

JOINT STRATEGIC COMMISSIONING BOARD Care and Support at Home Commission

Risk Please indicate	High Y	Medium N	Low N
Detail of Risk Description	<i>A risk register was included as Appendix 2 in the report to Joint Strategic Commissioning Board on 21 August 2018. This is included as Appendix 1 to this report.</i>		

Engagement taken place	Y
Public involvement taken place	N
Equality Analysis/Impact Assessment completed	Y
Quality Impact Assessment	N
Strategic Themes	
To empower the people of Wirral to improve their physical, mental health and general wellbeing	Y
To reduce health inequalities across Wirral	Y
To adopt a health and wellbeing approach in the way services are both commissioned and provided	Y
To commission and contract for services that: <ul style="list-style-type: none"> • Demonstrate improved person-centred outcomes • Are high quality and seamless for the person • Are safe and sustainable • Are evidenced based • Demonstrate value for money 	Y
To be known as one of the leading organisations in the Country	Y
Provide systems leadership in shaping the Wirral Health and Social Care system so as to be fit for purpose both now and in five years' time.	Y
Support people with Disabilities to live Independent lives (2020)	Y
Support Older people to live well (2020)	Y

JOINT STRATEGIC COMMISSIONING BOARD

(Committee in Common)

Meeting Date:	January 2019
Report Title:	Care and Support at Home Commission
Lead Officers:	Jayne Marshall and Iain Stewart

1 INTRODUCTION / REPORT SUMMARY

- 1.1 We reported to the Joint Strategic Commissioning Board on 21 August 2018 to seek agreement for a joint commission for Care and Support at Home Services which includes domiciliary care, non-complex CHC and End of Life Care.
- 1.2 The joint Commission was agreed by the board in August 2018. A request was made to update the Board with a follow up report post award on the outcome of the Tender evaluation.
- 1.3 The Awards are as follows:

Wallasey	West Wirral
Premier Care - Primary Provider	Wirral Home Care Alliance - Primary provider
Wirral Home Care Alliance* - Secondary Provider	Haven Care - Secondary
Birkenhead	South Wirral
Premier Care - Primary Provider	Haven Care - Primary Provider
Wirral Home Care Alliance - Secondary Provider	Carewatch - Secondary provider

- Wirral Home Care Alliance is made up of 3 local providers, Community Caring, Professional Carers and Aspire

1.4 Peripheral Providers - across the whole of Wirral

- Care Connect
- Castlerock Recruitment Group (CRG)
- ICARE GB
- ICARE Solutions
- Kare Plus
- Potens
- Prime Care
- Routes

2 RECOMMENDATIONS

2.1 That the Joint Strategic Commissioning Board (JSCB) note and comment on the actions taken as a result of the commissioning activity outlined in the minutes of the JSCB of 21 August 2018 (appendix 2).

- The Care and Support at Home contract is awarded as detailed in 1.3 and 1.4 of this report.
- Approve Implementation and roll out for the new contract, detailed below in section 3.
- That the procurement window be opened twice in year one then annually for the remainder of the contract for new Providers to come on the framework as a Peripheral Providers.
- JSCB approves the submission of a Wirral case study for The National Audit Office on the integrated commission.

3 BACKGROUND INFORMATION

3.1 The Care and Support at Home commission will support the continuation of the downward trend in long term residential and nursing placements by growing the community offer to the increasing population of older people allowing them to receive care whilst at home.

3.2 Domiciliary Care Services provide personal care for people living in their own homes and are currently independently regulated by the Care Quality Commission (CQC) under the Health and Social Care Act 2008 (Regulated Activities) regulations 2010 and the Care Quality Commission (Registration) Regulations 2009. All of the current service provisions are commissioned through Independent Sector Providers.

3.3 The Care and Support at Home Service went out to open tender in September 2018, and was open for all Providers to formally tender and apply for the work. The new commission will take effect from 1 April 2019.

- 3.4 Between now and 1 April 2019, the implementation period will include;
- Trusted Assessor roll out across all Providers
 - Home First Redesign joint with Wirral Community Foundation Trust and the Care Market
 - Refined Hospital Discharge Pathway
 - Recruitment / Retention campaign for the Community Care Market
 - Training gap Analysis
 - Training all providers to deliver Reablement and Enhanced Care
 - Training Providers to become prescribers in Low level equipment
- 3.5 Work is underway with the CCG to streamline systems including “ADAM”, “Broadcare” (current CCG Systems), “Liquidlogic” and “ContrOCC” (current Council Systems) to facilitate a single systems pathway to support the new commission.
- 3.6 During the procurement process Wirral Council was approached by the National Audit Office to produce a case study on the Joint Commissioning approach taken, and the outcome.
- 3.7 At the 21 August, JSCB approval was given to progress the integrated commission for Care and Support at Home. This is a key project for the then newly formed (May 2018) Wirral Health and Care Commissioning Hub (WHCC).

