

Committee: Healthier Communities and Older People Overview and Scrutiny Committee

Date: 15 November 2012

Agenda item: **9**

Wards: All Wards

Subject: Impact of the cuts in domiciliary care

Lead officer: Simon Williams – Director of Community and Housing

Lead member: Councillor Linda Kirby - Cabinet member for Adult Social Care Services and Health

Forward Plan reference number:

Contact officer: Stella Akintan, stella.akintan@merton.gov.uk; 020 8545 3390

Recommendations:

- A. That Scrutiny Panel note the update of the implementation of the new adult social contract for personal care services

1 PURPOSE OF REPORT AND EXECUTIVE SUMMARY

- 1.1. The purpose of this report is to inform the Scrutiny Panel of the impact of the cuts in fees in domiciliary care.

2 DETAILS

- 2.1. The Council tendered for the provision of the following Community Support Services as follows:

General Homecare Services including Night Care and Support

Specialist Homecare Services

Outreach Services

Floating Support Services

Accommodation Based Visiting Service (formally Independent Living Scheme)

Personal Assistant Services

- 2.2. All contracts commenced on the 2nd April 2012 for a period of three years with the option to extend (exercisable at the Council's sole discretion) by two further increments of one year making a possible maximum contract period of five years
- 2.3. The new services have been in operation for 6 months.

- 2.4. There are 10 approved providers providing the services to customers who receive home care services. There are customers who continue to receive services from non-approved providers.
- 2.5. We are in the process of reviewing these customers in order to move them to the approved providers or alternatively to receive direct payments to remain with their current provider.
- 2.6. The transfer process has been slower than anticipated but this has however not impacted on customer care and support.
- 2.7. The adult social care commissioning team has been working with providers to resolve any initial teething problems which include some providers having to recruit carers quickly enough to be ready to offer services of larger service packages at very short notice. The Council is holding a Provider Forum in November to identify solutions to this issue. In the meantime, we are using other approved providers to provide services where required.

3 ALTERNATIVE OPTIONS

- 3.1. Alternative options were considered at the time of tendering and included extending the existing contract, however this would not be cost effective and also would not give us the ability to add other personal care services to our existing providers
- 3.2. Officers explored the possibility of a joint procurement with neighbouring authorities namely the London Borough of Sutton. However, the timescales in which their contract expired did not fall in line with the Councils timeframes for this service.

4 CONSULTATION UNDERTAKEN OR PROPOSED

- 4.1. At the time of tendering the following key stakeholders were consulted and provided feedback.

External:

Existing Customers and Carers
All existing approved and non-approved providers
Merton Seniors Forum
Market Consultation

Internal:

Equalities & Diversity Services
Civic and Legal Services
Safety and Emergency Planning
Departmental Finance
Access and Assessment
Sutton & Merton NHS (now Merton CCG)

5 TIMETABLE

5.1. The contracts started on the 2nd April 2012 and we are now 6 months into the new cost rates.

6 FINANCIAL, RESOURCE AND PROPERTY IMPLICATIONS

6.1.

7 LEGAL AND STATUTORY IMPLICATIONS

7.1. .None

8 HUMAN RIGHTS, EQUALITIES AND COMMUNITY COHESION IMPLICATIONS

8.1. None

9 CRIME AND DISORDER IMPLICATIONS

9.1. None

10 RISK MANAGEMENT AND HEALTH AND SAFETY IMPLICATIONS

10.1. Service quality has not been impacted on adversely as a result of this re-modelling process

11 APPENDICES – THE FOLLOWING DOCUMENTS ARE TO BE PUBLISHED WITH THIS REPORT AND FORM PART OF THE REPORT

11.1. Cabinet Award Report of 16th January 2012 (Exempt from disclosure)

12 BACKGROUND PAPERS

12.1. None