

Request:

1.	Approx. how many service users do you provide domiciliary care to via providers directly contracted to the Local Authority?	North Tyneside Council provides domiciliary care to 960 service users via providers directly contracted to the Authority. Data as at 13th May 2017
2.	Approx. how many care calls are delivered each week?	North Tyneside Council does not commission calls in a way where the number of calls delivered can be identified.
3.	Approx. how many hours of care are delivered each week?	As at 13th May 2017, 11,109 hours of care were commissioned.

4. Could you give a brief description of your local authority area to give an idea of the concentration of care delivery in your area?(e.g. rural, high-density urban etc)

Information is available on www.northtyneside.gov.uk as well as other websites that provide a description of North Tyneside. At present, we are not able to provide a description that directly links to the concentration of care delivery.

5. How do you commission individual care packages? (Eg via a Care Brokerage team / social work team / IT mini-competition system etc)

Individual teams / workers contact a service provider directly. A worker contacts the primary provider for the geographical area. If the primary provider cannot deliver the package, a worker will contact the next service provider on the list.

6. Do you block purchase any dom care services (emergency night sits, day time rotas) etc to increase capacity availability?

No.

7. Do you commission specific start times for dom care calls, or do you indicate an appropriate time banding / time of day for the call to be delivered? (Eg between 8:00 – 9:00am, 'morning call' etc)

We identify an appropriate time of day e.g. morning, evening.

We request a specific time when this is required e.g. a person needs to take medication every four hours

We specify when a person requests a call within a certain time period. E.g. after 8pm

Commissioning of Services

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Reference: RFI 1705026

8. Do all of your dom care service users fall under the same contract, or do you have separate contracts for Learning Disability dom care, Mental Health dom care etc?

There is one domiciliary care contract.

9. Could you give a brief description of your model of domiciliary care provision?

It would be helpful to have some clarification on exactly what information is requested as part of the brief description.

Quality Monitoring

10. What various forms of monitoring are utilised to evaluate the quality of the service?

An Annual Quality Monitoring exercise is the most comprehensive method that is used to evaluate the quality of a service. The exercise brings together a varied amount of information including CQC reports; safeguarding logs; consultation with customers, providers and carers; information about the service; data about service users; as well as an on-site visit.

Other processes and methods are also used throughout the year such as data reports and provider forums.

11. What are your KPI's?

Various indicators are reported on, including but not limited to

- Service users - By locality; gender; age; needs;
- Care packages - Min, max, average size of package, measured in hours and in £cost
- Providers - Carer joiners and leavers (staff turnover)
- Cost - Min, max, average cost of a package
- Hospital admissions and discharges

Indicators are looked at per provider as well as across the whole contract.

12. How do you monitor missed calls? Do you rely on providers reporting this to you, or do you monitor their electronic call monitoring systems independently / run reports?

Missed calls are monitored in two ways

- By providers reporting this to the Council
- Via electronic call monitoring system

13. What time period do you apply to deem a care call as 'missed'? Eg any call delivered 1 hour earlier / later than the agreed commissioned call time is a 'missed' call

It is expected that a call is delivered within thirty minutes of the planned time. Some calls have a different time period attached to them, based on how time critical the call is. A call will be regarded as "missed" if it is not delivered within a two hour period and no reason is given for this.



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Payments

14. What is your average hourly rate for standard day time dom care?

£14 is the hourly rate for domiciliary care.

15. Do you pay the providers on commissioned hours, or actual hours delivered?

Providers are paid for the actual hours that they have delivered.

16. Do you pay in "blocks" of time? (e.g. 15 minute minimum, 30 minute minimum, minute-by-minute etc) Have you found this method to have any advantages/drawbacks?

Providers are paid for the total amount of time that they have delivered per person. This is broken down into individual calls which are set as blocks of time.

17. Do you use Electronic Call Monitoring (ECM) to calculate payments for dom care packages, or are invoices still used?

Invoices are used.

General Information

18. What difficulties are you finding that face the dom care market currently? (Eg staff recruitment and retention, appropriate management at local level, communication, staff wages etc) Has there been any activity (successful or unsuccessful) taken to try and resolve this, and what was the result?

- Staff recruitment and retention appears to be the most significant factor affecting the domiciliary care market. A number of carers are leaving the care workforce and seeking alternative employment i.e. in retail.
- A number of conversations have been had with service providers to help to resolve the issues that the market faces.