

North Tyneside Council

Report to Cabinet

Date: 23 May 2022

Title: Home Care Study Group

Portfolio(s): **Adult Social Care**

Cabinet Member(s): **Cllr A McMullen**

Report from: **Adult Social Care, Health and Wellbeing Sub-Committee**

Wards affected: **All**

PART 1

1.1 Executive Summary:

The purpose of this report is to present the findings of the Home Care Study Group which carried out an in-depth review of Home Care in the Borough on behalf of the Adult Social Care, Health and Wellbeing Sub-committee, a sub-committee of the Overview, Scrutiny and Policy Development Committee.

The recommendations for Cabinet to consider are set out in the report of the Home Care Study Group attached to this report at Appendix 1 and summarised in paragraph 1.5.5 below.

In accordance with section 9FE of the Local Government Act 2000, Cabinet is required to provide a response to the recommendations of the Overview, Scrutiny and Policy Development Committee within two months. In providing this response Cabinet is required to indicate what (if any) action it proposes to take, and because the Sub-Committee's report has been published, Cabinet's response must be published.

1.2 Recommendation(s):

It is recommended that Cabinet:

- a) receive the report and recommendations of the Home Care Study Group of the Adult Social Care, Health and Wellbeing Sub-committee as attached as Appendix 1; and
- b) agree to receive a further report in June 2022 setting out Cabinet's proposed response to the report and recommendations of the Home Care Study Group setting out what (if any) action Cabinet proposes to take.

1.3 Forward Plan:

The report was included in the Forward Plan published in April 2022 under the heading "Matters arising from Overview, Scrutiny and Policy Development Committee and its sub-committees".

1.4 Council Plan and Policy Framework

The report relates to the following priority in the 2021/2025 Our North Tyneside Plan:

A Caring North Tyneside:

- We will provide great care to all who need it, with extra support available all the way through to the end of the pandemic
- We will work with the care provision sector to improve the working conditions of care workers;
- People will be cared for, protected and supported if they become vulnerable, including if they become homeless.

1.5 Information:

Background

- 1.5.1 The Adult Social Care, Health and Wellbeing Sub-Committee originally established a study group in early 2020 to review home care provision in the Borough. The Study Group began the review, but the review was suspended at the beginning of the Covid 19 pandemic in March 2020. In July 2021, the Sub-Committee agreed to re-establish the Study Group with a revised remit and membership, and the Study Group began meeting in early October 2021.
- 1.5.2 The remit of the Study Group was agreed as follows:
- To review the current provision of home care in North Tyneside and monitor the introduction and progress of the Home Care Pilot, with a view to:
- Understanding whether the provision of Home Care in the borough is currently meeting the needs of residents;
 - Identifying those things that are working well and any areas of concern;
 - Monitoring the implementation of the Health and Care Pilot.
- 1.5.3 The Study Group received information from officers from the Commissioning Team and other teams within the Authority, as well as a range of interested parties including home care providers, front line staff, carers, North Tyneside Carers' Centre, North Tyneside Healthwatch, UNISON and the Cabinet Member for Adult Social Care.
- 1.5.4 The full report and recommendations of the review is attached at Appendix 1.

