

My Ref: Scrutiny/Correspondence/Cllr Jenkins  
17 Jan 2020



Neuadd y Sir  
Caerdydd,  
CF10 4UW  
Ffôn: (029) 2087 2088  
www.caerdydd.gov.uk  
County Hall  
Cardiff,  
CF10 4UW  
Tel: (029) 2087 2087  
www.cardiff.gov.uk

Councillor Susan Elsmore  
Cabinet Member Social Care, Health & Wellbeing  
County Hall  
Cardiff  
CF10 4UW

Dear Cllr Elsmore,

## **COMMUNITY & ADULT SERVICES SCRUTINY COMMITTEE – 8 JAN 2020 – RECOMMISSIONING OF CARE AT HOME**

As Chair of the Community and Adult Services Scrutiny Committee, I wish to thank you and officers for attending Committee, providing Members with an opportunity to consider the Recommissioning of Care at Home prior to its consideration by Cabinet on 23 Jan. Members of the Committee have requested that I feedback the following comments and observations to you.

Given the known fragility of the domiciliary care market and the significant challenges faced by providers, concerns were raised about the unprecedented, sweeping nature of this proposal with the concern being that introducing a previously untested approach could possibly generate additional problems. During the meeting it was explained that the challenges within this area, including those outside of the Council's control, are recognised and that the phased implementation is in recognition toward such sensitivities and challenges.

Members were further advised that the timing of the tendering was due to contracts ending on 2 Nov 2020, leading to the need for tendering to begin at this time. Although Members appreciate and understand the reasons provided for the timeline of this approach, they wish to reiterate their concern that until significant elements within this approach such as the 'Cost of Care' exercise are initiated, it will be difficult to understand the full impact and effectiveness of this proposal. Members are also concerned that the inability to gather information on projected implications, and the reliance on interdependences working in partnership, is precarious. As such, Members wish to reiterate the need for all involved in this proposal to undertake matters with continued caution and flexibility in order to best respond to unforeseen challenges.

Given domiciliary care is an area with a high level of expenditure, it was felt that the perceived financial implications of this approach were unclear in the cabinet report. Members are concerned that there appears to have been no overall 'cost exercise' undertaken in advance of this proposal with a specific focus on the possible financial implications prior to the phased implementation.

### **GWEITHIO DROS GAERDYDD, GWEITHIO DROSOCH CHI**

Mae'r Cyngor yn croesawu goheblaeth yn Gymraeg, Saesneg neu'n ddwyieithog. Byddwn yn cyfathrebu â chi yn ôl eich dewis, dim ond i chi roi gwybod i ni pa un sydd well gennych. Ni fydd gohebu yn Gymraeg yn arwain at oedi.

### **WORKING FOR CARDIFF, WORKING FOR YOU**

The Council welcomes correspondence in Welsh, English or bilingually. We will ensure that we communicate with you in the language of your choice, as long as you let us know which you prefer. Corresponding in Welsh will not lead to delay.



Although Members appreciate the difficulty in ascertaining such information initially, given the scale of the proposal, the context of the market and the vulnerable individuals in receipt of this service, Members feel that greater consideration should have been given to financial implications with more pre-determined decisions being formed prior to this approach being implemented. Members are aware that a Cost of Care exercise is to be conducted between January – May 2020 and, once this is complete, would appreciate a written note detailing the method undertaken, the findings and the agreed outcome from this exercise. Members have tasked the scrutiny officer to liaise with appropriate officers to request this work once available.

During the meeting questions were also raised regarding how the quality of care being issued by providers will be measured and it was explained that the service area are looking to introduce an 'outcome framework' for this purpose. Members would appreciate further information on this framework including how quality will be measured and on what frequency.

In terms of the implications of the Regulation and Inspection of Social Care (Wales) Act 2016, in addition to the briefing note requested following December's Committee (*Chair's Letter, Dec 2019*), Members also wish to request your consideration toward including a recurring update on the status of RISCA registrations within your statement to Full Council and would appreciate if this update occurred on a monthly basis.

Thank you once again to you and your officers for attending Committee. To confirm, we ask Cabinet take into account this Committee's comments and concern with regard to the lack of detail surrounding the financial implications of this approach and request further information on how the quality of care issued by providers will be monitored.

Yours,



**COUNCILLOR SHAUN JENKINS**

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

cc. Claire Marchant, Director Social Services

Angela Bourge, Operational Manager Strategy Performance and Resources  
Cabinet Office