

# Home Care Market Forum

Help to live @ home consultation

14<sup>th</sup> September 2016

# Agenda

Item		Timings	Person Leading
1	Welcome and introductions	10 mins	Martin Samuels
2.	Update on the consultation process	15 mins	Angharad Boundford/ Amy Pitt
3.	The Proposed 'New' service	30 mins	Angharad Boundford/ Amy Pitt
4.	Commercial update	15 mins	Angharad Boundford/ Graeme Trott
<b>Breakout session</b>			
<b>20 mins</b>			
5.	Question & Answers sessions	15 mins	All
6.	Date of next meeting 19 <sup>th</sup> October 2016 The Kindle Centre, Hereford		Angharad Boundford

# Timescales for consultation

Date	Activity
22 <sup>nd</sup> June	Launch consultation at provider forum
6-8 <sup>th</sup> July	121's for providers to meet with Council
13 <sup>th</sup> July	Networking event based on feedback to date
3 <sup>rd</sup> August	Provider forum - update on the consultation
14 <sup>th</sup> Sept	Provider forum - feedback on questionnaire/present recommended model

# Service User Consultation Update

- 12 week consultation with service users and the market
- Received approximately 30% response rate from service users
  - ▶ There is general support for the re-ablement ethos
  - ▶ 88% of people agreed that priority had to be given to those in greatest need
  - ▶ 83% agree with the councils proposal for approved providers.
  - ▶ 60% of responders who are funded by the council receive personal care services and 32% help with preparing meals
  - ▶ 83% agree with the councils proposal for approved providers
  - ▶ There is general support for the re-ablement ethos
  - ▶ 88% of people agreed that priority had to be given to those in greatest need.
  - ▶ 'Qualified providers', 'consistency of provision' and 'good communication' were very important to respondents

# Market Consultation Update

- Provider questionnaires - 17 returned online
- Initial findings from questionnaires
  - 12 responses support a zoning model
  - 2 of the remaining 6 relate whole county to complex only
  - 11 responses support incentivisation (not necessarily bonus cash payments - sustainability/ethical concerns)
  - Support 1 - 3 providers per lot ('O' pathway)

# Consultation Update

## ➤ Market 121s

- Have completed 34 in total - gained rich feedback
- Greater support for 'D' pathway to be separate 'lot/service'
- Lack of flexibility in current assessment process cause issues for delivery
- Business viability spans 700 - 2000+ hours per week
- Feedback has allowed us to re shape zones

## ➤ Stakeholder Group

- Met consistently and proactively in an open forum
- Outcomes and feedback of meetings built into process

