

**REPORT TO:** Health and Well Being Board  
**DATE:** 28<sup>th</sup> March 2018  
**REPORTING OFFICER:** Strategic Director, People  
**PORTFOLIO** Health & Wellbeing  
**SUBJECT:** Transforming Domiciliary Care  
**WARDS:** Borough wide

**1.0 PURPOSE OF REPORT**

1.1 To inform the Board of the progress of Halton Borough Council's Transforming Domiciliary Care Programme

**2.0 RECOMMENDATION**

**RECOMMENDED: That**

**(1) the report be noted**

**3.0 Background**

3.1 Domiciliary Care describes the delivery of care and support services to people within their own homes. People who are assessed as eligible to receive this care can arrange this care themselves through a direct payment or request the council to commission this care for them. In Halton there are circa 800 older people and adults in receipt of this care commissioned directly by the council and equating to approximately 7000 hours of care delivery per week.

3.2 There are a range contractual methods that local authorities can commission and pay for these services and these vary across the region. Halton utilised a 'framework' approach whereby independent sector companies bid to provide an amount of 'block' hours in geographical areas and also provide additional 'spot' hours. Halton had 12 providers on this contract with a range of 15 – 150 people.

3.3 During winter 2015 and onwards it became increasingly difficult to provide care for a significant number of people (up to 65 at any one time) with demand exceeding supply. Work undertaken with the providers demonstrated that issues in relation to the recruitment and retention of staff as the key reason. Behind this was competition in the wider labour market and rates of pay; perception of care as a

career that lacked progression; insufficient volume of work for providers to enable investment in the borough.

- 3.4 In addition there has been a growing concern that the sector was focused too much on 'time and task' (the amount of time tasks were undertaken in) to the exclusion of 'outcomes' for people in receipt of services
- 3.5 Halton Borough Council undertook some preliminary work with key stakeholders including people in receipt of services and their families / carers to understand the wider issues and the key priorities for the recommissioning of these services. This work led to the 'Transforming Domiciliary Care' programme.

#### 4.0 **Transforming Domiciliary Care Programme**

- 4.1 The programme has 3 main areas of focus; development of an outcomes approach; managing capacity and demand; improving the quality and safety of care delivery.
- 4.2 As the first stage of the programme Halton Borough Council have recommissioned the domiciliary care provision for the borough with a lead agency, Premier Care. This will enable a focus for investment in the borough and full engagement with the programme. This contract is for up to 7 years providing stability and security in this sector.
- 4.3 The programme is now developing key strands of work to support the key focus areas.
- 4.4 The 'Reablement First' approach will see all people who are identified as benefitting from and eligible for care undertaking a period of reablement through which their self-care abilities will be strengthened and longer term needs planned for. This approach brings together care staff, occupational and physiotherapy therapy and social care staff to devise and deliver the Reablement programme with the individual and their families / carers. Planning for the longer term will include Development of Outcomes Model. Staff training, development and career progression.
- 4.5 Capacity and Demand Management work includes: developing and utilising less labour intensive approaches to care and support such as use of technology and equipment; working with the community and voluntary sector to meet people's needs.
- 4.6 Quality and Safety of Care includes: medication management; training and development of staff; development of quality assurance mechanisms (internal and external); governance

5.0 **Programme Structure**

5.1 The Programme is governed by a Project Board that reports to the Senior Management Team of Adult Services. The board comprises membership from Premier Care, Adult Social Care Services, Age UK, Halton Open. Other agencies will be co-opted as required.

5.2 The Board meets monthly and has a series of working groups to deliver the project. This is also supported by an external reference group facilitated by Halton Open

6.0 **POLICY IMPLICATIONS**

6.1 None identified.

7.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

7.1 **Children & Young People in Halton**

None identified.

7.2 **Employment, Learning & Skills in Halton**

None identified.

7.3 **A Healthy Halton**

None identified.

7.4 **A Safer Halton**

The programme will support improvements in the care delivered for vulnerable adults.

7.5 **Halton's Urban Renewal**

None identified.

8.0 **RISK ANALYSIS**

8.1 None identified.

9.0 **EQUALITY AND DIVERSITY ISSUES**

9.1 None.

10.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

None.

