

Report of: The Deputy Director of Adult Social Care Commissioning

Report to: The Director of Adult Social Services

Date: 18th September 2014

Subject: To extend the contract with Housing 21(H 21) for the provision of the Carers Emergency Plan (CEP) scheme for twelve months as per the terms of the contract, from 1st November 2014 under Contract Procedure Rule (CPR) 21.1. The value of the contract is £135,000 per annum.

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s):		
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, Access to Information Procedure Rule number:		
Appendix number:		

Summary of main issues

1. The report seeks approval for the recommendation to extend the contract with (H 21) for the provision of the CEP scheme. The existing contract is for two years from 1st November 2012 with three possible twelve month extensions.
2. The scheme provides a facility for carers of people who are very dependent on them for their care, to make a plan for what would happen if they were suddenly unable to care due to an emergency. H21 register and hold these plans. If an emergency event happens for the carer, they call the emergency phone number and H21 respond within one hour and provide personal care in the home until a relative attends, the carer returns or a temporary admission to a residential care Home is arranged. They can provide up to 48 hours of care (72 hours at bank holiday times).
3. The service has been in place since 2006 and has grown steadily. There are currently more than 1800 carers registered. Almost all are co-resident with the cared for person and the majority are elderly people.
4. The success of the provider in increasing take-up has led to pressure on the staff and the budget available for emergency personal care provision.

Recommendations

- 1.1 It is recommended that the Director of Adult Social Services approves an extension of the contract with Housing 21 for the provision of the CEP scheme for twelve months from 1st

November 2014 under CPR 21.1, as per the terms of the contract. The contract value is £135,000 per annum.

- 1.2 It is further recommended that the budget for emergency care hours is increased to £15,000 from within the carers budget.
- 1.3 The Carers Commissioning Officer will ensure that the contract extension is implemented from 1st November 2014.

1 Purpose of this report

- 1.4 This report seeks approval for the recommendation to extend the contract with H 21 for the provision of the CEP scheme. The existing contract is for two years from 1st November 2012 with three possible twelve month extensions.
- 1.5 The value of the contract is £135,000 per annum plus hourly payment for personal care delivered during an emergency call-out.

2 Background information

- 2.1 The CEP scheme was launched as an in house service in 2006. When Central Government provided specific funding for the scheme in 2008 the scope of the service was expanded and improved and a full competitive tender advertised. There were a number of interested parties and the contract was awarded on the basis of quality and cost to H 21 for three years from 1st March 2009.
- 2.2 Following the satisfactory outcome of a Soft Market Test (SMT) ASC awarded a new contract for two years from 1st November 2012 with three twelve month extensions. The reason for this arrangement was that it would make the contract co-terminus with the Community Based Respite Schemes (CBRS) whose five year contracts end on 31st October 2014. At that point, ASC could consider merging the two services
- 2.3 Membership of the scheme has grown by 500 over the last two years and there are now 1,800+ family carers registered with the scheme. This figure has increased from 1324 at the beginning of this contract in November 2012 to 1822 in August 2014 – a twenty-seven per cent increase. Membership has grown by nine percent between January 2014 and August 2014. Older people are the predominant group of users of the scheme, both as carers and carees. Forty six per cent of the carers are over age 75 years. Sixty-six per cent of carees are over age 75 years. The emergency call-outs are increasing but are still relatively low and now average seven per month. The scheme can be accessed directly, by referral from a carers assessment or from a statutory or third sector organisation. H 21 report that they are now receiving many more referrals from health professionals which may be a result of the greater integration of health and social care.

	Under 18yrs	18 - 24yrs	25 - 44yrs	45 - 64yrs	65 - 74yrs	75 - 84yrs	85yrs+	N/K	Total
Carer	1	6	61	499	405	572	265	10	1822
CFP	1	34	123	261	264	584	548	7	1822

3 Main issues

- 3.1 The CEP scheme is intended to provide those carers where the cared for person is most dependent on them with peace of mind that, in the event of an emergency such as an road traffic accident or sudden hospital admission, a care service will be provided for up to 48 hours (72 hours at a bank holiday) to look after the cared for person in their own home. The carer is supported by an H21 worker to make a plan which covers all the information needed for a personal care worker to step in in an emergency and look after the cared for person, often in the period before another family member can step in. The plan is registered with H21 and the carer is given a number of items with the emergency number and the number of their individual plan (credit card, key ring, fridge magnet).

