

# North Somerset Council

## REPORT TO THE ADULT SERVICES AND HOUSING POLICY AND SCRUTINY PANEL

**DATE OF MEETING: 14TH NOVEMBER 2019**

**SUBJECT OF REPORT: DOMICILIARY CARE UPDATE**

**TOWN OR PARISH: ALL**

**OFFICER/MEMBER PRESENTING: GERALD HUNT, HEAD OF COMMISSIONING**

**KEY DECISION: NO**

### RECOMMENDATIONS

- i. That the Panel notes the current position with regards to domiciliary care performance and the work of the Domiciliary Care Sustainability Project.

### 1. SUMMARY OF REPORT

- 1.1 This report updates Members with regards to current domiciliary care capacity.

### 2. POLICY

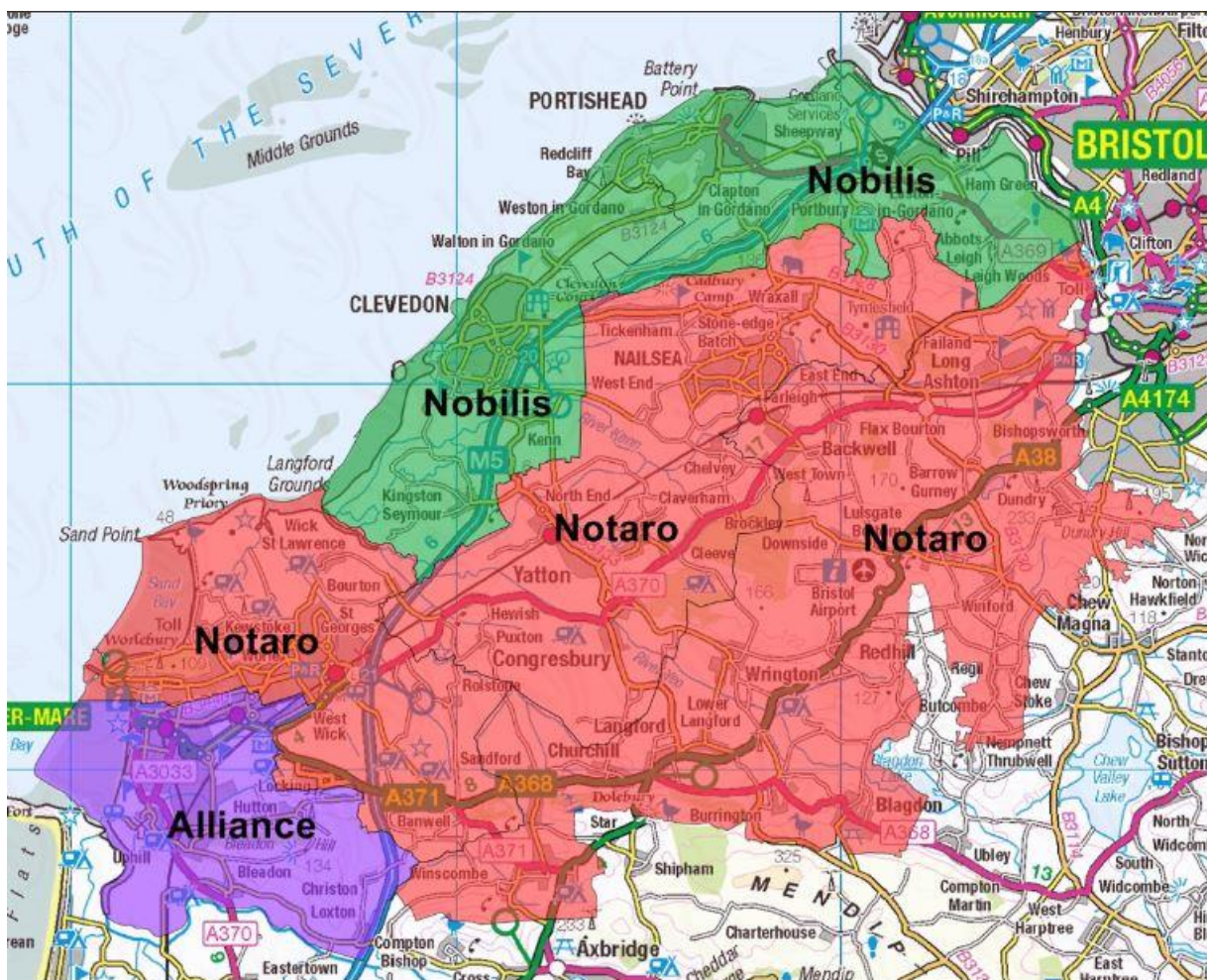
- 2.1 The People and Communities Directorate Statement for 2018-19 lists the following as two of its aims:
  - Manage the care market to ensure sufficient capacity and quality at an affordable price for domiciliary care and care homes
  - Support and enable vulnerable adults to live independently
- 2.2 The North Somerset Corporate Plan 2015-19 considers various areas of key focus. The following listed under “Wellbeing” relate to the re-commissioning of domiciliary care:
  - Enable residents to make healthy choices and promote active lifestyles which reduce ill health and increase independence
  - Commission or provide quality health and care services, which deliver dignity, safety and choice

