

Directly Provided Domiciliary Care Services– Autumn 2017 Adult Social Care

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1 INTRODUCTION

1.1 Description and Purpose of Service

Milton Keynes Council’s homecare service provides support for adults with personal care needs, specialist support for older people with a dementia and care for people who have high level or complex needs, such as end of life care. The service works with people with the most complex needs and challenging behaviours.

The homecare service operates within the whole of Milton Keynes which includes villages on the fringe of Northamptonshire and Bedfordshire. The service operates from 07:00 to 22:00, seven days a week 365, days a year. Currently the service delivers 2100 hours of care per week and has a team of 130 carers. The service currently operates from Cripps Lodge, a multi-use office, based in Netherfield during the day from 07:00 to 17:30 and the Community Alarm Service office based in Stantonbury from 17:00 until 22:00, allowing for continuity of service and support from the community alarm team.

Whilst the majority of the care delivered is planned, the service is also called upon to carry out immediate response calls and one off visits for urgent assistance or safeguarding concerns. The service works closely with the social work teams, night homecare teams and community alarm and mobile response service, to assist with unplanned as well as planned care.

The service provides care to people assessed as having a high level of need or those who have particularly challenging circumstances. Over recent years the number of people receiving the service has reduced but the complexity and hours each person receives have increased. Support packages typically range from 2 to 4 visits per day, supporting people with personal care, nutrition and hydration, assisting with medication, social and emotional support and working in collaboration with the NHS where there is a more complex health need.

There are plans for the service to be relocated to Simpson in 2018 when Cripps Lodge is closed.

2 Service Delivery

2.1 Regulation

The homecare service is registered and regulated by the Care Quality Commission and was last inspected in February 2016. A further inspection is expected early in 2018. An annual survey is sent out to all service users with the questions asked reflecting the outcomes from the Care Quality Commission (CQC) Essential Standards. In 2017 the percentage of people rating the service Good or Excellent, was 88.23%.

Outcome of last CQC inspection in 2016 for Milton Keynes Homecare Service:

Domain	Rating
Safe	Good
Effective	Good
Caring	Good
Responsive	Good
Well-led	Good

Inspectors recorded the following comments from service users:

<p><i>"I never get rushed, they always give me time. They make sure everything is done for me"</i></p> <p><i>"The staff are wonderful they help me help myself. They take time and work as a team"</i></p> <p><i>"I compliment how well carers treat my mum, working in a person centred way, not rushing her and treating her as an individual".</i></p>

2.2 Age range of service users

Age	<50	50-64	65-74	75-84	85-94	95+	Total
No of service users	13	28	28	29	59	16	173

2.3 Weekly Care Packages

Hours delivered (weekly)	Up to 15	Up to 21	Over 21
Number of clients	53	29	35
Approximate hours (2139)	655	572	912
Mean per client per week	12	19	26

3 Service Developments

- 3.1** In 2018 the service will integrate with the night service to enable care to be delivered 24/7 and offer more consistency and flexibility for service users. The night care service currently consists of three rounds, each with two carers delivering visits throughout the night from 22:30 to 06:30. Care visits consist of those which are regular and pre-planned following on from day support from the Reablement at Home Team who support people for up to six weeks following discharge from hospital and; Rapid Response, responding to unplanned care support to citizens of Milton Keynes accessed via the Community Alarm call centre.
- 3.2** The in-house home care service has a real opportunity to expand and develop to meet the growing demand for care services in MK. The service is well placed to work alongside the newly appointed external providers and provide a high quality, flexible personal care and support service to:
- adults with dementia
 - adults with challenging and/or complex needs
 - adults who require end of life care
- 3.3** To achieve the transition to becoming a more specialised provider of care, the service structure is being reviewed. Clients' care packages and support requirements will be re-assessed which will result in some clients being moved to other providers in order to create the capacity for people who have higher and more complex needs, who will benefit more from the support the internal service can provide. It is anticipated that up to 50 per cent of existing clients can transfer to external providers creating additional capacity within the internal service. The transition of people with dementia from external home care services to the in-house service will happen over time to ensure the right levels of staffing, and training required.
- 3.4** The service will need to make some changes to move towards being a more specialist service offering value added support to people in these more specific client groups. In line with the award of the contract to care providers to provide care across the four zones in Milton Keynes, the internal homecare service will continue to offer a city wide service but with a more specific focus on those people who need intensive support from a more specialised provider. This will make best use of the high standard of care, effective support and well trained care staff that the service currently provides. These changes have been well supported by the review of the service and also more recently in the Peer review which advised that the council should make the very best use of its valuable in house service to meet the needs of the most complex older people.
- 3.5** To achieve the transition to becoming a more specialised provider of care we will need to make some changes and move some clients to other providers in order to create the capacity to provide support for people who have higher and more complex needs. The opportunity for this is now as there is a lot of movement already with clients moving to their new external providers in the zones. We will work with clients to explain why the changes need to be made and work with the social workers in the reviewing team to make sure that the transition is as smooth as possible for people. We can move people slowly and appropriately and manage concerns well.