



It's all happening IN HALTON



Domiciliary Care in Halton: Progress

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Background

- 2015 - Framework Contract in place
- 12 Providers - 8 which were active
- 60 - 1000 hours per week
- 10% of commissioned care not being provided
- Increasing use of care home and transitional beds

Transforming Domiciliary Care Programme

- Develop Reablement First Approach
- Increase supply through Value Based Recruitment
- Develop Outcomes Based Approach
- Monitor Quality
- Improve Conditions of Employment

Changed Contractual Framework

- 2017 awarded Contract for Single Provider - Premier Care Ltd.
- Utilised local care company as sub-contractor - ICARE
- Gaps in provision on transfer from other companies

Changed Contractual Framework (Cont'd)

- Recruitment proved difficult with those entering matched by those leaving
- Outcomes Model progressed
- Monthly Contract Monitoring
- February 2020 - Agreed short term '500 hours' block purchase to reduce use of transitional beds

Pandemic Response

- Focus on Home First, via Reablement
- Domiciliary Care increased through 500 hours block purchase
- Reduced / eliminated use of Transitional Beds (used for Pathway 3 - Discharge to Care Homes Pathway)

Pandemic Response

(Cont'd)

- Reablement Service now only providing Reablement
- Robust links between Reablement and Domiciliary Care
- Numbers 'waiting' on Domiciliary Care list in single figures and waiting for a few days at most

Premier Care

(excluding subcontractor)

- Currently Delivering:
 - 4,700 hours of care per week, prior covid 3,800
 - 10,300 calls per week
 - 430 Number of service users
- Local Care Team:
 - Continue to recruit locally within the Halton area
 - Introduced mileage payments to staff
 - We ensure all staff received full pay when unable to work due to Covid
 - Promotion of the vaccine take up for staff
 - Additional paid covid training to all staff

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Premier Care

(Cont'd)

- Joint working with Halton Council:
 - Creation of a Rapid Response Team
 - Regular meeting with the council & MDT
 - Speedy discharges from hospital
 - Ability to react to the changing needs of Halton service users
 - Ability to pick up 15-20 packages of new care per week
 - The elimination of a waiting list for community support within Halton

Person Centred Care in the Pandemic

Examples include:-

- Delivery of emergency pads to aid the Continence Service.
- Changed lightbulbs, for an anxious daughter who's Mum was sat in the dark and was self-isolating.
- Delivered shopping, provided groceries, when families have been desperate.
- Provided urgent care when needs have dramatically changed.
- Provided domestic duties when required.
- Provided Christmas for people who could not be with their loved ones; wrapping presents, putting up Christmas trees and cooking Christmas lunch.

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Person Centred Care in the Pandemic (Cont'd)

- Saved a life – a member of staff delivered CPR and successfully resuscitated a person, then went on to continue to deliver their duties as normal.
- Acted as vets, provided reassurance throughout the pandemic, listened to and heard people, laughed and cried with them. Consoled people when their loved one's have passed away.
- Continued to work under enormous pressure, sometimes with only half of the work force on duty, but always doing the absolute best and always delivering a safe and effective service.

The Pandemic & Beyond

- Change to Contract Monitoring arrangement
- Resurrect Outcomes Framework
- Refocus on Recruitment & Retention
- Work towards 'real living wage' - Requires Investment
- Maintain and expand Home First / Reablement First Approach

Thank you for listening



Any questions?

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