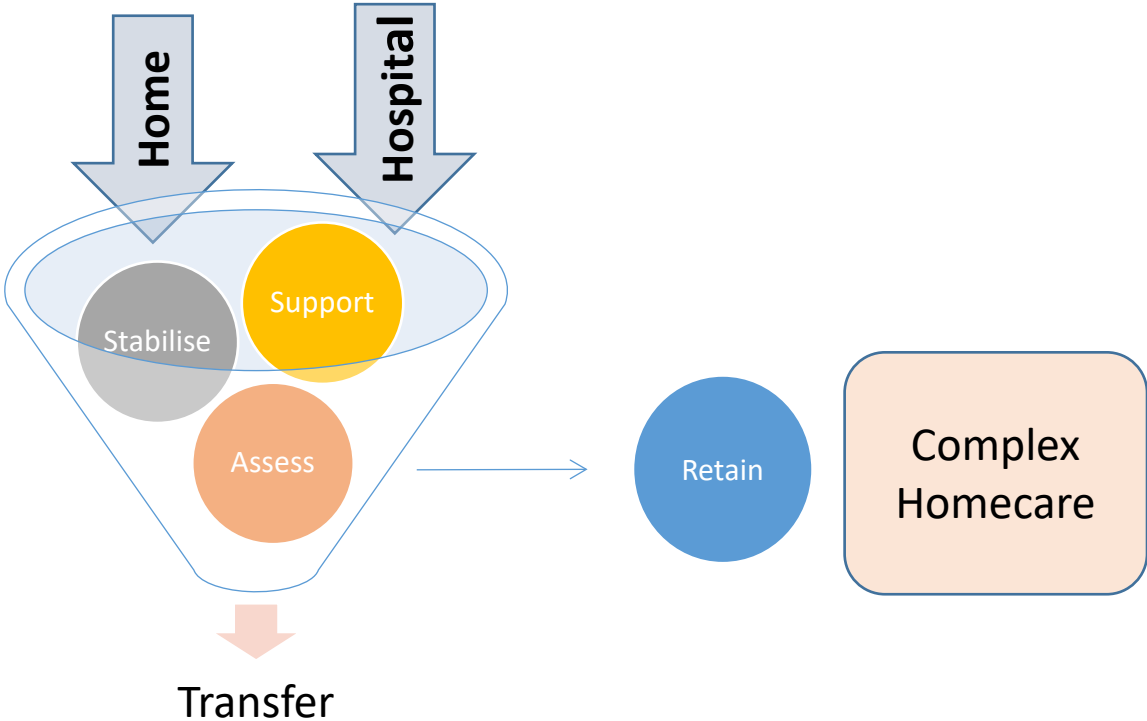
Linda Sellars-Director of Quality and Change ASC

Clare Gilbert- Commissioning Lead

New Model

New Referrals

Internal Homecare and Reablement



External

Care Bureau			
External Lead Homecare Providers (all delivering standard and complex healthcare with community provider support)			
North	East	South	West
Accredited Providers (some delivering standard and complex healthcare with community provider support)			
Citywide			

Update on the New Contract

- The new leads contract started in April 2018
- The four appointed Leads are:
- North-Comfort Call-31%
- East- Direct health -28%
- South-Westminster-12.4%
- West-Sevacare-25%

This is the current % market share within their designated zone

Westminster is a new Lead. Direct Health was formally a support provider

Current Context

- National problems with recruitment in health, social care and voluntary sector
 - Brexit
 - High levels of Employment
- Home First supports more citizens to go home from hospital earlier and to reduce the numbers going to residential care
 - This produces better outcomes for citizens but means more citizens with more complex care requiring homecare
- Higher levels of unplanned admissions than usual
- Nottingham has very low level of self funders and high levels of deprivation

