

DERBYSHIRE COUNTY COUNCIL

CABINET

30 July 2020

Report of the Executive Director for Adult Care Social Care and Health

RESHAPING AND RECONFIGURING THE DERBYSHIRE HOMECARE MARKET – TRANSFERRING LONG TERM PACKAGES OF CARE FROM DIRECT CARE TO THE PRIVATE HOMECARE SECTOR

ADULT SOCIAL CARE

1. Purpose of the Report

The purpose of this report is to:

- Provide the Cabinet with an update on the work that the Adult Social Care and Health department has been undertaking to reshape the homecare market in Derbyshire;
- Seek approval for the continued rollout of the transfer of long-term packages of care from Direct Care to the Independent Sector.

2. Information and Analysis

Helping older and disabled people live independent, fulfilled and dignified lives is one of the County Council's key priorities. To ensure this happens it is key that the Council can:

- Support the development of a high-quality, stable and sustainable homecare market.
- Help prevent people going into hospital.
- Make sure people get home from hospital as soon as they safely can.
- Ensure there's enough capacity across the whole care market to support people to remain in their own homes for as long as possible.

Following a Cabinet Member report in August 2017, the department has been undertaking a programme of work to reshape the homecare market in Derbyshire.

The department's Direct Care Homecare Service has been refocused and reconfigured to form a delivery model based upon the provision of mainly Short Term Services (STS) with the private, voluntary and independent (PVI) sector being asked to focus on longer term packages of care.

By doing this, the Council's refocused Direct Care Homecare Service will be in a better position to help manage demand by:

- Reducing delayed transfers of care (DToC).
- Increasing Discharge to Assess (D2A).
- Increasing independence through reablement (including dementia reablement).
- Hospital admission avoidance

The council's Direct Care Short Term Service has also been re-organised to ensure that 'virtual' patch boundaries do not act as barriers to the effective deployment of resources. This service will now only be approached to provide:

- long term support where there is no PVI provider able to meet the package;
- support to people receiving End of Life care;
- Crisis response such as failure of a provider in the market.

The Short Term Service is now at a point where it is necessary to increase its capacity from within its existing resources to enable the effective delivery of the time-limited, reactive short-term services. This work is of significant importance in order to support the department to effectively deliver outcomes for the people of Derbyshire. The Council's key priorities are to ensure people are supported to remain as independent as possible and can get the appropriate care and support at the appropriate time and in the most appropriate setting. By carrying out this important piece of work, the council can increase its capacity to support local residents, helping avoid unnecessary admissions into residential care homes, and offer short-term intensive support on discharge from hospital.

To increase the capacity within the intensive Short Term Service to deliver the more reactive, preventative and time limited support, the department will be required, where appropriate, to transfer clients with long-term packages of care to the PVI sector.

To release the capacity to carry out this important work a joint review of people currently receiving a long-term care package will be undertaken. This will be delivered jointly by Prevention and Personalisation (Social Workers) and Direct Care staff in line with the Care Act duties to ensure assessments are person-centred, promote independence, and allow the individual choice and control as to how their care and support needs are met.

Some clients have received a service from the Council for several years and, staff undertaking the reviews will meet the client or their representative to clearly explain that this is not about changing or reducing their service. All the providers that are contracted by Derbyshire County Council are experienced in meeting the needs of individuals with complex physical and mental health

needs and are registered with the Care Quality Commission. Some people may also wish to take up the option of a Direct Payment in order to have greater choice and control as to how their care and support is provided.

These reviews will be undertaken on a geographical area by area basis, to allow for the PVI homecare market to be able to respond to any requests involving the transfer of long-term clients from Direct Care. The Council's Adult Social Care Contracts Team will continue to work with PVI providers to stimulate growth in the homecare market to facilitate this transfer of long-term work

Each person will have their current circumstances reviewed to ensure that the care and support that they are receiving continues to match their needs and support as detailed in their care package. Where a person is being transferred to a different provider this will be done so at the same level of care as provided by the Council run Direct Care provision unless it is agreed in the review discussions with the person and or their representative that circumstances have changed.

We will write to all people to advise them of our proposals to review and transfer their support packages and to involve them fully in those reviews as well as in the planning for any subsequent transfer. Once a PVI provider has been identified the Direct Care care workers will work with the PVI staff to ensure the new provider has insight into the needs of the client and that the client is supported through the transition process. If there is no PVI provider available to carry out this new work then Direct Care will continue to provide the client's care package until a new provider can be found, or until they decide to receive a Direct Payment and arrange their own care and support provision.

3. Financial Considerations

The financial considerations of this work remain the same as those presented to Cabinet in the initial report on reshaping and reconfiguring the Derbyshire homecare market on 26 July 2018.

4. Human Resources Considerations

There are no specific Human Resources considerations in relation to this report. All staffing structure changes arising from the reconfiguration of the Homecare service to a Short Term Service were detailed in a report to Cabinet on 26 July 2018.

5. Legal Considerations

The proposed change will only effect service delivery and will not impact on the meeting of eligible needs for individuals. Eligible needs will continue to be

met. A formal consultation exercise and Equalities Impact Analysis are not required for this work as it is a transfer of provider that is being undertaken rather than a change in the service being delivered i.e. care and support needs will continue to be met. It will be important to ensure that Clients are kept fully informed of the proposed changes in the arrangements. As outlined in the report each individual currently receiving homecare will be engaged with as part of the transfer process.

6. Other Considerations

In preparing this report the relevance of the following factors has been considered: Legal and Human Rights, equality of opportunity, health, environmental, transport, property and crime and disorder considerations.

7. Background Papers

- Refocusing Direct Care Domiciliary Care Services – report to Cabinet Member 31 August 2017
- Direct Care Homecare Service Transformation – report to Cabinet 26 July 2018

8. Key Decision

Yes

9. Is it required that the Call-in period be waived in respect of the decisions being proposed within this report?

No

10. Officer's Recommendation

That Cabinet:

- Notes the work that the Adult Social Care and Health department has been undertaking to reshape the homecare market in Derbyshire;
- Approves for the continued rollout of the programme to support the reshaping of the Derbyshire homecare market.

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