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**REVIEW OF HOME CARE**

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**Responsible Cabinet Member - Councillor Veronica Copeland,  
Adult Social Care and Housing Portfolio**

**Responsible Director - Murray Rose, Director of People**

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**SUMMARY REPORT**

**Purpose of the Report**

1. To seek approval from Cabinet to undertake a review of the Home Care Service in Darlington's four Extra Care Schemes.

**Summary**

2. The Council currently provides a Home Care Service for residents in Extra Care Schemes but does not recover the full cost of the service from clients. All other home Care Services are part of a framework agreement and are provided by a range of private providers. The domiciliary care in Extra Care Schemes is also provided by private providers and only the personal care is provided by the in-house team. A review is therefore proposed which will include:
  - (a) The costs and charging arrangements for the support and care provided from the on-site care teams.
  - (b) Alternative service delivery models.
3. The review will explore whether a service commissioned in a different way would deliver longer term efficiencies bearing in mind that the true cost of the service is currently not reflected in the service charges.

**Recommendation**

4. It is recommended that :-
  - (a) Cabinet approve the proposal to review the in-house Home Care Service subject to on-going consultation with staff and service users.
  - (b) Cabinet receive a subsequent report that provides options for future delivery of the service together with associated costs and charges.

## Reasons

5. The recommendations are supported by the following reasons :-
- (a) The current service charge does not reflect the true cost of the service.
  - (b) Delivering the service in a different way can produce better outcomes and greater efficiencies.

**Murray Rose**  
**Director of People**

## Background Papers

No Background papers were used in the preparation of this report.

PM: Extension 2505

S17 Crime and Disorder	This report has no implications for Crime and Disorder
Health and Well Being	This report has implications to address health and wellbeing for the residents of Darlington and specifically for service users who use Extra Care facilities.
Carbon Impact	The issues contained within this report do not have an impact on Carbon Emissions
Diversity	The provision of Extra Care is targeted at vulnerable local people with assessed needs
Wards Affected	This report impacts on residents in Extra Care Schemes in Lascelles, Hummersknott, Bank Top and Haughton West
Groups Affected	This report impacts on residents in Extra Care Schemes
Budget and Policy Framework	This report does not impact on the Council's Budget or Policy Framework
Key Decision	This is a Key Decision
Urgent Decision	This is not an Urgent Decision
One Darlington: Perfectly Placed	This links to theme 3 'Healthy Darlington' specifically addressing health inequalities to narrow the gaps in health and wellbeing
Efficiency	This report identifies the potential for efficiency savings

## MAIN REPORT

### Information and Analysis

6. Darlington's Extra Care Schemes provide all the normal facilities of sheltered housing together with additional support and care from on-site care teams employed by the Council. There are currently elements of the on-site care that tenants automatically receive as a benefit of residency such as 24 hour availability of care. The true cost of home care is not charged out at the full cost of recovery and instead a nominal charge of £11.03 per hour is charged to reflect the current charge for the external purchase of care. The Council's costs are also higher due to pay differentials between the private and public sector but also because we do not have the economies of scale associated with larger providers of home care. Other than for residents of Extra Care Schemes all other service users receive a care package from a private provider on the Council's framework contract and the domiciliary care in Extra Care Schemes is also provided by a private provider.
7. Table 1 below shows that we currently have 65 members of staff including two managers providing 1615 budgeted staffing hours of care across four schemes.

**Table 1: Extra Care Staffing**

Budget and Staffing Issues	Hours	Vacancies	Budgeted Staff
Management staff	74	1	2
Dalkeith House	304	1	13
Oban Court	323	2	16
Mayflower Court	416	0	17
Rosemary Court	498	3	17
	1615	7	65

### Financial Implications

8. The true cost of the service is as follows:
  - (a) Home Care Hourly Rate £20.42
  - (b) Weekly cost for sleepovers £13.60
  - (c) Waking nights, per night £87.56

This compares to the current hourly rate for Home Care of £11.03. No additional charges for sleepovers and waking nights are currently made although this is only provided as needed.

9. Efforts have already been made to make the current in-house service more cost effective by taking out a layer of management and absorbing administration work into other roles. It is not considered possible to make any further efficiencies to the current service and the proposed consultation on the future options for the service will need to reflect this.

## **Outcomes of Consultation**

10. Consultation took place last year with service users and staff around delivery models following reductions in management and administration costs as indicated in Paragraph 9. It was clear at that time that service users valued the Home Care Service but no discussion took place regarding the costs and charges of providing care.
11. The review recommended in this report will be undertaken over a three month period and involve full consultation with service users, staff and trade union representatives and will consider the options for future delivery of the service.
12. Meetings are being organised with staff to advise them of the recommendation of the review of the service.