# Drivers for change

Current and future  
**financial challenges**

**Increasing** levels of  
demand

Acuteness, level and  
duration of care  
packages

The **increasing  
complexity** of care  
needs

**Recruitment/  
retention difficulties** in  
social care

**Personalised care**  
focused on outcomes  
rather than just time  
and task

**Improving market  
capacity** meet needs in  
a timely manner and  
address 'difficult to  
serve' areas

**Eliminating the 'hand  
back'** of packages by  
providers.

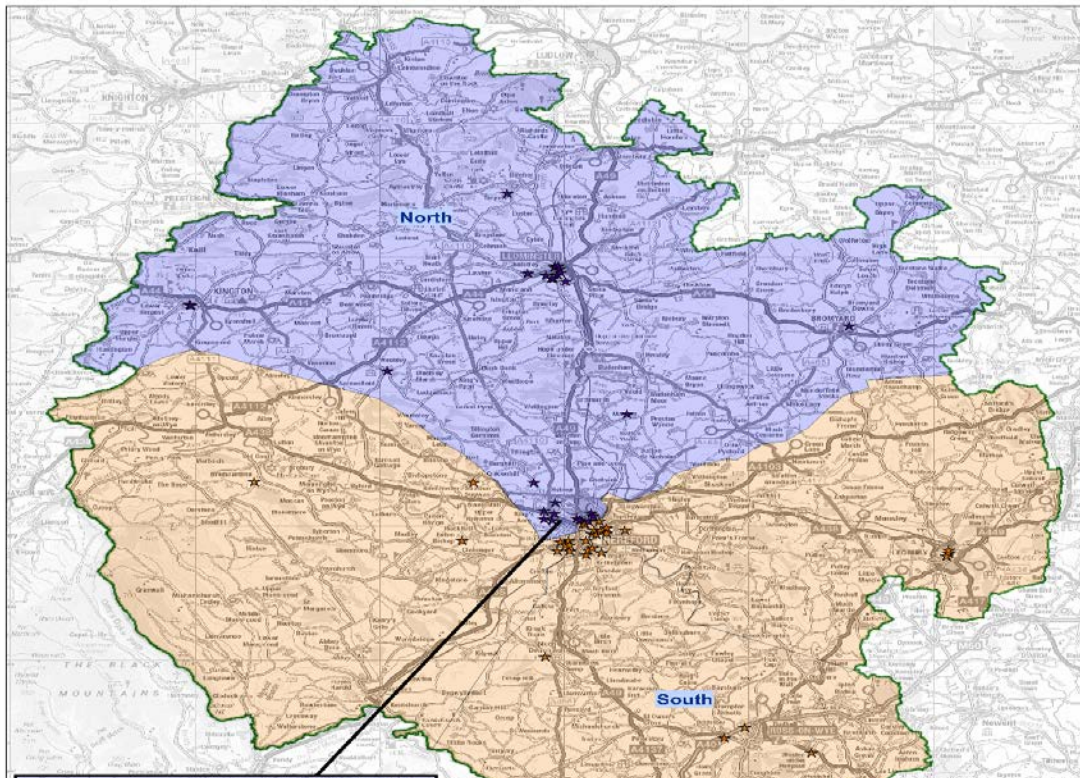
The **need for greater  
integration** with  
Health and local  
communities.

# Proposed 'New' Service

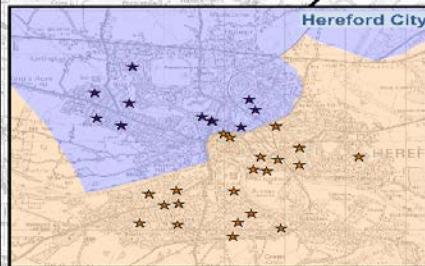
- “D” pathway – north/south split – 2 providers
- “O” pathway – 5 zones – 10-13 providers
- “M” pathway – not part of the tender
- Incentivisation – recognised for longer term partnerships and delivery of outcomes – financial and non-financial



