

# Home Care Report January 2019

## Recommendation response form



Name of organisation: NHS Sheffield CCG

Date: 15<sup>TH</sup> March 2019

Recommendation	Response (including actions)	People leading on actions	Date of completion
Improve experiences of accessing and spending financial support	<p>As Sheffield CCG commission's three providers to deliver its homecare, in comparison to Sheffield City Council's framework of circa 40+ providers, it will review and respond to the recommendations collectively and they are interrelated with respect to whole service delivery and the impact to individuals and their family/ carers.</p> <p>Sheffield CCG are currently working with Providers to review the service delivery and contracting arrangements for 2019/20 and beyond. This is inclusive of the concerns surrounding care planning and delivery, missed and timings of visits, digital improvements and how this is effectively monitored and managed in the future in order to meet the needs of individuals, families, staff and providers. We are currently looking at how staff recruitment and retention can be improved with our providers in order to ensure continuity of care for those individuals in receipt of health services. These new contractual negotiations will aim to respond to the concerns raised by Healthwatch in their report and early discussions suggest that our commissioned Providers are open and would welcome of a review of the current service specifications.</p>	Contracting, Continuing Health Care and Quality leads.	Revised Contracting Arrangements for 2019/20 to be finalised by May 2019.
Improve experience and reduce risks in relation to timing and length of care visits		Support and designated responsibility for service review as part of the joint commissioning programme to will be led by the CCG and Sheffield City Council Joint Commissioning Steering Group.	Proposals for the Joint Commissioning Framework will be reviewed and scoped in 2019/20 for implementation (as appropriate and subject to formal sign off) by Autumn 2020.
Address lack of continuity of care			
Encourage Care Plans to be read and a responsive approach to reviews			
Improve the experience of making a complaint and create conditions where feedback about services is valued and used			

<p>Enable a more consistent, joined up approach to workforce training and improve the credibility of care workers and how they are recruited.</p>	<p>The CCG is looking to (if not already started) commencing regular contract management meetings with Providers in order to be assured about the care being commissioned and delivered. These will be held quarterly during 2019/20. Providers are engaging with this process.</p> <p>In addition we will be looking at the key performance indicators and quality requirements with the Providers and will feed in the recommendations surrounding collaborative care planning from the report. Early discussions with our providers indicate that they would welcome feedback from individuals in receipt of care (or families) and the CCG will be ensuring that forums and communication routes are available for this (recognising the recommendation in the report surrounding the lack of detail or direction to make complaints via provider websites or publications). This will be undertaken as part of the contract review and management process.</p> <p>The CCG and Sheffield City Council have already commenced joint commissioning work to benefit individuals and families in receipt of services. An example of this has been the care at night service. This approach will be taken with regards home care (domiciliary care) for both health and social care during 2019/20 and into 2020 on expiry of the SCC home care framework.</p> <p>As per the care homes the CCG will be rolling out the implementation of NHS mail and have commissioned Skills for Care to host the care home conference. We will ensure this invite is extended to home care providers.</p> <p>The CCG also host Best Practice Forums and will extend this invitation to home care providers to assure and ensure quality</p>		
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	<p>provision.</p> <p>The CCG Senior Quality Manager (Care Homes and Home Care) will also be engaging with SCC colleagues to ensure a joint approach in working with this sector.</p>		
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