

Coventry City Council response to Healthwatch Coventry Home Support recommendations August 2018

Healthwatch recommendation	Agreed Actions in response to Healthwatch recommendations	Owner	Review date
<p>1. Develop plans to support training and skills within the home care sector. Work for consistency of training and support for care workers, valuing their important contributions.</p> <p>Address poor management practice and identify and share best practice e.g. Care Certificate Standards</p> <p>All staff should be competent in using hoists, and equipment, understand hygiene and be aware of how to support people with sensory impairments and dementia.</p>	<p>Adult Strategic Commissioning¹ will continue to develop home support provision with the provider market. Service development and performance are key areas of focus during provider forums, which will include an agenda item on workforce development in future sessions.</p> <p>Individual provider development will continue to review achievement against national and contractual standards and provider training matrixes will continue to delve on individual staff qualifications and training attainment.</p> <p>All provision must satisfy legislative and contractual requirements. Provider senior managers also meet with a senior commissioner on a quarterly basis and Adult Strategic Commissioning will continue to ensure that the contracted provision workforce is well trained and satisfies legislative and contractual requirements through the previously mentioned activities and approaches</p> <p>Poor management and practice is a 'trigger' and this is followed up by an inspection or other contractual audit/meeting process. Improvements are tracked through action plans to ensure that competencies are achieved within the shortest timeframe and that risk is minimised.</p> <p>Hygiene, use of equipment, moving and handling etc. are well documented requirements in the service</p>	<ul style="list-style-type: none"> • Commissioning • Providers 	<p>Reviews are ongoing and run throughout the life of the contract.</p> <p>Ongoing</p>

¹ The part the council that puts in place Home Support and funds it

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	<p>contract and Adult Strategic Commissioning will continue to monitor against these requirements. The achievement of the Care Certificate and level of certificate commensurate with grade/role is monitored during quality assurance activities.</p> <p>Adult Strategic Commissioning has also recently started development and roll out of React to Red² accreditation amongst home support providers. The aim is to have all home support providers accredited to this standard to minimise the risk of skin integrity breakdown for service users who are less mobile. React to Red will be a first for home support providers as this accreditation is normally an accolade for residential and nursing homes.</p> <p>Commissioning is also currently outlining future activities with Skills for Care³ to support the provider recruitment and skills and training agenda within Coventry. This work will be the focus over the next year.</p>		
<p>2. Address the challenge of service users being reluctant to raise issues and concerns because they believe it will impact negatively on their care and relationship with their care</p>	<p>Whilst Adult Strategic Commissioning was not aware of any reluctance by service users to raise complaints about providers, we accept the findings and will seek to make immediate improvements.</p>	<ul style="list-style-type: none"> • Commissioning • Providers 	<p>Ongoing</p>

² A scheme to help staff identify when people are at risk of developing pressure sores/ulcers

³ Skills for Care helps create a well-led, skilled and valued adult social care workforce. It is independent charity with over 18 years' experience in workforce development, working as a delivery partner for the Department of Health and Social Care. www.skillsforcare.org.uk/About/About-us.aspx

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<p>provider or feeling complaints are not resolved well.</p> <p>The Council should take steps to re-assure people about what will happen if service users have concerns and complaints and ensure there is a clear line of communication for serves user to talk directly with the City Council in addition to the processes the individual agencies run.</p>	<p>Initial action has involved circulating the latest Local Government and Social Care Ombudsman Guide to help providers deal with complaints better.</p> <p>In addition, each provider has to have a documented complaints policy as part of their delivery and this has to be made available to all of their service users. Providers have to record complaints, compliments and concerns as part of their contractual requirements and this is checked during quality assurance monitoring by Adult Social Care Commissioning Staff</p> <p>Adult Strategic Commissioning will reinforce the requirement with providers through provider forums.</p> <p>ASC Commissioning will also ensure that the effectiveness of processes and procedures are checked through routine monitoring supplemented by information from other organisations including the Care Quality Commission (CQC) who also inspect complaints and representations policies of regulated provision in accordance with National Care Standards.</p> <p>ASC Commissioning will also seek to review guidance on how service users can complain about provision, which may include the redrafting of information at point of service user review or mail outs.</p> <p>In the event of any complaint by a service user either a Council social work and/or ASC Commissioning member of staff will contact the complainant to provide reassurance and seek further detail where necessary.</p>		

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<p>3. Ensure there is choice of care provider.</p> <p>Identify how more support can be created to enable people to feel confident in accepting personalised budgeting and personalised payments. This supports choice and control.</p>	<p>Generally speaking, the Council arranges a service from the cluster provider that delivers to the area in which a person lives and the vast majority of customers are happy with this arrangement. This approach supports market stability and sustainability (which is a Care Act 2014 requirement) to ensure needs and growing requirements can be met.</p> <p>Should someone not wish to receive their support from the allocated provider they can choose an alternative. This is usually facilitated through a Direct Payment. The choice is wider than just contracted provision and the Council has a contract with Pendrels Trust who support individuals with this process and choice. Penderels have a list of approved, registered providers and service users can make a choice about who they would like to use based on family/friends recommendations or have used before etc.</p> <p>The Council will continue to monitor the satisfaction of service users with our cluster providers and endeavour to provide alternative support where necessary.</p> <p>To further enable choice and flexibility Adult Strategic Commissioning is working to increase the use of Individual Service Funds (ISFs) amongst home support providers and discussion ISFs has been a feature at the last two home support provider forums.</p> <p>*An ISF like a Direct payment is intended to be used as flexibly as possible but the provider manages the money instead of service user.</p>	<ul style="list-style-type: none"> • Commissioning • Independent Living Team 	<p>Ongoing</p>

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<p>4. Create opportunities for joint sharing and discussion between home support agency representatives and with wider social care staff eg social workers and NHS community staff such as OTs and district nurses</p>	<p>A minimum of two home support provider forums are held each year with key health and social care stakeholders in attendance.</p> <p>Providers also have quarterly performance meetings with Commissioning and Procurement Managers. Providers also have year around access to health and social care professionals should the need arise.</p> <p>Short term home support providers have a weekly Multi-Disciplinary Team meeting with health and social care professionals. Nevertheless, the Council will consider how to improve involvement of operational staff in discussions including through joint forums with providers.</p>	<ul style="list-style-type: none"> • Commissioning 	<p>Ongoing</p>
<p>5. Run developmental sessions for providers to explore good practice and support them to learn from each other and best practice regarding organising care, communicating with service users and other suggestions from service users highlighted in this report.</p>	<p>Adult Strategic Commissioning will run development sessions to exchange good practice, jointly address/discuss sector issues e.g. recruitment and retention etc. and incorporate discussions or training on legislative changes or changes in service requirements.</p> <p>A recent provider forum had guest speakers highlighting best practice for recording and reporting as-well-as staff from the Affordable Warmth Team, who start their work in late September 2018 to ensure that home support service users are protected from risk to health from cold or hypothermia.</p>	<ul style="list-style-type: none"> • Commissioning • Guest Speakers 	<p>Ongoing</p>

Healthwatch raised specific concerns raised by respondents about one provider and the Council has responded as follows:

This will be addressed with the provider and an inspection planned in to address the issues identified.	By Commissioning	By end of August 2018
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