# “D” Pathway

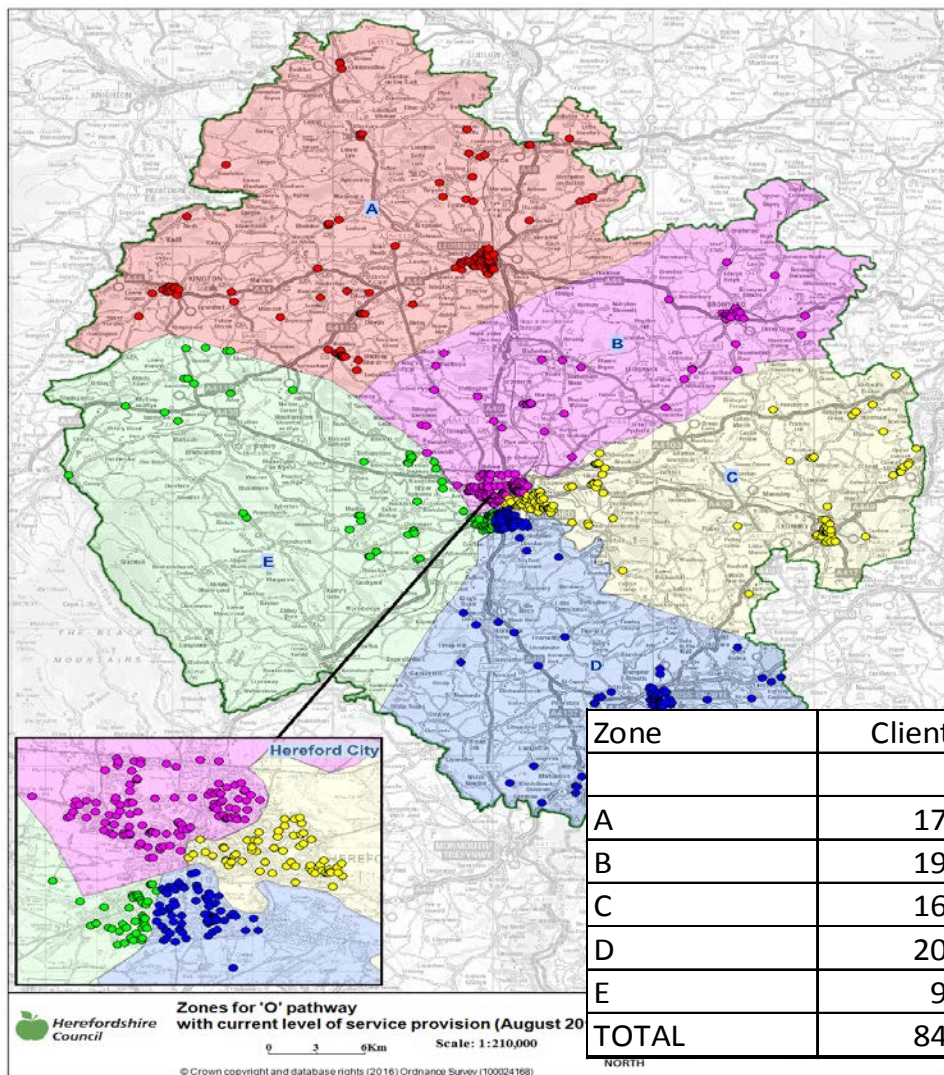


- The ‘D’ pathway service is re commissioned as a standalone ‘lot’ under the tender process.
- Inclusion of 28 hour+ packages are assessed on an individual basis and determined to be ‘D’ or ‘O’ case by case.
- This will contain all 24 hour packages.
- This service will be split over a north/south basis looking at broadly equitable hours per lot.
- There will be a minimum of 1 provider per lot.



Zone	Clients	Hours		Costs (£)	
		Weekly	Annual	Weekly	Annual
Complex A & B	31	1,373	71,386	14,516	754,832
Complex C,D,E	31	1,053	54,746	11,754	611,229
<b>TOTAL</b>	<b>62</b>	<b>2,426</b>	<b>126,131</b>	<b>26,270</b>	<b>1,366,061</b>

