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**QUALITY ASSURANCE- DOMICILIARY CARE CONTRACT**

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**SUMMARY REPORT**

**Purpose of the Report**

1. To provide a further update to Adults and Housing Scrutiny Committee regarding the 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 is operating 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 providers are Careline and Positive Life Choices (PLC). The providers are expected to accept 90% of all packages offered to them.
3. There is also a “safety net” of 10 additional framework providers who are 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 vulnerable families with children.
4. A smooth transition to the new contract was achieved and the contract commenced on 2 October 2017.
5. Individuals who have opted to take a Direct Payment rather than transfer to an alternative provider, have progressed with this option successfully and are now managing their own payments for support.
6. Contracts and commissioning 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. The table below shows the performance of both providers.

Careline	Jan 18	Feb 18	Mar 18	April 18
No offered	31	14	40	43
No accepted	31	13	39	43
No declined	0	1	1	0
% Accepted	100%	93%	98%	100%

PLC	Jan 18	Feb 18	Mar 18	April 18
No offered	19	15	15	32
No accepted	17	12	11	28
No declined	2	3	4	4
% Accepted	89%	80%	73%	88%

In relation to PLC's performance Contracts and Commissioning have addressed this in their monthly meetings with PLC where there has been a reduction in provision, which was due to delays in staff recruitment and staff sickness at the time. This will continue to be monitored.

7. However all of the packages which PLC were unable to deliver have been picked up by Lot 3 providers, and in the main by Careline.
8. Monitoring visits were undertaken for all of the 19 framework providers during February and March 2018. Prior to the visits providers complete a self-assessment form and the information provided is verified during the monitoring visits. Contractual compliance is monitored in relation to the following areas: recruitment, training, supervision, and appraisal, medication, health and safety, business continuity plan, safeguarding, CQC registration, quality assurance and care planning. Reports are completed following the visits, with any requirements highlighted to the provider to achieve full contractual compliance.
9. Visits to the two prime providers were completed in February 2018.
  - Careline was found to be compliant with the contractual requirements; a number of areas of positive practice were noted and some actions/recommendations for good practice were highlighted. Careline have also had a CQC inspection in February 2018 and was rated "Good" in all areas.
  - The monitoring visit to PLC highlighted some concerns in relation to medication and staff supervision. The provider were asked to produce a time-bound action plan to demonstrate how full contractual compliance will be achieved, which was discussed in a subsequent meeting with the provider. The action plan will be signed off at the next monitoring meeting. When PLC had a CQC inspection after the Council's monitoring visit; the report has not yet been published, however positive verbal feedback has been given.
10. With regards to Lots 4 – 7, which meet the needs of people with learning disabilities, mental health issues and dementia, autism and families with children, the volume of packages are small, which is as anticipated given the nature of the client group. The results of the monitoring visits were positive and demonstrated contractual compliance.
11. The Home Care and Support Provider Forum continues to meet bi-annually. This will enable all providers under this contract to meet with the Commissioners and Contract Officers to: ensure contractual obligations are met; raise any issues and discuss and implement any potential service improvements.

## Recommendation

12. It is recommended that :-

- (a) Members note the current contract service model continues to perform very well.
- (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
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers