



North
Tyneside
Council

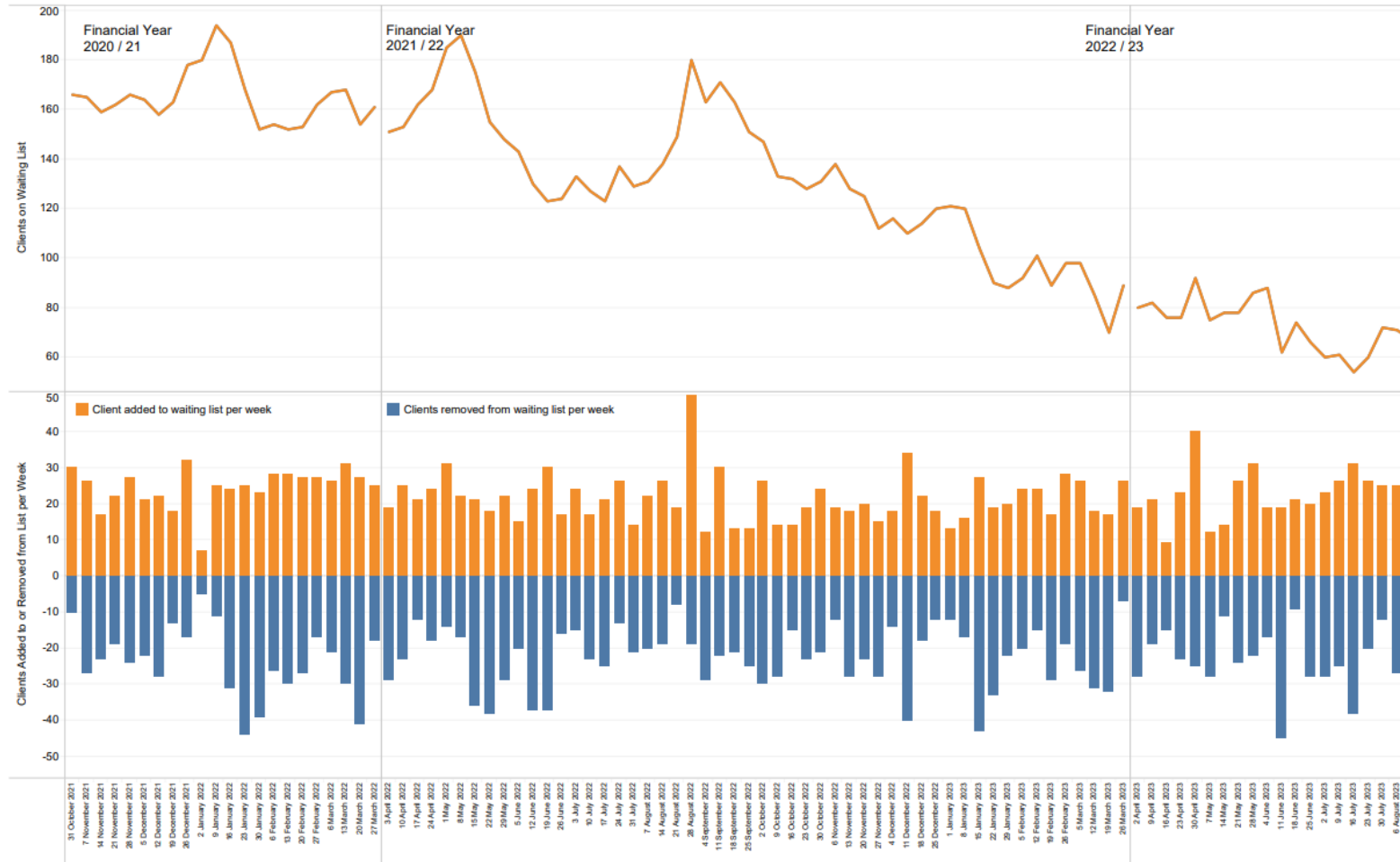
Home Care in North Tyneside

Scott Woodhouse, Head of Commissioning – Adults

Brokerage Waiting List

82 clients on waiting list

Clients added and removed from waiting list per week shown with number of clients on waiting list at end of last full week (week ending Sunday)

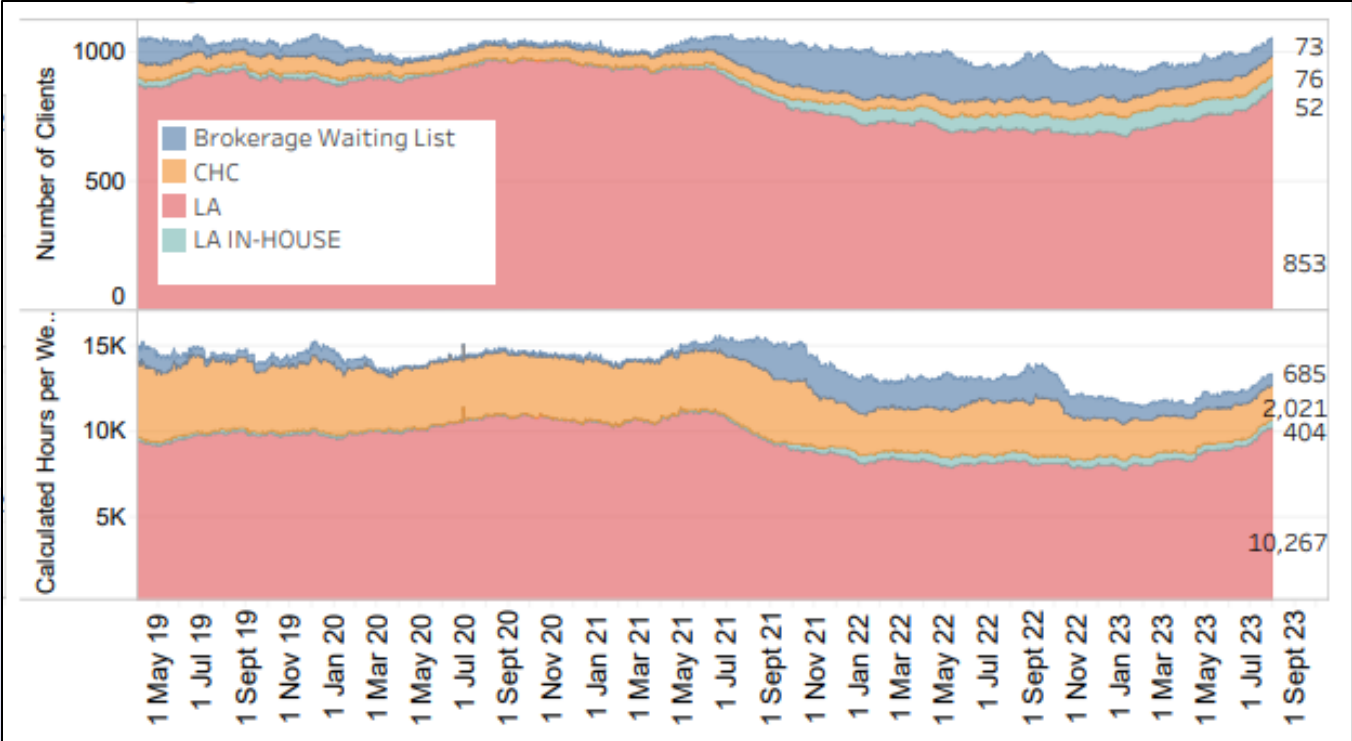


	Clients on waiting list	Hours required/ wk
Dec 22	119	1,122
July 23	60	489
Aug 23	82	752

We have seen continual reduction in people waiting on the brokerage list
 All RAG rated and risk assessed, updated regularly by social work teams
 Alongside this we have invested in and developed the internal home care service – early days

