

Homecare Review Consultation

Bath & North East Somerset Council and Clinical Commissioning Group are looking at how we provide home care services in B&NES, and how we can make them better in the future.

At some point in our lives, many of us need help to look after ourselves. This might be because of illness, accident, disability, or simply getting older and frailer. One choice people have to help them to stay living in their own homes is to use the services of a home care agency (also known as a domiciliary care agency) to support them with any personal care needs, and provide other support which helps them stay at home and independent.

Some people pay for their own home care, and work directly with a home care agency (provider) to agree what help they need. Other people may be eligible for services paid for by the Council and the CCG, and we have been reviewing what kind of services we should be buying to meet people's needs in our local community. We have also been thinking about how care that is paid for can work alongside more informal kinds of support, like friends, family, neighbours, and social activities, all of which can play a part in helping people to feel able to stay living at home.

We have been talking to different groups, including people who use home care services, family members and carers of people who use home care services, companies that provide home care, Council and NHS colleagues. They have been telling us:

- What is important about home care services
- What works well at the moment
- What could be better in the future

All these people have helped us come up with a proposal for what services should look like in future, and the things that are important to them about what the service does so we know it's working for people. We call these 'outcomes'.

We are interested in your views on this proposal, and whether you think we have got things right. This period of consultation will run from 5th December 2018 until 1st February 2019.

What People Have Already Told Us

'When homecare works well it takes the stress out of the house'

Between June and October 2018 the project team have been finding out what makes a good home care service. We have been looking at research, talking to people in other parts of the country, and most importantly listening to what people tell us about what is important to them. We have heard from a broad range of stakeholders including people who use services, people who care for those who use services, providers, commissioners, social work managers and district nurse representatives. They have given us a rich variety of feedback. The key things we have heard are:

- ❖ People value consistency of care workers, and dislike having too many different people in the house. They want people they are familiar with, reliable timings, and a care worker who engages with the person using the service and any family or carers.
- ❖ People want to be more involved in planning care than they feel they currently are.
- ❖ There is support for the use of assistive technology alongside traditional homecare approaches, although people are keen that this does not replace the human side of care. People want care delivered flexibly in a way that doesn't disrupt their existing quality of life, and which is personalised to their needs.
- ❖ People need to know who they should speak to when things aren't going well or if they have comments or questions. Service users and carers felt it would be helpful to have a 'Standards' document, or charter, setting out what they should be able to expect. Providers and all the other groups we spoke to also felt that having clarity around expectations would be positive and helpful.

Outcomes for local people

Having listened to what people tell us about home care and what is important to them, we have come up with a list of 'outcomes'. These outcomes show people's hopes and expectations for a new service. If we are successful, they will show us what will be different for local people who use the service, and how the service will feel to use. The outcomes will show us how effective the services are and if they are making a positive difference to people's lives. We will work with providers to deliver services that meet these ambitions.

The list of outcomes are set out on the next page.

Outcomes for the Person

- People stay living in their own homes for longer
- People set their own care plan and goals along with their provider
- Family, carers and friends can stay involved in a person's care (if the person agrees)
- Improved independence and ability to complete daily tasks
- *More flexibility*: people can have more or less care when they need it.
- People are supported to achieve their goals
- People need less care as some 'paid for' needs can be met by other means e.g. voluntary services or mainstream community social & leisure services / friends & family

Outcomes for Services

- Care workers are well-trained and supported
- More people want to work in care and find it a fulfilling career
- A more consistent homecare workforce
- Care workers get to know their clients better
- Commissioners and providers working better together
- Better partnership working between care workers, social workers and health staff

Outcomes for the community

- Bigger role for voluntary and mainstream services supports better community cohesion
- People being more independent reduces pressure on acute NHS services
- 'Paid for' care is more likely to be available for those with the greatest need
- A more sustainable care market
- Better information available to help people choose their care service

Our Proposal

In order to deliver these outcomes, we will need to make changes to the way we buy services. We buy home care from private companies ('providers'). We think we can deliver better services for people by working with providers to continue to improve and develop how they work over the coming years. To do this we are suggesting:

- Inviting providers to apply to work more closely with us and be an 'approved' provider. We'll ask them to tell us a bit about how they work so we can be sure they will continue to provide good services for local residents.
- Providers who are approved will then work with the Council and CCG to deliver the home care services that we pay for
- We will also publish a list of approved providers, to help people who pay for their own care to get a bit more information about local providers and help them to choose for themselves
- Many of the people we spoke to, wanted to try new ways of supporting people which could deliver better outcomes than 'traditional' homecare. Over time approved providers would have the opportunity to work with us on trying out these new ideas. This would allow us to trial new ways of working. This could include things like:
 - a. Targeting services in particular areas where it's been hard to get enough quality services into the past; such as in certain rural areas.
 - b. Trying more flexible services which look at how many hours a person needs on average, but lets them have more one week, less the next, depending on what they need and what's going on in their lives.
 - c. Home care that works actively with people to try to give them more independence and help them to need *less* care over time.
- Pilots give us the opportunity to try new ideas. They will be reviewed and where they have been successful and improved things for people, they could become the standard way of doing things .
- We will be able to offer more support to homecare providers that want to work with us; including working with them to make the care sector more attractive to work in. We think that by creating more exciting opportunities, we can help make care a more rewarding, interesting and fulfilling career.

Some of this work takes time to achieve but we think that our proposal here is a great place to start. We hope you agree.

Tell us your views by completing this survey and returning it to the address below:

Part 2: Survey

1. Do you think the outcomes we've set out are the right ones?

Yes / No

2. Are there any other outcomes you would like to add?

3. Are there any outcomes you would like to change, or you think aren't a good idea?

4. Do you think our proposal for how to make this happen is the right one?

Yes / No

5. Do you like the idea of trying new ways of doing things?

Yes/No

6. Do you have any other comments or ideas about homecare in the future and what it should look like in B&NES?

7. Are you responding as a (please tick the correct box):

Person who uses or has used homecare services

Family member or carer of someone who uses or has used homecare services

A professional

Other (please state)

Please send your completed survey to:

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