4 OPTIONS CONSIDERED

4.1 The options considered at JSCB 21 August 2018 were;

- a) Not to go out to tender. (Contract and Procurement regulations require a tender process is undertaken). **NOT RECOMMENDED**
- b) We undertake independent commissions for Continuing Health Care, End of Life, Re-Ablement and Domiciliary Care. (This does not fit in with WHCC joint plan and current procurement timelines for both areas). **NOT RECOMMENDED**
- c) Jointly commission and transfer all clients from existing, to successful providers. This could potentially disrupt clients and impact as follows: ,
- d) TUPE issues
- e) Impact on market Sustainability, unsettling clients and providers
- f) impact on Wirral Community Foundation Trust (reviews undertaken as a result of transfer to new provider) **NOT RECOMMENDED**

- g) Jointly commission and enable existing providers to keep their existing caseload post-award. Successful providers to be able to keep existing caseload and take up new cases going forward - this will ensure minimum disruption for people who use services and also reduce the impact of review of the 1400 cases. **RECOMMENDED**

4.2 Option G above was the approved option for progression at the JSCB on 21 August 2018.

5 FINANCIAL IMPLICATIONS

- Pooled budget inclusion (estimated combined budget of £12m for the existing service provisions across WHCC).
- Currently 2 different systems ADAM for CCG and ContrOCC for Wirral Council - both currently tied into contractual arrangements.
- An aggregated rate of £15.60 has been agreed by WHCC.
- Collaborative working leading to cost savings in the implementation of changes imposed by external factors, such as National Minimum Wage, outcomes to tribunals, mileage costs.
- Social Care precept will not be available in the future to support increased rates.
- The commission will continue to support the established trend of reducing long term residential and nursing placements, releasing funds to meet demand for services due to the demographic growth.
- Introduction of an 'Open Book' contract management approach with finance officer oversight of this new approach. This will enable us to work collaboratively with providers on understanding the underlying costs of the service provision and support demand management increases.

6 ENGAGEMENT / CONSULTATION

The Council has engaged with providers over the past 18 months to ensure understanding of the WHCC view that Care and Support at Home Services in Wirral must be sustainable and effective in the longer term. Providers are aware of our statutory Care Act 2014 duty to have a vibrant, responsive and sustainable market offer. The local health and social care economy is supportive of this approach and there has already been a good local response to demand resulting in an improved pick up for cases waiting following local engagement.

7 LEGAL IMPLICATIONS

- Commissioning has been undertaken in accordance with the joint commissioning protocol which is in place in WHCC, within the section 75 agreement.
- Existing contractual relationships will be replaced with new contractual relationships.
- New contractual documentation will ensure that governance arrangements are adhered to and that contract management and monitoring are in place.
- Wirral Council contract procedure rules have been followed with full involvement from procurement on the commissioning process.

8 RESOURCE IMPLICATIONS: ICT, STAFFING AND ASSETS

- A joint dashboard will be developed incorporating KPI's across the whole service scope; this will require Wirral Intelligence Service input.
- Financial Input is needed to implement Open Book Accounting and develop pooled budget arrangements. Both CCG and Wirral Council accountants will work with current providers to deliver this within 2 years of the contract start date (1 April 2019).

9 EQUALITY IMPLICATIONS

To be completed before contract start date.

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APPENDICES

Appendix	Title
1.	Risk Register (co-produced with providers)
2.	Minutes of Joint Strategic Commissioning Board 21 August 2018

BACKGROUND PAPERS

- Report to JSCB 21 August 2018
- Minutes of JSCB 21 August 2018
- Procurement Evaluation Matrix (*Exempt, by virtue of paragraph (3) of Part 1 of Schedule 12A of the Local Government Act, 1972.*)
- Award Notification Letter (*Exempt, by virtue of paragraph (3) of Part 1 of Schedule 12A of the Local Government Act, 1972.*)

HISTORY

Meeting	Date
Joint Strategic Commissioning Board	21 August 2018