



Date	9 November 2021
Agenda Item	8

## Report to West Lothian Integration Joint Board

**Report Title: Care at Home Services in West Lothian**

**Report By: Senior Manager – Older People's Services**

Summary of Report and Implications	
<b>Purpose</b>	This report: (tick any that apply).
	- seeks a decision <input type="checkbox"/>
	- is to provide assurance <input type="checkbox"/>
	- is for information <input checked="" type="checkbox"/>
	- is for discussion <input type="checkbox"/>
	The purpose of this report is to provide the IJB with an update on the situation with regard to the delivery of care at home services in West Lothian.
<b>Recommendations</b>	It is recommended that the IJB note the contents of the report.
<b>Directions to NHS Lothian and/or West Lothian Council</b>	A direction is not required.
<b>Resource/ Finance/ Staffing</b>	The costs for the delivery of both internally and externally delivered home care services are met from existing budgets
<b>Policy/Legal</b>	Relevant legislation includes: <ul style="list-style-type: none"> <li>• Social Work (Scotland) Act 1968</li> <li>• Community Care and Health (Scotland) Act 2002</li> <li>• Social Care (Self-directed Support) (Scotland) Act 2013</li> <li>• Public Bodies (Joint Working) Act 2014</li> </ul>
<b>Risk</b>	The risk is captured in the risk register and will be monitored
<b>Equality, Health Inequalities, Environmental and</b>	No specific requirement

<b>Sustainability Issues</b>	
<b>Strategic Planning and Commissioning</b>	The delivery of care at home services contributes to the delivery of the aims and objectives detailed within the IJB Strategic Plan.
<b>Locality Planning</b>	N/A
<b>Engagement</b>	Engagement with providers and key stakeholders is ongoing

<b>Terms of Report</b>	
<b>1.</b>	<b>Background</b>
1.1	Care at Home services provide personalised care and social support to enable people to continue or resume residing in their own home. The purpose of these services is to improve the quality of life for the individual, while enabling them to retain their independence. Successful delivery of these services involves putting the person at the centre of the decisions about the way they live and the support that they want to receive.
<b>2.</b>	<b>National Position</b>
2.1	Care at Home is recognised as the most fragile part of the social care market and gaps in the service supply is one of the main factors that contributes to social care delayed transfers of care.
2.2	Issues are being reported nationally with regards to the supply of care at home support for both people within the community, assessed as having critical and substantial care needs, and also to accommodate the discharge of patients from hospital when they are medically fit to leave and require ongoing support at home.
2.3	Care providers across Scotland are highlighting challenges with the recruitment and retention of staff and this is limiting their ability to maintain capacity and continue to deliver care to existing service users.
2.4	These recruitment issues are longstanding in nature. They have however, been exacerbated due to increased competition within the social care sector itself coupled with competition from other sectors, such as hospitality and retail, where increased hourly rates are now being offered alongside additional financial incentives such as “Golden Handshakes” when people take up posts with some companies within these sectors.
2.5	From 19th July 2021, when restriction eased and Scotland moved to Level 0, the situation for the delivery of care at home has been further impacted. Since then providers have reported that their staffing capacity has been reduced by an increase in the number of staff self-isolating, on sick leave or absent due to childcare requirements etc.
2.6	On 5 <sup>th</sup> October 2021, in response to winter planning and system pressures, the Cabinet Secretary announced the national allocation of an additional £62 million for 2021/22, to build capacity in care at home community-based services. This recurring funding should help to fulfil unmet need, and deal with the current surge in demand and complexity of individual needs, also helping to ease pressures on unpaid carers.
	Confirmation of the amount of funding that will be allocated to West Lothian is still awaited.

### 3. **West Lothian Position**

- 3.1 The delivery of Care at Home services in West Lothian is key to achieving the strategic aim of shifting the balance of care, by ensuring that care and support is delivered at home or closer to home rather than in hospital or other institutional setting.
- 3.2 A whole system approach is taken to the delivery of Care at Home services in West Lothian with services delivered by both the internal service and also by our partners in the independent sector.
- 3.3 As at 18<sup>th</sup> October 2021, the weekly committed hours were 17,358, 92% of these hours were commissioned from the independent sector.
- 3.4 From the beginning of the Covid-19 pandemic, unmet need and delayed discharges performance improved. It is likely this was, in part, a consequence of the unique economic and employment circumstances created by the furlough scheme, closure of the retail and hospitality sectors and people working from home. Since early summer 2021, however, pressure have become increasingly apparent with unmet need and hospital delays both rising.
- 3.5 A weekly care at home oversight meeting, comprising senior leaders from across the health and social care partnership, was established on 14th June 2021 with the aim of better understanding risk and developing actions to improve the situation. In addition, the WLHSCP meets weekly with representatives from the other Lothian HSCPs involved in managing care at home services, to share risks, challenges and learning. The group also feeds back to NHS Lothian senior leaders as necessary.

### 4 **Key Actions**

- 4.1
- The Health and Social Care Partnership(HSCP) launched a comprehensive recruitment campaign on 25th October focused on the recruitment of health and social care staff;
  - The HSCP is exploring the best way to ensure that service users, their families and carers are communicated with and kept informed of the situation with regards to care at home;
  - We continue to work closely with providers to explore measures to improve the situation and regular provider forums are in place;
  - We continue to liaise with Scottish Care to identify further sector wide issues;
  - We continue to participate in the Social Work Scotland Older Adults Sub-Group to engage with other local authorities to identify emerging issues at a national level and also to share good practice;
  - A dedicated in box has been established to allow for the geographic clustering of packages of care to enable providers to swap packages that no longer fit their runs to create capacity and make them more efficient;
  - We have engaged with the Council's Access2Employment Team and arranged targeted meeting with the providers to ensure that the providers have access to national and local employment programmes and associated subsidies and support;
  - An analysis of unmet need is undertaken weekly and is considered by the Care at Home Oversight Group;
  - A data pack has been developed to monitor trends, rising demand, unmet needs etc;
  - We are currently reviewing our approach to matching of packages of care and the infrastructure required to support this;
  - We will review our current framework arrangements to inform the future approach to the commissioning of care at home services.

### 5 **Engagement with Providers**

- 5.1 In West Lothian we take an active relationship management approach to our engagement with care at home providers, with the aim of facilitating market stability and improving supply.

	At the start of the pandemic a full-time member of staff was diverted to matching care at home packages through direct engagement with providers as this proved to be more effective rather than the transactional approach previously taken.
6	<b>Conclusion</b>
6.1	<p>The current situation in relation to care at home capacity is of national and local concern. In West Lothian there has been ongoing active oversight of the care at home market for some time.</p> <p>Due to the current position oversight is enhanced with providers being contacted on a daily basis and a weekly oversight group has been established</p>

<b>Appendices</b>	None
<b>References</b>	N/A
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