

**Cabinet Response to Overview and Scrutiny Recommendations
Completed Action Plan**

Home Care Study Report

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 Committee within 2 months. In providing this response Cabinet are asked to state whether or not it accepts each recommendation and the reasons for this decision. Cabinet must also indicate what action, if any, it proposes to take.

Overview and Scrutiny Recommendation	Officer Commentary	Cabinet Decision (Accept or Reject)	Action to be taken (if any) and timescale for completion
<p>Recommendation 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.</p>	<p>We are keen to ensure that the micro commissioning of individual packages of care is streamlined and offers providers an efficient run and delivery of homecare across the borough. We are working with providers and the market on this to identify gaps they may have and consider how these may be quickly filled by appropriate packages</p>	<p>Accept</p>	<p>Continued working with the market and consideration of ideas and other options that providers may have or that may be working well in other areas.</p>
<p>Recommendation 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.</p>	<p>We have seen a number of workforce related issues over the last 12 months that have impacted on recruitment and retention of care and support workers. Whilst there are a number of factors to this, pay is clearly one when the wider employment market (retail, distribution, hospitality) is already paying higher rates to staff than the national minimum wage.</p>	<p>Accept, subject to understanding that this is not a Real Living Wage accreditation process</p>	<p>Monitor and review the impact of the fee increase and the capacity of the home care market and providers to accept new packages of care from the brokerage list, and also as part of hospital discharge arrangements.</p>

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	<p>In line with the Scheme of Delegations, from 1 April 2022, the service has agreed to increase rates by a higher percentage to support providers to be able to pay their staff the Real Living Wage of £9.90 per hour. Note this is not an accreditation process linked to contract award or service delivery.</p> <p>This is put in place as a direct result of and alongside other measures to deal with recruitment and retention across home care services. It is a priority for the service and the Authority to create capacity within home care to support people to remain independent and also to support hospital discharge.</p> <p>This is not being implemented across the wider Adult Social Care or Authority supply chain.</p>		
<p>Recommendation 3 – 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’ 	<p>The current home care contract / framework runs to 30 June 2023.</p> <p>As part of pre-procurement work the Commissioning Team will be reviewing the current service specification and contract requirement and receiving feedback from clients, carers,</p>	Accept	

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<ul style="list-style-type: none"> 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. 	<p>providers, partner agencies to inform the new contract / framework to be let from 1 July 2023.</p> <p>These areas will be considered as part of the process. The current enhanced / specialist element of the service relates to continuing health care packages which are funded by the Clinical Commissioning Group.</p> <p>We are keen to ensure that different forms of assistive technology are in place and form part of the solution to support people in their own homes.</p>		
<p>Recommendation 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.</p>	<p>See response to recommendation 3 in relation to innovation and review of options as part of the review work in advance of any procurement exercise.</p> <p>Work was undertaken in 2018 to look at the cost of internal delivery and if it was viable to set up an internal home care service. At this time the cost was not competitive and was not progressed.</p>	Accept	<p>Commissioning plan for home care to include innovation and a review of different models of service delivery.</p> <p>Review previous work on internal service delivery.</p>
<p>Recommendation 5 – Review training for social work teams to</p>	<p>There are different approaches in place for people funded by the</p>	Accept	

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<p>ensure there is consistency across the commissioning process and ongoing support and advice provided to clients and their families / informal carers.</p>	<p>Local Authority and for self-funded people supported by the Local Authority.</p> <p>We will ensure the advice and information is clear and accurate and that social work staff are sighted on this and can share the appropriate advice and information with clients and carers as appropriate.</p> <p>We will ensure staff are sighted on all options available to people funded through the Local Authority and also self-funding clients that request support from the Local Authority.</p>		
<p>Recommendation 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.</p>	<p>The national social care recruitment campaign delivered by DHSC ran earlier this year and provided a range of materials and advertising to support recruitment and retention in social care.</p> <p>In addition to this, the Local Authority complimented the national campaign with local media and advertising. This was funded through the Workforce Recruitment and Retention Fund that was in place up to 31 March 2022.</p>	Accept	Impact to be reviewed and options considered for further local campaign as part of Social Care Workforce Strategy.

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Recommendation 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.	We have started work on the development of a local North Tyneside Social Care Academy to support recruitment and retention into social care work. Plan progressing to expand the Academy and interface with local providers of social care to identify new recruits.	Accept	Social Care Academy work is progressing, ensure this is linked to Social Care Workforce Strategy (see recommendation 8).
Recommendation 8 – Develop a longer- term work force strategy in support of the care sector.	A workforce strategy to support recruitment and retention in the social care sector is being developed in conjunction with social care providers	Accept	Social Care Workforce Strategy to be developed.
Recommendation 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.	We have started review of content to work on improving and enhancing information and advice content within My Care web pages. We plan to further develop content in line with changes to legislation and eligibility criteria, particularly in relation to white paper publication.	Accept	Improvement plan to support ongoing development and updates to my care web pages and content.
Recommendation 10 – Promote the ‘My Care’ website across the community and in clinical settings to raise the profile and increase awareness of the website.	We have recently launched a BSL introduction to my care video and have strengthened our links with interpreting under accessibility. Plans progressing to develop further videos to support internal	Accept	Improvement plan to support ongoing development and updates to my care web pages and content. We will continue to attend Living Well North Tyneside Strategic Group Meeting and identify further

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	<p>and external staff and partners to promote Mycare.</p> <p>Linking in with Living Well launch programme and communications to promote Mycare.</p> <p>We have established membership at Living Well NT Strategic Group meeting to strengthen and develop links and content.</p>		opportunities to promote and develop My Care.
<p>Recommendation 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.</p>	<p>We have undertaken a review of the adult social care factsheets and will provide this to clients and carers where it is appropriate to do so, this includes costs of services.</p> <p>Where a financial assessment is completed, they can be signposted to Department for Work and Pensions to apply (if there are potential benefits they may be entitled to)</p>	Accept	The Authority will further review factsheet content and accessibility to them, having picked up on the findings of the Home Care Study Group.
<p>Recommendation 12 – Promote the on-line training material provided by the North Tyneside Carers' Centre to all relevant council staff and social workers.</p>	<p>Improving the work with carers and reviews the Ways to Wellbeing model to include carers – ie Ways to Carers' Wellbeing.</p> <p>Factsheets to include a link to NT Carers Centre website.</p>	Accept	
<p>Recommendation 13 – Work with care providers to promote</p>	<p>North Tyneside Carers Centre to be invited to attend (various)</p>	Accept	Attendance at Provider Forums

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information around the role of carers and provide access to the training developed by North Tyneside Carers' Centre.	Provider Forums to promote the work they do to support family carers and share information on access to training that they have developed		
Recommendation 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.	Review arrangements for commissioning respite care in a care home setting to ensure sufficiency of supply. Continue to monitor the needs of carers and clients where respite has not been accessed due to the impact of COVID on the care home market.	Accept	