

North Tyneside Council

Report to Cabinet

Date: 27 June 2022

Title: Cabinet Response to Overview and Scrutiny Home Care Study Group Report

Portfolio(s):	Adult Social Care	Cabinet Member(s):	Cllr A McMullen
Report from Service Area:	Health Education Care and Safeguarding		
Responsible Officer:	Jacqui Old, Director of Children's and Adult Services	Tel:	(0191) 643 7317
Wards affected:	All		

PART 1

1.1 Executive Summary:

This report sets out a proposed Cabinet response to the actions / recommendations identified by the Home Care Study Group, which undertook an in-depth review of home care provision in North Tyneside on behalf of the Adult Social Care, Health and Wellbeing Sub-Committee of the Overview, Scrutiny and Policy Committee.

The details of the proposed responses are set out in the Appendix to this report.

1.2 Recommendation(s):

It is recommended that Cabinet agrees the proposed response to the recommendations of the Home Care Study Group of the Adult Social Care, Health and Wellbeing Sub-Committee as set out in the Appendix to this report.

1.3 Forward Plan:

Twenty eight days' notice of this report has been given and it first appeared on the Forward Plan that was published on 29 April 2022.

1.4 Council Plan and Policy Framework

This report relates to the following priorities 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:

- 1.5.1 The Adult Social Care, Health and Wellbeing Sub-Committee originally established the Home Care Study Group (the 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 Adult Social Care, Health and Wellbeing 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 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 A copy of the recommendations and the proposed response to each is set out in the Appendix to this report.

1.6 Decision options:

The following decision options are available for consideration by Cabinet:

Option 1

Cabinet agrees the response to the recommendations as set out in paragraph 1.2 above.

Option 2

Cabinet does not agree the response to the recommendations as set out in paragraph 1.2 above.

Option 1 is the recommended option as

1.7 Reasons for recommended option:

Option 1 is recommended for the following reasons:

Cabinet has a duty to provide a response to the report and the recommendations presented to it by the Home Care Study Group of the Adult Social Care, Health and Wellbeing Sub-Committee. The proposed response is a proportionate and considered response to the recommendations made by the Study Group in its report.

1.8 Appendices:

Appendix – Cabinet response to the recommendations of the home care study group.

1.9 Contact officers:

Scott Woodhouse, Strategic Commissioning Manager Adults, tel 0191 6437082
Claire Emmerson, Senior Manager Financial Strategy and Planning, tel 0191 643 8109

1.10 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:

(1) [Home Care Study Group report – March 2022](#)

PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING

2.1 Finance and other resources

This relates to the budget to deliver the provision of commissioned home care services across North Tyneside and the resources (staff) needed by the social care sector to deliver high quality services to meet the needs of people with eligible needs.

As part of the fee increase process from April 2022, Officers have considered options to ensure there is a sufficient increase to the market to meet additional and new cost pressures that providers are facing, including wage and other general running costs. These have historically been linked to the National Living Wage and Consumer Price Index.

Alongside this, there are capacity issues particularly within the home care sector with recruitment and retention. A number of initiatives are being considered and put in place to support providers and the market as a whole. In turn this will assist the wider health and social care system with capacity to support hospital discharge, reduced short term and longer-term care home placements. This includes a strategic priority to support providers to pay their staff a higher wage.

An increase to reflect this priority was put in place and agreed, under the scheme of delegations, by the Director of Childrens and Adult Services and the Director of Resources with the Lead Member for Adult Social Care and the Lead Member for Resources.

Notwithstanding this, it is not planned to implement this across the wider social care or Authority wide supply chain as this will have significant impacts for the Authority.

The action plan refers to fee increases in April 2022 to enable providers to pay their care and support staff at least the Real Living Wage, the cost of this will be met from within the Adult Social Care budget and forms part of the strategy to support recruitment and retention of staff to support vulnerable people.

In addition to this the Authority is required to undertake a “Fair Cost of Care” exercise with the local market and providers of home care services. This is to be undertaken over

the coming months and information from providers working in North Tyneside fed back to the Department of Health and Social Care by 14 October 2022. This will give us information on provider costs in line with the details of the agreed tool and will allow us to complete a market sustainability plan to ensure we have sufficiency of provision and that providers are viable and able to deliver high quality services in North Tyneside.

The increase to a Real Living Wage (RLW) for home care staff had not previously been anticipated when the 2022/23 Budget was agreed by Full Council in February 2022. A move to the RLW from April 2022 will cause a pressure within the Home Care budget. This will be monitored closely during the year and the impact of this reported to Cabinet as part of the bi-monthly budget monitoring reports. The outcome of the Fair Cost of Care exercise will form the basis of the Authority's 2023-2027 medium-term financial planning.

2.2 Legal

In accordance with section 9FE of the Local Government Act 2000, Cabinet is required to provide a response to the recommendations of the Overview and Scrutiny Report prepared by the Home Care Study Group of the Adult Social Care, Health and Wellbeing Sub-Committee. In providing its response Cabinet is required to indicate what (if any) action it proposes to take.

In undertaking all procurements, the Authority must comply with the Public Contracts Regulations 2015 and the Authority's Contract Standing Orders. Therefore, the Authority must observe these legislative requirements when considering issues related to the living wage in the procurement process.

The Authority endeavours to take account of price increases in its contracts for different social care commissioned services, including home care, extra care, care homes, supported living, day services etc. The contracts do not specify a rate of payment that providers must pay their staff in the delivery of services and the increase to support providers to pay staff at least the Real Living Wage is not an accreditation requirement linked to contract award or service delivery.

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 Authority, as well as some front-line staff from the Reablement Team and the Cabinet Member for Adult Social Care. Where actions that are set out in the Appendix are being implemented, consideration of further consultation will be made.

2.3.2 External Consultation/Engagement

The Study Group met with a range of interested parties from outside of the Authority, including home care providers, individual carers, North Tyneside Carers' Centre, North Tyneside Healthwatch, and UNISON. Where actions that are set out in the Appendix are being implemented, consideration of further consultation will be made.

2.4 Human rights

Cabinet's response to the Study Group has had regard to Article 8 of the Human Rights Act 1998 and a person's right to respect for their family and private life.

2.5 Equalities and diversity

Those in receipt of adult social care services may have protected characteristics under the Equality Act 2010 and those characteristics will be dealt with under the assessment and support planning arrangements.

2.6 Risk management

The capacity of home care services to meet the needs of vulnerable adults is identified and monitored in the Authority's risk register.

2.7 Crime and disorder

There are no crime and disorder issues arising directly from this report.

2.8 Environment and sustainability

There are no environment and sustainability issues arising directly from this report.

PART 3 - SIGN OFF

- Chief Executive X
- Director(s) of Service X
- Mayor/Cabinet Member(s) X
- Chief Finance Officer X
- Monitoring Officer X
- Assistant Chief Executive X