### 3. DETAILS

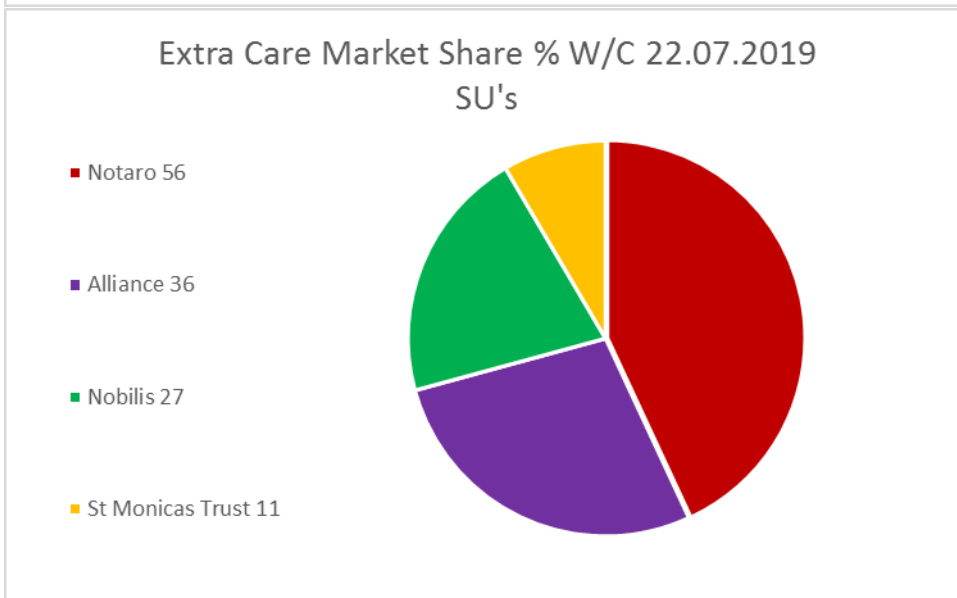
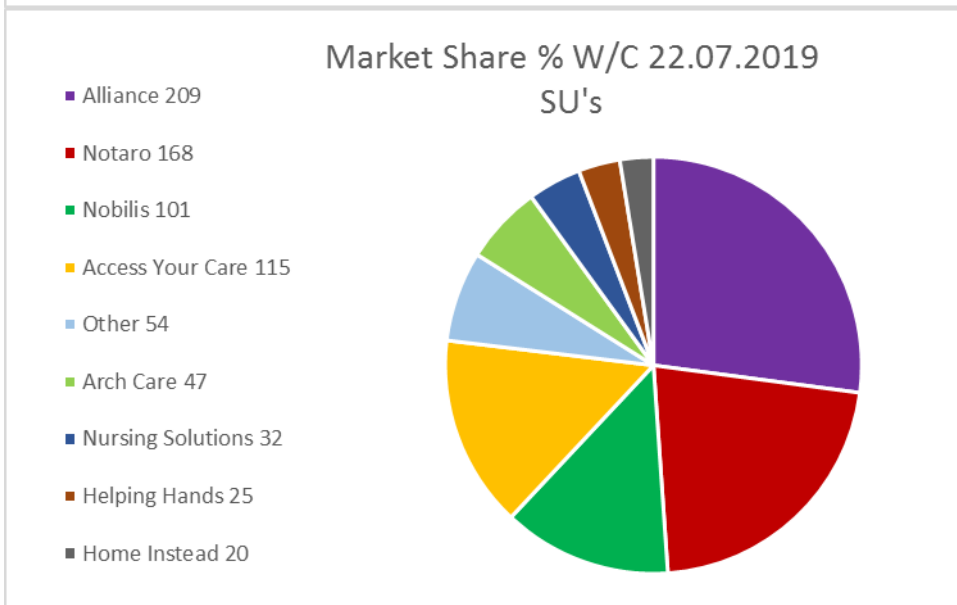
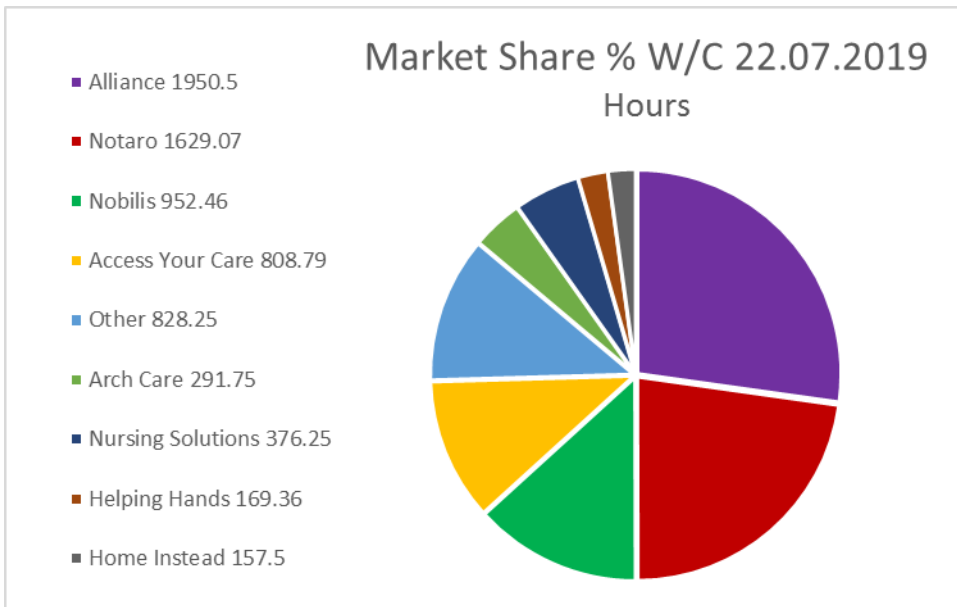
#### Overall position

3.1 North Somerset Council currently commissions approximately 9,000 hours per week of care and support from domiciliary care agencies that is delivered to approximately 885 people across the district. A similar amount of care is delivered to support housing support schemes and complex LD/MH health cases; these are delivered under different specialist frameworks.

Most of the domiciliary care is commissioned under the support to live at home contracts which were recommissioned in phases during 2016/17. As an outcome we now have three strategic providers that cover the geographical areas across the district. This is illustrated in the map below.



3.2 Current domiciliary care usage is as follows per week.



### **3.3 Future Demand**

According to the Office of National Statistics 24.2% of the population North Somerset are over 65. By 2041 this will have risen to 29.6% from approximately 52,500 people to 75,000. This, compared to other authorities locally, is significantly higher. Bristol City over 65 population goes from 13% (61k) to 14.5% (79k). Therefore by 2041, the actual net difference in the over 65 population is only 4,000 more in Bristol than North Somerset. South Gloucestershire rises from 19% (54k) to 22.6% (75k) and Bath and North East Somerset rises from 19.2% (36k) to 23.1% (49k).

