

My Ref: Scrutiny/Correspondence/Cllr McGarry

9 November 2016

Councillor Susan Elsmore  
Cabinet Member  
c/o Room 520  
County Hall  
Cardiff  
CF10 4UW



Dear Susan

### **Community & Adult Services Scrutiny Committee – 2 November 2016**

On behalf of the Members of the Community & Adult Services Scrutiny Committee, I would like to thank you, John Cushen and Phil Harding (Cardiff and Vale Parents Federation), Kirsty Best (Absolute Care), Huw Owen (Bluebird Care, Cardiff South), David Francis and Bernard McDonald (CSSIW) and officers for attending for Agenda Item 5 Domiciliary Care; a separate letter has already been sent regarding Agenda Item 6, Building Maintenance Framework.

At the end of the meeting, Members asked me to write to you with the following observations, comments and recommendations which we hope will be of benefit to you and all partners in taking forward work to improve the situation regarding Domiciliary Care in Cardiff.

An overarching message that came out of this scrutiny is the clear willingness from all parties to work together constructively to address fragility in the domiciliary care market and develop solutions that work for Cardiff; Members commend all for their willingness to do so which can only be to the benefit of our vulnerable citizens.

Our scrutiny focused on four main areas (capacity, sustainability and contingency; quality; cost control; and future arrangements) and this letter is structured accordingly.

Members were interested to explore with witnesses the key issues in Cardiff with regard to capacity and sustainability in the domiciliary care market. Members remember the hopes expressed previously that the matrix/ *adam* system would help increase capacity and sustainability. Members note that *adam* has been useful in increasing transparency; however, capacity remains an issue. Witnesses concurred that the main issue affecting capacity in Cardiff is the ability to recruit and retain good quality, reliable staff; Members note the linkages between these issues and the fact that care workers receive low pay.

Members can see that efforts are being made to address capacity and sustainability, for example via the planned Carers Campaign and the Locality Working pilot, and we applaud the willingness to try to make a difference. However, we are concerned that these will not be sufficient to address the capacity issues whilst the overall landscape remains the same; there are inherent flaws in the system, which lead to capacity issues

and a consequent lack of resilience. Members agree that a re-imagining of the Health and Social Care system is required, which transfers savings made in Health to meet costs borne in Social Care. Members were pleased to hear that the Regional Partnership Board is working on these issues and therefore **Members request** that more information on this is supplied with our committee papers for the planned scrutiny of the regional integration work, currently scheduled for consideration at Committee in January 2017.

Members were pleased to hear David Francis state that timely care plan reviews are a critical part of ensuring capacity and sustainability in domiciliary care; this echoes our frequent observations that timely reviews are essential. Members are aware of efforts made in the last year to improve performance in this area and we plan to keep an eye on this via our Performance and Budget Monitoring Panel.

Members recognise that contingency systems are in place and that the market has, thus far, responded positively by stepping in at short notice to provide care when providers cease operating. However, Members recognise that this remains a key risk for the Council, given the current landscape.

With regard to improving quality, Members note the evidence supplied about how the 50% quality element of *adam* is constituted, including the 10% based on how a provider will meet the desired outcomes required for the client. Members note that there is now agreement from all providers to assess the 10% regarding outcomes after 4-6 weeks as part of the review process. Members have some concerns about this and therefore **Members request** a briefing note on this element that particularly answers the following: if the providers approach to delivering desired outcomes is not assessed until the 4-6 week review, how can the Council be assured that the provider will meet the needs of the client in the first 4-6 weeks? What mechanisms will be in place to ensure the assessment of outcomes?

Also in connection with quality, Members were pleased to hear the Assistant Director of Adult Social Services, Amanda Phillips, state that the aim is to eliminate 15 minute visits and that robust contract monitoring is in place to ensure that quality cannot be compromised. Members agree that visits less than 30 minutes should be the exception and that the Council should be able to clearly demonstrate that these visits meet the needs of the client. Members would like to know how many clients receive visits that are scheduled to be less than 30 minutes; therefore **Members request** that this information be provided for 2016/17 thus far, along with the overall number of clients receiving visits.

Members note that a pressure bid has been submitted for 2017/18 for additional monies to meet the rising demographic need for domiciliary care. In the meantime, Members note that the Assistant Director of Adult Social Services, Amanda Phillips, is checking high cost packages as one of the cost control mechanisms and that discussions are underway with providers about whether to amend the *adam* system to allow providers to make one bid per care package. Members request that they be provided with an update on this if the current system of multiple bids is amended.

Members were interested to hear from the Cardiff and Vale Parents Federation and the providers present that it was not uncommon for clients to have to 'top-up' Direct Payments to meet the fees charged. At the meeting Members were informed that the Council's Direct Payments level is £11.96 per hour, whereas the fees charged by some providers are £17.50 per hour for some double handed care cases, and £14.96 per hour for a less complex care package. Members also heard that, for a week's respite care for

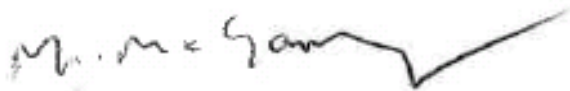
their adult son, one parent pays a top-up of £80-£90 per week. Members note this evidence.

With regard to future arrangements, Members note that the *adam* license expires in November 2018 and that work is underway to develop a sustainable model, albeit that there is no one silver bullet that can resolve the flaws in the current system. **Members recommend** that parents and carers are brought into the conversation about future models at an early stage to ensure that their views, experiences and expertise can inform the development of an appropriate model for Cardiff.

Finally, Members were very interested in the findings of the CSSIW National Review of Domiciliary Care in Wales and in the local authority specific reports. **Members request** a copy of the action plan developed to respond to the issues raised by the CSSIW in relation to Cardiff.

Thank you again to all for attending the meeting and contributing to our scrutiny. We look forward to your response to our recommendations and requests and wish you all the best in their efforts to strengthen and improve domiciliary care in Cardiff.

Yours sincerely,



**COUNTY COUNCILLOR MARY M<sup>C</sup>GARRY**

**Chairperson - Community & Adult Services Scrutiny Committee**

Cc:	John Cushen	Cardiff & Vale Parents Federation
	Phil Harding	Cardiff & Vale Parents Federation
	Kirsty Best	Absolute Care
	Huw Owen	Bluebird Care (Cardiff South)
	David Francis	CSSIW
	Bernard McDonald	CSSIW
	Tony Young	Director of Social Services
	Amanda Phillips	Assistant Director, Adult Social Services
	Paula Angel	Personal Assistant
	Matt Swindell	Cabinet Office