

	<p align="center">London Borough of Hammersmith & Fulham</p> <p align="center">HEALTH, ADULT SOCIAL CARE AND SOCIAL INCLUSION POLICY AND ACCOUNTABILITY COMMITTEE</p> <p align="center">17 November 2014</p>
<p align="center">TITLE OF REPORT INDEPENDENCE, PERSONALISATION AND PREVENTION IN ADULT SOCIAL CARE AND HEALTH</p>	
<p>Report of the Executive Director of Adult Social Care</p>	
<p>Open Report</p>	
<p>Classification - For Scrutiny Review & Comment</p>	
<p>Wards Affected: All</p>	
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1. EXECUTIVE SUMMARY

1.1 This report explains Adult Social Care's plans for a new home care service. It focuses on seven questions about home care and the wider health and social care system:

- (i) Why does home care need reform?
- (ii) How will LBHF's reforms improve home care?
- (iii) What is the procurement process and timetable for the new service?
- (iv) How were residents involved the development of the new service?
- (v) How does home care work with Personal Budgets and Direct Payments?
- (vi) What is the role of the voluntary and community sector in home care and in prevention?
- (vii) What part do Telecare and Telehealth play home care and prevention?

- 1.2 Home care supports people to continue living in their own home and a good system helps reduce the demand on more expensive forms of care such as hospital and residential or nursing care.
- 1.3 New arrangements are based on a greater focus on the people who use the service and their family carers and greater levels of partnership with the NHS and voluntary sector organisations.

2. RECOMMENDATIONS

- 2.1. That Members review and comment on this report.

3. BACKGROUND

- 3.1. The purpose of the report is to provide information to the Committee on the planned new arrangements for home care. A report to obtain permission to commence the procurement was approved by Cabinet on 31st March 2014 and a further report will be presented to Cabinet to award the contracts once the procurement is completed.

4. PROPOSAL AND ISSUES

- 4.1. The new model of home care is based on service delivery by one commissioned organisation in each of three geographical patches, in the north, centre and south of the borough. It will also be dependent on greater partnership working with the NHS and the voluntary sector.
- 4.2. This will be an “enabling” service that helps and encourages people to look after themselves and will provide safe, quality care when they cannot.
- 4.3. Ensuring that there is a skilled workforce with the right values is an issue. Pay, terms and conditions of employment, recruitment, retention and training play a big role in the quality of care and outcomes for customers so the new arrangements are based on improved conditions for home care workers.
- 4.4. There will continue to be competition in the home care market as some people will choose to use a Direct Payment and remain with their existing care provider.

5. CONSULTATION

- 5.1. There has been consultation with people who use services and their family carers and the main elements of the new service have been designed around their feedback. Healthwatch have been involved at each stage and discussions are ongoing about their longer term involvement in contract monitoring.
- 5.2. There has also been ongoing joint working with the Clinical Commissioning Group and Healthwatch on the details of the specification

and provider organisations have been consulted on the main elements of the new service.

6. EQUALITY IMPLICATIONS

- 6.1. An Equality Impact Assessment will be completed to accompany the contract award report.

LOCAL GOVERNMENT ACT 2000 **LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT**

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.			