The future impact on demand for Adult Care and domiciliary care is a concern, particularly with the shrinkage in working age population that are implied by these trends.

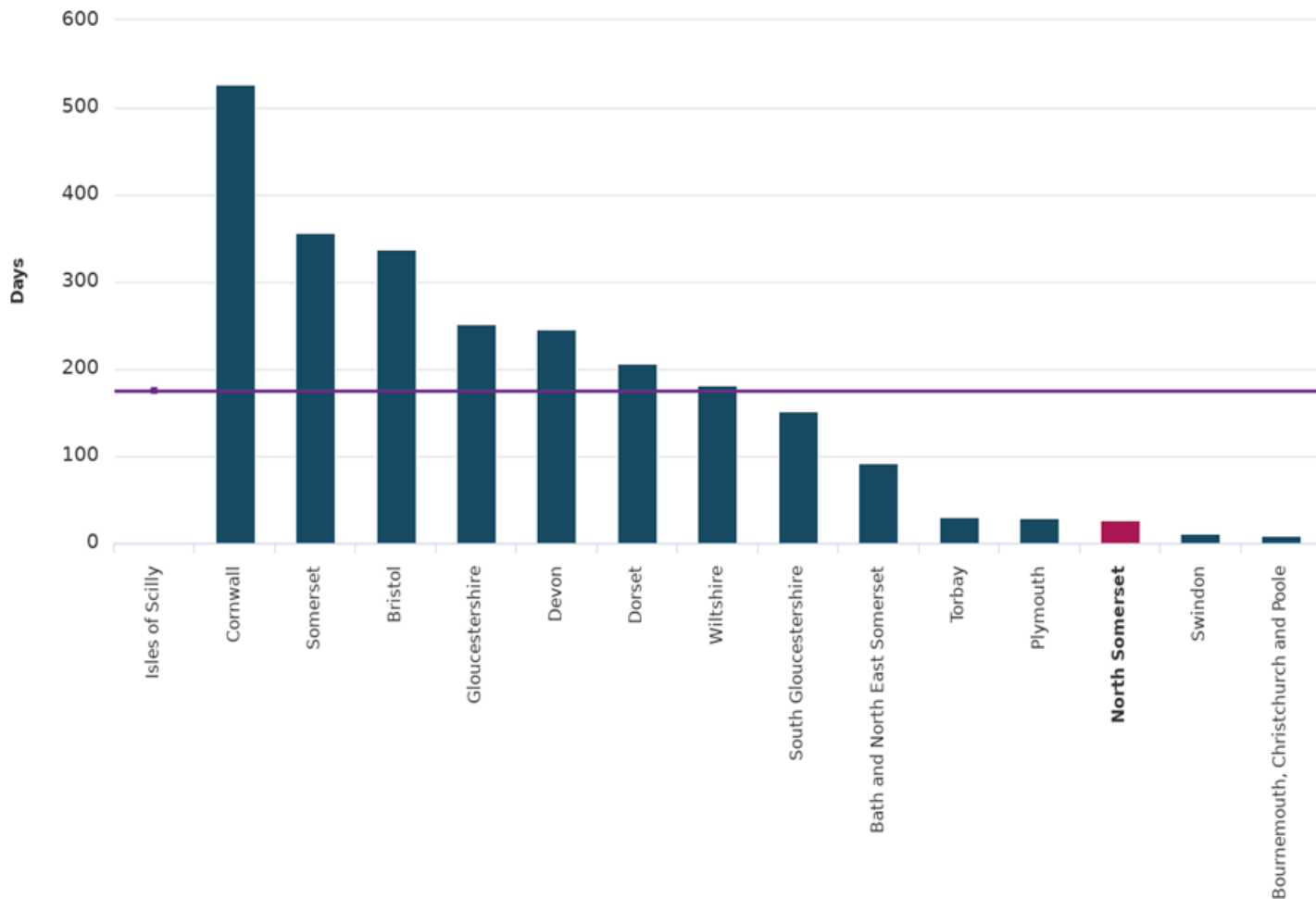
#### **Capacity and Sustainability**

Nationally the funding and recruitment of domiciliary care is recognised as challenging and nearby authorities including Bristol, Gloucestershire and Somerset have experienced more severe problems with capacity and performance. (CQC evidence to Health Select Committee in December 2016, that 57 per cent of Councils had seen providers give up on their contracts in the last six months.)

Recruitment difficulties leading to over usage of agencies will impact on quality and can lead to a downward spiral of performance and service disruption as experienced in 2017. All domiciliary care providers are challenged to compete effectively with alternative options for carers who can earn similar or greater wages without the challenges of delivering care. Whilst North Somerset's Proud to Care initiative helps to address the negative perception of working in care, without the resources to address this negative perception of care, retention and recruitment of care staff will remain challenging for all providers.

Despite these challenges delayed discharges of care (DTOC) at our local hospitals relating to domiciliary care are very low as the table below indicates. There are delays in receiving domiciliary care in the community, particularly in the rural areas.

## Number of delayed days attributable to social care, due to awaiting a care package at home (Jul 2019) for South West (ADASS Region)



There remains a level of unmet need at any one time from the inability of the market to deliver enough capacity, albeit wherever possible alternative placements are offered. Thirteen home care pending beds are currently utilized in residential care homes for short term usage whilst new domiciliary packages of care are identified.

North Somerset has a high level of employment with an unemployment rate of 2.8% compared to the South West average of 3.0% and the national average of 4.1%. This exacerbates the ongoing challenge seen in successfully recruiting and retaining a quality workforce across social care. However, alongside initiatives such as the 'Proud to Care' bonus, commissioners are working with strategic providers to boost the number of people working in social care.

North Somerset Council are looking to foster new opportunities for its 350 Direct Payment adult service users when sourcing provisions to meet their care and support needs and it is hoped that this will lead to a higher number of adults, accessing this type of support. Local, and national focus is on the chronic recruitment difficulties facing domiciliary providers (carers turnover is over 40% per annum).

Last autumn (2018) North Somerset introduced our current domiciliary care strategic partners to the Proud to Care Bonus for the workforce of our four strategic domiciliary care providers. North Somerset Council will fund a six monthly (subject to ongoing funding) premium payment for all care staff that are still working with the same strategic provider for the duration. The payment will equate to the average weekly wage (less travel expenses) for the previous six months. It is hoped this will lead to a significant improvement in

retention figures and provide an attractive additional package to new or returning carers. More details of the scheme are available on North Somerset Online Directory [http://nsod.n-somerset.gov.uk/kb5/northsomerset/directory/jobsincare\\_home.page](http://nsod.n-somerset.gov.uk/kb5/northsomerset/directory/jobsincare_home.page).

For our three providers the impact of the Bonus is mixed. Given the change in provider from Brunel to Nobilis during the period, their data needs to be excluded. The impact on turnover is therefore restricted to Alliance and Notaro. Whilst Alliance do not believe the Bonus has had any significant impact but have yet to provide analysis, Notaro has seen a significant reduction in leavers of 38% compared to the previous ten months, with turnover falling to just over 23%.

The Proud to Care Bonus, whilst exclusive to North Somerset, is part of a wider program of work relating to Building Sustainability in Domiciliary Care across the BNSSG footprint. This programme is sponsored by the Head of Commissioning but involves commissioners from all three authorities and the CCG. The CCG has funded a project manager post for a year to work to the Head of Commissioning to develop the program and work closely with STP workforce planning groups to develop more robust health and social care career pathways for care staff. This work will contribute to the wider one and six-year system wide workforce plan being developed on behalf of BNSSG CCG by McKinsey. The work has seen a significant drop across the three authorities in DTOC relating to domiciliary care with a notional benefit to the NHS of £750,000.

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## **BACKGROUND PAPERS**

None