

Appendix 1

Care Home Commissioning – Conclusions and recommendations of Overview and Scrutiny Committee, responses to recommendations

Overall comments on the report				
The Council welcomes the attention being given to the processes surrounding care homes, their commissioning and how they can be improved. The Council notes the significant work already underway across North Central London, in which Haringey is playing a prominent role both strategically and operationally, and which is reflected in the response below.				
Recommendation	Response (Agreed / Not agreed / Partially agreed)	Who and when	Update – Current Progress, March 2019	
Developing a skilled and valued workforce				
1	To set up a Body to recognise the role and job description of a care worker. This would include care workers within the Domiciliary, care home and nursing home setting. This body would regulate pay and conditions across the care sector. It would also ensure that there was scope for staff to progress in their careers. Whilst this	Not agreed	Charlotte Pomery	<p>The Council has been working with the other four boroughs in North Central London (Barnet, Camden, Enfield and Islington) to develop the Proud to Care portal – a local jobs website for people who would like to start a career in adult health and social care. The portal gives advice about careers pathways, insights into a range of job roles, and also features local jobs with a range of employers.</p> <p>Proud to Care also has a network of ICare Ambassadors who go into the community, schools and colleges to share their stories and showcase the range of jobs and careers on offer, both to increase the awareness of caring as a career option and to improve its status within society.</p> <p>Proud to Care North London was set up by the North London Sustainability and Transformation Partnership. It is a</p>

	<p>would start at a local level, the aim would be to gain national recognition.</p>			<p>partnership between local councils, Clinical Commissioning Groups, NHS Trusts, GP practices and independent care providers across Camden, Islington, Haringey, Barnet and Enfield.</p> <p>The Proud to Care Portal is focusing first on recruitment, retention and career progression for care workers across the health and care sector.</p> <p>It is worth noting that the Council has adopted the Ethical Care Charter to drive improved standards in home care.</p> <p>Taking on a regulatory function as suggested is outside the remit of a local authority and would need careful consideration given by other bodies, notably the Care Quality Commission, operating in this area.</p>
2	<p>To ensure that all care workers receive a yearly appraisal, with pay review, based on an incremental system of pay within grades.</p>	Partially agreed	Charlotte Pomery	<p>It is for providers to work directly with their staff to ensure they have the necessary skills and development and receive appropriate levels of pay. In our quality assurance work, as with that of the Care Quality Commission, we monitor the quality and consistency of the workforce and the infrastructure which supports them, both of which are fundamental elements in delivering quality to users.</p> <p>As part of our service improvement and quality assurance function with providers, we monitor whether staff have appropriate appraisals and supervision and ensure that care home are meeting their statutory and contractual obligations.</p> <p>The Council has signed up to the Ethical Care Charter (which focuses on home care) and is also a LLW Accredited Organisation.</p>

3	To provide accredited training for care workers, whilst ensuring there is a recognised difference of care workers within the care system, for example, frail elderly home care, learning disability care, mental health care. Training courses should be tailored to suit each speciality.	Not agreed	Farzad Fazilat	This responsibility sits with providers rather than with the local authority, except where it is itself a provider. The Council does set up some regular training courses, for example on safeguarding, but also monitors and audits the training provided within the sector which should be led by the needs of the workforce and of the particular specialism.
4	To set up a forum for care workers to meet any issues or ideas to improve care within their settings or working conditions.	Partially agreed	Charlotte Pomery	The Proud to Care portal will, over time, develop this function which will be a useful offer for care workers to learn and develop.
5	To consider working with North Central London partners to develop actions from Recommendations 1-4 on a cross-borough basis.	Partially agreed	Charlotte Pomery	This work is already in place and being developed across North Central London.
Improving care provision and support for service users and carers				
6	To set up an Independent Advocate service which would	Not agreed	Aphrodite Asimakopoulou	There is already an Independent Advocacy service in place in the borough to respond to any issues raised with regard to Care Act assessments and a separate one in relation to

	provide information and support to service users and designated carers, particularly in relation to the first Social Worker review for care assessment.			mental capacity.
7	To ensure that annual reviews of care provision / placements take place, in order to assess whether the services provided are still appropriate for the client. Establish a secure online portal to enable service users and carers (as well as Social Workers) to have easier and faster access to all assessment and review documents in order to a better understanding of any changes to the Service User's care plan. Enable Service Users and Carers to be able to comment directly via this portal with the Social Worker who undertook the	Noted for inclusion in the specification of requirements for a care management system	Chris Atherton, Principal Social Worker	<p>Annual reviews are monitored to ensure they are undertaken and should address the wider wellbeing issues for the user as well as the sufficiency of the provision.</p> <p>There is an opportunity, in the recommissioning of the Council's care management system currently underway, to specify requirements with regard to ensuring users and carers, as well as practitioners, have access to assessment and review documents as a matter of practice. This recommendation will be fed into this wider piece of work to ensure it can be responded to fully.</p>

