

**MEETING**  
**31 October 2017**

ITEM NO. ....

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**QUALITY ASSURANCE- DOMICILIARY CARE CONTRACT**

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**SUMMARY REPORT**

**Purpose of the Report**

1. To provide an update to Adults and Housing Scrutiny Committee regarding the new Home Care and Support Contract that commenced on 2 October 2017.

**Summary**

2. Following a full service review and re modelling of the service, Commissioners successfully re tendered Home Care and Support Contract. The new 3 year contract commenced on 2 October 2017 and will operate under a new model with the borough divided into 2 geographical zones (east and west) with a single prime provider required to deliver support within each zone. The successful providers were Careline and Positive Life Choices (PLC). The providers will be expected to accept 90% of all packages offered to them.
3. There will also be a "safety net" of 10 additional framework providers who will be offered packages in instances where either of the prime providers is unable to meet demand.  
For individuals who have more specific support needs there are a further 4 frameworks agreements to meet the needs of people with learning disabilities, mental health issues and dementia, autism and families with children.

Commissioners, operational staff and the successful providers have worked closely together to ensure a seamless transition for those individuals who are affected by the award of the new contract.

4. As of 2 October, all individuals who needed to transfer to an alternative provider due to the geographical split have done so. The transfer was achieved very effectively, with all packages for support being met from Day 1 of the contract.
5. Those individuals who have opted to take a Direct Payment rather than transfer to an alternative provider have progressed with this option and have set up the Direct Payment Agreements , bank accounts etc, and will now manage their own payments for support.
6. Commissioners will continue to meet regularly with the 2 main zone providers to ensure that both performance in relation to the 90% package take up and the quality of the service delivery are maintained.

7. In addition, a quarterly Home Care and Support Provider Forum will continue to take place for all providers under this contract to meet with the Commissioners and Contract Officers to ensure that their contractual obligations are met, issues can be raised and any potential service improvements discussed and implemented.

### Recommendation

8. It is recommended that :-
- (a) Members note the service model and commencement of the new contract from 2 October 2017.
  - (b) Members note the ongoing contract management arrangements.

**Suzanne Joyner**  
**Director of Children and Adults**

### Background Papers

There are no Background Papers

Jeanette Crompton: Extension 5855

S17 Crime and Disorder	No direct impact
Health and Well Being	Adult Social Care is central to Health and Well being
Carbon Impact	None
Diversity	This contract impacts on a whole range of people who receive home care and support.
Wards Affected	All wards are affected
Groups Affected	People in receipt of Adult Social Care
Budget and Policy Framework	No direct impact
Key Decision	This is not an Urgent Decision
Urgent Decision	This is not a Key Decision
One Darlington: Perfectly Placed	Good home care and support enables people to remain in their own home and be part of their community
Efficiency	The contract was competitively tendered and provides value for money