Early Intervention and Prevention

Homecare Clients & hours



Increase in the number of clients and numbers of hours being delivered

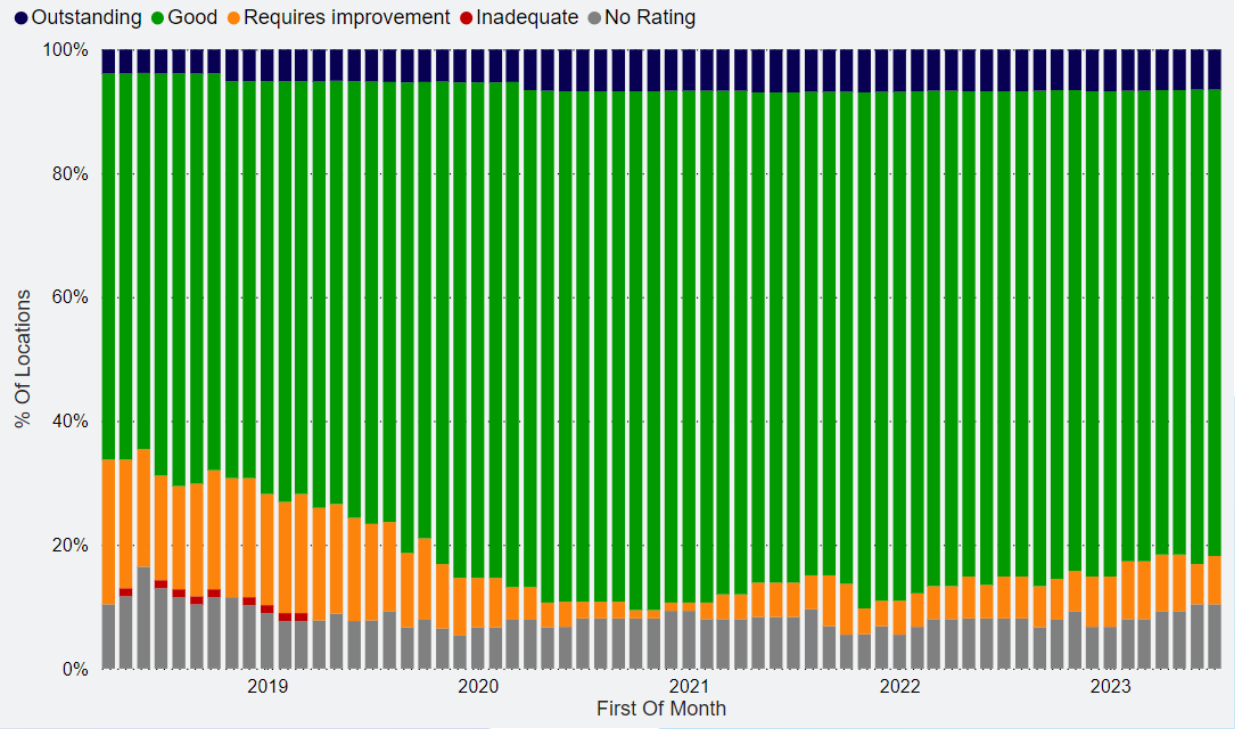
905 clients receiving 10,671 hours of home care per week (July 2023), slight increase in the average hours per client per week to 11.8 hours

Providers reporting some improvements in recruitment and retention, still a way to go to get to pre-COVID position

Increase in fees in April 2023 was 11.16%, higher percentage relating to real living wage increase alongside an additional 1% direct to staff to support recruitment and retention

Quality & Choice of Services

CQC registered locations in North Tyneside split by their 'overall' rating



Performance Commentary	Actions
<p>% of CQC registered locations rated as requires improvement has steadily increased since April 21. After recording 7 @ 1st month since Feb 23 1st June recorded 5 with 6 recorded during July</p> <p>There are currently six locations requiring improvement (7.79% of all locations)</p> <p>No locations are inadequate Five locations are outstanding</p>	

6 CQC registered locations require improvement

The Old Vicarage Care Home;
Primrose Lodge Care Home;
Odara Care Ltd – NT Community Based ASC Services

The Ferns Care Home;
Safe hands Home care limited
Howdon Care Centre (new addition for July)