	assessment in relation to any queries around the care plan. This would allow changes in care to be tracked and rational behind any changes to be explained.			
8	To request that Healthwatch carry out spot checks in every provider where there is a Haringey contract in place, and reports provided to the Local Authority and CCG.	Not agreed	Georgie Jones-Conaghan, Lead Commissioner	<p>The current approach to commissioning HealthWatch is based on a set of statutory requirements and spot checks are carried out in response to themes identified with partners. To carry out spot checks in every provider where there is a Haringey contract would affect the way HealthWatch operates and risk not having a proportionate response to risk and issues in the system.</p> <p>The quality assurance function is carried out by the Council and by the Clinical Commissioning Group (CCG) working together to ensure they know their provider landscape and respond efficiently to issues and risk.</p>

9	<p>To ensure that better information is provided to service users and carers in relation to community provision, via Community Asset Mapping, particularly before admission to a care or nursing home setting. Specific measures could include:</p> <ul style="list-style-type: none"> • Social workers putting service users and carers in touch with their local Community Care Navigators in appropriate circumstances so that they can get access to other local community groups or services that would be useful to them (e.g. in cases where the 	Partially agreed	Charlotte Pomery	<p>The ongoing Voluntary and Community Sector (VCS) Asset mapping includes regularly updated information about over 1,000 local providers. The outward facing information is available publicly at http://bridges.force.com/directory/ and is searchable by locality, service type and beneficiary. The Social prescribing tab includes physical activity and exercise and can be selected within cohorts to show activities currently available.</p> <p>Asset mapping has continued and we are keen to incorporate more information and listings as these become verified and known. Local Area Co-ordinators, Care Navigators and many voluntary and community sector organisations are utilising the VCS Directory in order to connect residents up with local support, services and activities, including activities for older people, as well as advertising their current offer. We are establishing an Engagement Forum so that all the existing co-ordinator roles share information on community based activities and issues together, for direct work with residents.</p> <p>We are reviewing information available to users and family carers, although a printed leaflet may not be the preferred medium.</p> <p>We continue to update and refine Haricare in line with changing information and feedback from those using the system.</p>

	<p>Service User accesses 'paid care' for less than 5 days a week due to budget limitations)</p> <ul style="list-style-type: none">• To update the Haricare website page to ensure that information is presented in a way that is accessible and user-friendly.➤ To provide service users and carers with a booklet at the first contact with the Social Care team that would include details about the assessment process, advice about the rights of service users and carers and useful contact numbers and addresses.			
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10	To ensure that Safeguarding information is provided to clients and carers (e.g. leaflet upon first contact on noticeboards at care homes) with clear contact numbers (if home care, then within the home care contract).	Agreed	Chris Atherton and Farzad Fazilat	There has been a programme of safeguarding promotion but we will continue to ensure that users and carers have easy access to safeguarding information.
The relationship between care providers and the local authority/CCG				
11	To set up quarterly forums, attended by CCG and Council commissioners, for service providers to raise any issues or concerns that they have about funding. This forum should report the service providers' concerns and any identifiable solutions to the Cabinet Member to improve their understanding of the stress within the system and how the Council is working to address any problems within its remit.	Agreed	Farzad Fazilat	<p>A quarterly Provider Forum (indeed it often meets more frequently) is already in place and offers information sharing, promotion of best practice and opportunities for providers to raise issues.</p> <p>A line of communication to the Cabinet Member is already in place on an informal basis, but will be formalised to ensure that it takes place after each Forum.</p>

		d & e - Agreed		
12	To encourage a dialogue with providers in relation to recommendations 1 – 3, to ensure that there is consistency across the board.	Agreed – subject to the status of the recommendation responses	Farzad Fazilat	This recommendation is being taken forward through the Provider Forum mentioned above.
13	To work with the CCG to address concerns around funding for local providers.	Agreed	Charlotte Pomery	This issue and possible funding solutions are the focus of existing work between the CCG and the Council.
14	To embed Social Workers within the staff of the new GP hubs to enable better coordinated care delivered in a community setting.	Agreed	Jon Everson	The localities work in North Tottenham is progressing integrated working in Locality Teams, which will include a multi-agency offer, including social workers.