1.5.5 The recommendations for Cabinet, as set out in the report, are:

Commissioning	
1	Review the commissioning process to identify any areas where the allocation of care packages can be streamlined to be more efficient for providers and to allow packages to be put in place more quickly.
2	Assess whether the budget for home care can be increased to allow the Authority to pay a higher rate to providers, and to link this to a requirement for providers to pay staff the Real Living Wage.
3	<p>Integrate the following into the next commission/tender process which is due to take place in 2023:</p> <ul style="list-style-type: none"> - Stronger requirements around 'quality of care' - the payment of an enhanced rate for providers who pay staff the Real Living Wage (subject to the outcome of recommendation 2). - Support for the provision of specialist care services through an increased rate for these services, including a requirement for an increased rate for staff pay - Support innovations in the use of enabling technologies to supplement and enhance in-person care services.
4	Review innovations in other Local Authority areas to develop a longer-term plan for the commissioning of home care over the next 4-year procurement cycle. This should include re-visiting business models for alternative options for the delivery of home care services, including in-house provision, to consider whether any would now be viable.
5	Review training for social work teams to ensure there is consistency across the commissioning process and on-going support and advice provided to clients and their families/ informal carers.
Support for Recruitment, Retention and Training	
6	Review the impact of the current marketing campaign in support of recruitment to the Care Sector and to continue to review the support the Council is able to provide in this area.
7	Work with further education colleges, care providers and the North of Tyne Combined Authority to develop the Care Academy model to provide a route for trained and job-ready applicants to enter the care sector.
8	Develop a longer- term work force strategy in support of the care sector.
Support for those in receipt of Home Care	
9	Review the 'My Care' website to enhance the information available to families, particularly self-funders, to help them to navigate the system, including signposting information on private care providers.

10	Promote the 'My Care' website across the community and in clinical settings to raise the profile and increase awareness of the website.
11	Improve the support and information that is made available to families about finances, costs and benefit entitlements at an early stage of the process.
Support for carers	
12	Promote the on-line training material provided by the North Tyneside Carers' Centre to all relevant council staff and social workers.
13	Work with care providers to promote information around the role of carers and provide access to the training developed by North Tyneside Carers' Centre.
14	Review the availability of respite care for those who were eligible but unable to access respite care during the pandemic, but who may now need it.

1.5.6 The report was considered and agreed by the Adult Social Care, Health and Wellbeing Sub-Committee on 30 March 2022. The Chair of the Overview, Scrutiny and Policy Development Committee has given approval for the report to be submitted to Cabinet.

1.6 Decision options:

In considering the report and recommendations, and formulating a response, the following decision options will be available for consideration by Cabinet:

Option 1

Cabinet accepts the recommendations in paragraph 1.2 above

Option 2

Cabinet does not accept the recommendations in paragraph 1.2 above.

Option 1 is the preferred option because under the provisions of the Local Government Act 2000 Cabinet has a duty to provide a response to the report and recommendations presented to it by the Home Care Study Group of the Adult Social Care, Health and Wellbeing Sub-committee.

1.7 Appendices:

Appendix 1 – Home Care Study Group Report

1.8 Contact officers:

Joanne Holmes, Democratic Services Officer Tel. (0191) 643 5315

1.9 Background information:

The following background papers/information have been used in the compilation of this report and are available at the office of the author:

- Minutes of the Adult Social Care, Health and Wellbeing Sub-committee – July 2021 - [link](#)
- Local Government Act 2000 - [link](#)

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and other resources

The financial implications associated with each recommendation will be included in Cabinet's response to this report.

2.2 Legal

The legal requirement for Cabinet to respond to the Overview, Scrutiny and Policy Development Committee's Study Group report and recommendations under the Local Government Act 2000 are dealt with in the report.

2.3 Consultation/community engagement

2.3.1 Internal Consultation

The Study Group met with officers from the Commissioning Team and other teams within the Council, as well as some front-line staff from the Reablement Team and the Cabinet Member for Adult Social Care.

2.3.2 External Consultation/Engagement

The Study Group met with a range of interested parties from outside of the Council, including home care providers, individual carers, North Tyneside Carers' Centre, North Tyneside Healthwatch, and UNISON.

2.4 Human rights

There are no direct issues relating to human rights arising from this report.

2.5 Equalities and diversity

There are no direct issues relating to equalities and diversity arising from this report.

2.6 Risk management

There are no direct issues relating to risk arising from this report.

2.7 Crime and disorder

There are no direct issues relating to crime and disorder arising from this report.

2.8 Environment and sustainability

There are no direct issues relating to environment and sustainability arising from this report.

PART 3

As a report from a Scrutiny Committee, the report has been circulated to the following officers for information.

- Chief Executive
- Directors(s) of Service
- Mayor/Cabinet Member(s)
- Chief Finance Officer
- Monitoring Officer
- Asistant Chief Executive