# “O” Pathway

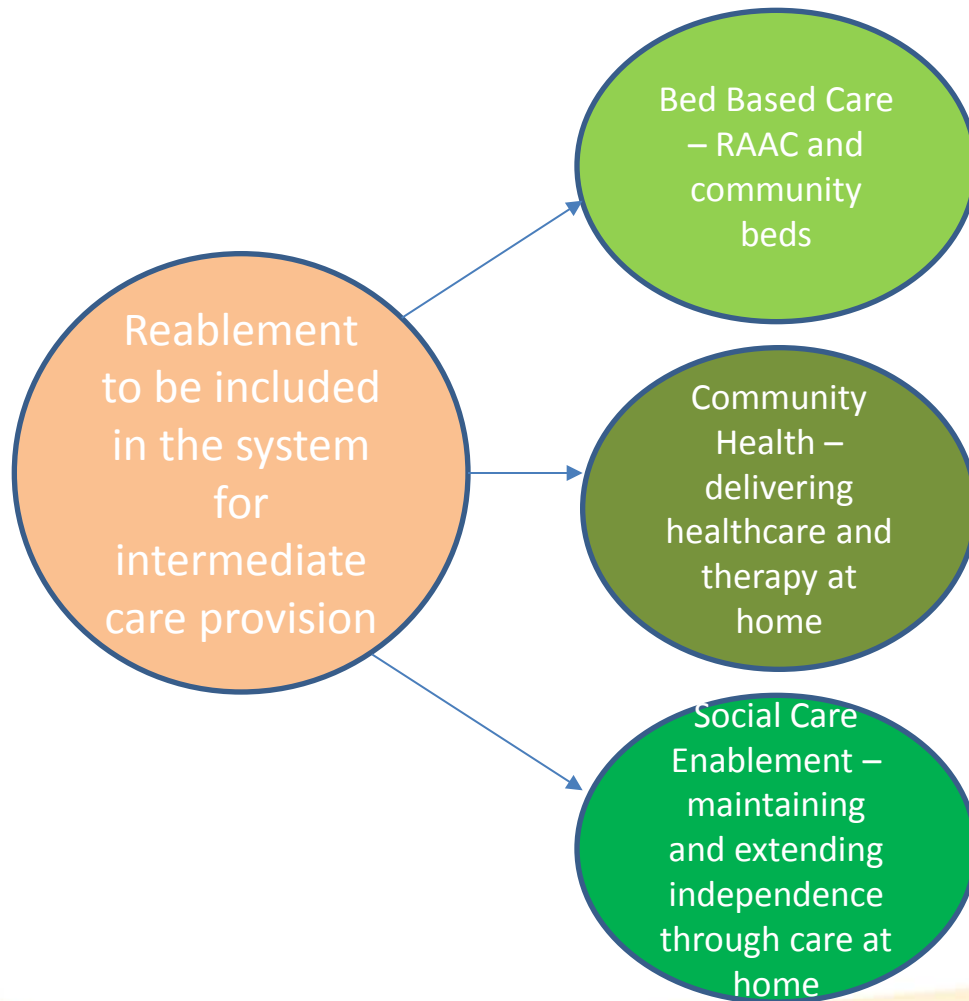


There was not a preferred map option or optimum number of zones, key feedback included :

- The majority supported a zonal model for the delivery of the ‘O’ pathway.
- Business viability for providers ranged from 700 – 2000+ hours per week.
- A key risk around zoning is the lack of recognition for protecting diversity of supply market and promoting maximum choice available.
- We need to understand the current picture, along with strengths and weaknesses across the county.
- Support for between 1 and 3 providers per lot.

Zone	Clients	Hours		Costs (£)	
		Weekly	Annual	Weekly	Annual
A	179	2,267	117,894	31,710	1,648,941
B	199	2,565	133,370	35,240	1,832,480
C	169	1,711	88,982	25,654	1,333,987
D	207	2,692	139,984	38,070	1,979,661
E	93	1,427	74,214	20,318	1,056,557
<b>TOTAL</b>	<b>847</b>	<b>10,662</b>	<b>554,445</b>	<b>150,993</b>	<b>7,851,626</b>

# “M” Pathway



- Redesign of reablement through the Herefordshire Health and Social Care system.
- Physical and Mental Health interventions and therapy provided by Health.
- Enablement to develop confidence and practical skills to carry out essential daily activities of independent daily living provided by Social Care

# Commercial Update

- Financial modelling
  - based on previously used Herefordshire model utilising UKHCA criteria (adjusted for national living wage)
  - impact of travel times available from EMS and providers
  - investigation and modelling around floor and ceiling rates
  - consultation around business viability in terms of weekly hours
- Consideration of the market impact a fixed rate is proposed at
  - **£15.80** per hour (pro rata for shorter visits) and
  - **£12.80** per hour for all 24 hour packages and sleep-in nights.

Bidders will be expected to tender at this rate in the geographic zones as illustrated previously

# Key Next Steps

- Collate any feedback from today's session
- Gain internal governance approval
- Finalise tender documentation
- Develop mobilisation workstream
- Plan and deliver 'how to tender' workshops

# Procurement Timetable

New procurement timetable that is based on a outcome based/well being approach implemented by July 2017

Activity	Date
Consultation	November 2015-August 2016
Procurement	October - Jan
Contract Award	February 2017
Transition/Mobilisation (Phased)	March – July 2017
Contract commencement	July 2017
Outcomes phasing in period	July 2017-April 2018

Questions?