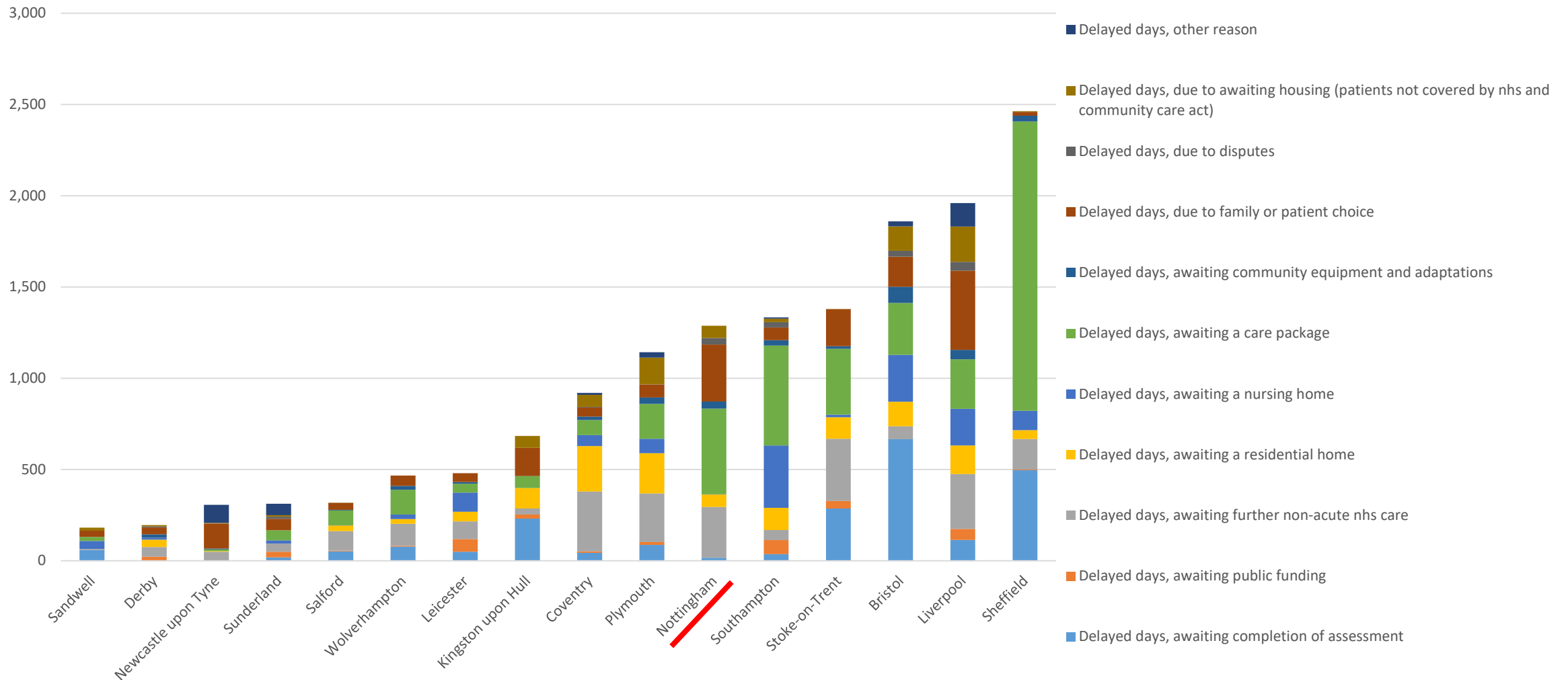
What is Working Well?

- Evaluation by Newton Europe recognised the effectiveness of the internal social care reablement service in promoting independence for citizens and significantly reducing packages of care
- Leads deliver 7,717 hours of homecare per week
- Accredited Providers deliver 9,972 hours of homecare per week
- Monthly solution focussed Lead Provider Forums between Leads, contracts and commissioning
 - Banded time slots
 - Provision of child care

What's Not Working Well?

- Most Lead Providers have not increased their share of the market
- Delays around homecare waits have risen which has led to an increase in Delayed transfer of Care (DTC)
- There are about 20 people in acute bed who are medically safe for discharge who are awaiting for a homecare date (23/11)
- There are 12 people at home with no formal support (23/11)
- About 10 citizens each week have to wait more than a week for a homecare package

Nottingham – CIPFA Nearest Neighbours – September 2018 – By Reason for Delay



Rank: Nottingham – 11/16 (Aug 18 – 11/16)



Performance: Low is good

NB: The new CIPFA 2018 model has been used for the Nearest Neighbours comparators

What are We Doing Now?

- Working closely with current leads both to support them to achieve pick up rates and to hold them to account contractually
- We are implementing a range of initiatives as part of Winter Pressure funding
- We are using the money internally to:
 - Strengthen frontline provision
 - Increase reviewing capability
 - Better support social care processes
- We are commissioning external services to:
 - Increase homecare provision
 - Provide volunteer led 'Help at Home' Services
 - Increase utilisation of Assistive Technologies

What are We Doing Next?

- Reviewing and re-shaping the current delivery model
- Developing an external employment strategy
- Exploring alternative models for employing and delivering community based care
 - Joint Venture
 - Community Interest Company
 - Local Authority Trading Company
 - Public Service Mutual