



## HEALTH, SOCIAL CARE AND WELLBEING SCRUTINY COMMITTEE – 22ND OCTOBER 2013

**SUBJECT: MONITORING OF DOMICILIARY CARE AGENCIES WITHIN THE  
INDEPENDENT SECTOR IN THE CAERPHILLY COUNTY BOROUGH**

**REPORT BY: ACTING CORPORATE DIRECTOR SOCIAL SERVICES**

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### 1. PURPOSE OF REPORT

- 1.1 To inform Scrutiny Committee in respect of the monitoring arrangements for the provision of domiciliary care services commissioned from the independent sector in the Caerphilly Borough.

### 2. SUMMARY

#### 2.1 Introduction

The Adult Services Division provides and commissions a range of services to meet the assessed needs of people requiring social care services. This includes the provision of registered services to support people in their own home.

A fundamental part of ensuring these services provide care of an appropriate quality to vulnerable people is a proactive contract monitoring process.

There is a contract monitoring strategy in place that outlines the way that all commissioned services are monitored in the borough – this includes domiciliary care.

Currently there is a Framework arrangement in place for the provision of domiciliary care that has a total of 12 providers providing a service, and between them, these agencies deliver between 10,000 and 11,000 hours a week.

### 3. LINKS TO STRATEGY

- 3.1 CCBC Service Improvement Plan
- 3.2 Commissioning Team Plan
- 3.3 Fulfilled Lives Supportive Communities, Commissioning Guidance – 2010
- 3.4 CCBC Standing Orders

## 4. THE REPORT

### 4.1 The Commissioning Team

The Commissioning Team has responsibility for ensuring that the monitoring of all commissioned services is undertaken appropriately but the bulk of the monitoring activity rests with the Contracts Manager, Contract Monitoring Officers and a Senior Occupational Therapist, overseen by the Service Manager.

### 4.2 Monitoring

Contract Monitoring has been progressed in many areas by the team over the last few years. There are 3 main strands of monitoring activity:

- Baseline Audits
- Contract monitoring exercises – planned and unplanned
- Provider Performance Action Plan monitoring where necessary

### 4.3 Contract Monitoring Practice

It is important to note that staff (apart from the commissioning team) from inside and outside the Directorate / Authority have a fundamental role to play in measuring quality and identifying poor provider performance and contract compliance issues. These include -

- Review Team Staff obtain a lot of information about performance and share it regularly via the Commissioning mailbox and also within the data collection form completed in SWIFT.
- Assessment and care management staff from all teams across Adult Services contribute to the process of contract monitoring by way of observation at visits, feedback to the Commissioning inbox and participation in the SSD Quality Assurance meetings that are held monthly.
- The Supporting People Team's Review and Monitoring Officer and a Contract Monitoring Officer carry out some joint contract monitoring within the Supported Living sector. This complements the Supporting People work and avoids two sets of monitoring.
- Links with Aneurin Bevan health Board – Community Psychiatric Nurses and District Nurses contribute to providing feedback to Social Services in respect of their observations of care and support being delivered by domiciliary care agencies.
- Care and Social Services Inspectorate for Wales.

### 4.4 Contract Monitoring Activity and Frequency for Independent Domiciliary Care Provision

Domiciliary Care monitoring is a significant challenge with around 1,200 service users receiving a domiciliary care service in their own homes at any one time. Contract monitoring of domiciliary care agencies has mostly consisted of desktop audits, visits to Provider bases, telephone surveys of service users and a number of home visits where Service Users are agreement.

All Providers are now required to have working electronic call monitoring systems (ECMS), which will assist in providing information to providers about the performance of their Carers and will also enable records to be regularly scrutinised by the Contract Monitoring Team.

While many established methods would continue to be used, work will continue to be done to develop a more refined survey of service users and carers in order to gain information on the quality of care being provided.

*Frequency* – One annual monitoring visit to the Provider base by Contract Monitoring Officer (CMO) and Brokerage Assistant. Subject to Service Users' agreement, a visit to sample of Service Users by CMO and Brokerage Assistant – sample of 5 every year per provider. This arrangement should be supplemented by visits or Telephone audits to Service Users by Brokerage Assistant or a member of the Administrative staff – a sample of up to 10 Service Users per annum per Provider.

Information gathered by customer services in terms of complaints and praise is also used to feed into the contract monitoring process.

Where it is identified that an agency doesn't come up to the required standards for example missed calls, POVA concerns, non compliance with CSSIW, poor communication with service users etc they can be subject to the Provider Performance Protocol.

The Provider Performance Protocol seeks to work with individual agencies via the responsible individual and or registered manager to develop an action plan to clearly identify corrective or development actions that are required to ensure the agency meets the standards required.

Over the period of the last 3 years, there have been 5 domiciliary care agencies that have been subject to the provider performance process in order to address poor performance/quality issues -

- New Start
- Pride in Care
- Village Homecare
- Village Support Services
- Care UK

It is pleasing to note that all of these providers have improved their performance and achieved the required standards of care and are no longer subject to the provider performance protocol.

## **5. EQUALITIES IMPLICATIONS**

5.1 There are no equalities issues for consideration in relation to this report.

## **6. FINANCIAL IMPLICATIONS**

6.1 The budget currently committed to the provision of this service is £6.3 million.

## **7. PERSONNEL IMPLICATIONS**

7.1 None in the context of this report.

## **8. CONSULTATIONS**

8.1 All consultations have been included in the body of the report.

## **9. RECOMMENDATIONS**

9.1 That Scrutiny Committee note the contents of this report.

## **10. REASONS FOR THE RECOMMENDATIONS**

10.1 Report for information and outlines how contract monitoring staff are undertaking their duties.

Author: Viv Daye Service Manager  
Consultees: Adult Services Divisional Management Team  
Senior Management Team  
Cllr Robin Woodyatt Cabinet Member Social Services