- 3.2 The CEP scheme will be part of the range of support services for carers in Leeds in future when the enhanced rights for carers in the Care Act come into force. The implementation of the Care Act and its promotion is likely to lead to an increase in demand for this service but as it applies only to those carers where there is no-one else who can step in and the cared for person cannot be left alone at all, the increase in users is likely significant but not massive.
- 3.3 However, the service is at full capacity now, and the price of the contract has not changed since ASC asked the provider to reduce their contract price by 15% in 2011-12. As the numbers on the scheme have grown, so the emergency call-outs have also increased and expenditure on call outs for April – June 2014 of £6,576 has almost gone over the budget available (£7,000). See Appendix 1 for examples. The majority of call outs are one to three hours in duration but the expenditure can be hard to predict because if a call-out requires a two-person service due to the moving and handling risks, the hours provided can easily reach forty-eight. However these do not happen often.
- 3.4 The price of the service is in two parts: firstly the cost of the providing the scheme including the initial response to an emergency call-out is £135,000 per annum. Secondly the hours of personal care actually provided is invoiced separately at an hourly rate of £11.50 per hour.
- 3.5 H 21 employs three fulltime Emergency Liaison Officers (ELO) who cover the emergency contact phone number 24 hours per day, carry out registrations by home visit and reviews by phone, and promote the service. Additional H 21 care workers personal care. The ELOs respond to the emergency and put a care worker in place where appropriate.
- 3.6 It has become clear to ASC through the contract monitoring process that the size of the membership of the scheme is now so great that the ability of the organisation to deliver the contract within the existing resources is strained.
- 3.7 Although the decision to award the contract for two years with three twelve month extensions in 2012 was made so that ASC could consider combining this service into one or all of the CBRS contracts which were to have been re-commissioned from November 1st 2014, that plan has now changed. Due to the imminent implementation of the Care Act 2014 and uncertainty about the likely effect on demand and access to home based respite, a waiver has been obtained to award a further contract for one year plus two possible six-month extensions for contract mobilisation, to the existing four providers without competition.
- 3.8 ASC intends the provision of the CEP scheme to continue as a central part of the Leeds carers offer into the future, regardless of any change to the provision of community based respite care. It will continue to be available to carers where the cared for person is not receiving any other service from ASC and it is recommended that this contract is extended for a further twelve months.
- 3.9 ASC will consider the option of incorporating the CEP into the service specification for the CBRS when it is re-commissioned in the next year.

4 Corporate Considerations

4.1 Consultation and Engagement

- 4.1.1 A survey of carers registered on the scheme was carried out in February 2012 when the current contract was commissioned. Feedback from the 155 carers was mainly positive and where there were criticisms of the service they were into the revised service

specification. The main outcome was that the requirement to update the information and contact details held in the carer's emergency plan was increased to six monthly instead of twelve monthly.

- 4.1.2 As this decision is to continue an existing service with no changes, consultation with stakeholders is not required.

4.2 Equality and Diversity / Cohesion and Integration

- 4.2.1 An equality screening tool has been completed and is attached at Appendix 2.

4.3 Council policies and City Priorities

- 4.3.1 The provision of the CEP scheme is a service which is central to the Leeds Carers Strategy. Support for unpaid carers is a specific commitment in the Leeds Joint Health and Wellbeing Strategy and in our Vision for Leeds to deliver 'Better Lives for the citizens of Leeds through Housing, Care and Support'.

4.4 Resources and value for money

- 4.4.1 The service represents good value for money as it is providing a service to over 1,800 people at a price of £135,000 which was reduced by 15% in 2011-12. However, as the numbers of people registered on the scheme has grown, the cost of the emergency care costs has increased and it is recommended that the budget for this be set at £15,000 per annum in future. This increase can be funded from within the existing Carers Budget through savings from other activities. So the budget provided for this service within ASC is £150,000 but the contract with Housing 21 will be for £135,000.

4.4.2 Legal Implications, Access to Information and Call In

- 4.4.1 The decision to extend the contract is a significant operational decision and is therefore not subject to call-in.

4.5 Risk Management

- 4.5.1 As this contract can be extended under the original delegated decision there is no risk to the Council in taking this decision.

5 Conclusions

- 5.1 The carers emergency plan scheme is a valued service for carers in giving them peace of mind about what would happen if they were suddenly unable to care. It is used by those carers whose burden of care is the heaviest as they are almost all co-resident with the cared for person and carrying out very demanding care tasks for very dependent loved ones.
- 5.2 The nature of the service is a difficult one to manage as the demand for emergency call-out care is impossible to predict and all calls have to be responded to. ASC has increased the requirement to review and keep service user information up to date and the time spent on this task is growing as the total numbers registered with the service grows. The numbers of people registered has grown since 2012 by twenty-seven percent and this increase in workload should be reflected in the contract price. It is anticipated that the use of the scheme should grow in the coming years through the implementation of the Care Act.

6 Recommendations

- 6.1 It is recommended that the Director of Adult Social Services approves an extension of the contract with Housing 21 for the provision of the CEP scheme for twelve months from 1st November 2014 under CPR 21.1, as per the terms of the contract. The contract value is £135,000 per annum.
- 6.2 It is further recommended that the budget for emergency care hours is increased to £15,000 from within the carers budget.
- 6.3 The Carers Commissioning Officer will ensure that the contract extension is implemented from 1st November 2014.

7 Background documents¹

- 7.4 None

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.

Appendix 1

Carers Emergency Plan scheme examples of emergency call-out situations.

1.

“Mr Y called at 16:55 on Monday 31st March 2014 to say that his Dad (who is 91) had suffered a fall and was being admitted to hospital. As his Dad lives in the North East, he had to travel. He asked for night sits. Mrs Y has two carers from three different companies who attend to her personal care throughout the day, therefore she is fine. She needs hoisting regularly, as she needs to go to the toilet often. Wheelchair, through floor lifts and hoists in situ.”

Four different workers provided the nights sit on Monday and Tuesday night”. (Two person lifting situation). 52hrs

2.

“Paramedic called as the carer was being taken to hospital and Dad could not be left alone. Attended and provided care overnight until daughter and neighbour took over.” 10.5 hrs

3.

Feedback from CEP user.

“Our family would like to express our gratitude and thanks for the professionalism of your good self and XXXX.

The service you have provided was of the highest quality and allowed J and myself to sort out the necessary support required, due to Dad going in hospital on an emergency admission.

With mum having dementia, you were also able to persuade her to do things that we have struggled with during the past 18 months so that was a blessing in itself.

The service Housing 21 provides is a fantastic support mechanism which has enabled us to put other provisions in place within a short timescale knowing mum was being very well looked after, allowing us to be stress free during that first 48hrs

Thank you both again for your excellent service and support, you are both a credit to your profession”