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| Meeting of:  | <b>Healthy Living and Social Care Scrutiny Committee</b>   |
| Date of Meeting:   | <b>Tuesday, 13 June 2023</b>   |
| Relevant Scrutiny Committee:   | Healthy Living and Social Care   |
| Report Title:  | <b>Annual Review of Commissioned Services to Adults with a Care and Support Need</b>   |
| Purpose of Report:   | To outline the activity undertaken regarding commissioned services for adults with care and support needs, and the priority actions for 2022/23. |
| Report Owner:  | Director of Social Services  |
| Responsible Officer:   | Operational Manager, Commissioning and Information   |
| Elected Member and Officer Consultation:   | Head of Resource Management and Safeguarding<br>Team Manager – Planning and Resources  |
| Policy Framework:  | This report is consistent with the Policy Framework and Budget   |
| <p>Executive Summary:</p> <ul style="list-style-type: none"> <li>This report outlines the activity with regards to commissioned services for adults with care and support needs, undertaken by the Resource Management and Safeguarding Division during 2022/23. The report also includes the commissioning priorities for the wider directorate 2023/24.</li> </ul> |  |

## **Recommendations**

1. That Scrutiny note the on-going challenges and demand for commissioned social care services.
2. That Scrutiny Committee continues to receive an Annual Review of Commissioned Services for Adults with a Care and Support Need report each year.

## **Reasons for Recommendations**

- 1 To provide Members with an opportunity to exercise oversight of this key statutory function.
- 2 Scrutiny receives annual update for their consideration and information.

## **1. Background**

- 1.1** Under the Social Services and Well-Being (Wales) Act 2014 (the Act) adults who believe they have social care needs that may affect their health, safety or independence can make a referral for a care and support assessment. The process for assessing care and support needs is based on what matters to the citizen, considering their personal strengths, and support available from family members, friends or others in the community. The assessment usually includes questions about:

- Personal circumstances
- What matters to the citizens – their personal outcomes
- What is stopping them from achieving these outcomes and possible solutions
- Risks to the citizen or to other people if these outcomes are not achieved
- Their personal strengths and capabilities.

Should the assessment evidence the need for care and support, work is undertaken with the citizen to agree what type of support would suit them best, and when and how often they would like / need that support. Support provision takes many forms from attending day services to residential care. The Commissioning and Finance Teams within the Resource Management and Safeguarding Division commission such care for Social Services, and work with social work locality teams to ensure that a bespoke service is secured for the citizen that will meet their care and support needs, and their personal outcomes.

- 1.2** The demand for social care services for citizens of the Vale of Glamorgan has been progressively increasing since the implementation of the Social Services and Wellbeing Act (Wales) 2014, which came in to force on 1<sup>st</sup> April 2016.
- 1.3** There continues to be recruitment challenges and some social care staff are leaving the profession for jobs in other sectors with better terms and conditions. These issues are due to many factors, including the cost-of-living crisis, registration requirements with Social Care Wales, working patterns and hours and the responsibilities that come with providing social care services.

- 1.4** The Vale of Glamorgan has an ageing and growing population, with the proportion of people aged over 65 and over 85 projected to rise, from 29,207 in 2021 to 35,158 by 2031, an increase of 20%. Census 2021 information shows that between 2011 and 2021 there was an increase of 24.9% in people aged 65 and over in the Vale of Glamorgan; this compares to an increase of 17.7% for the whole of Wales. The growth of the population aged 65 and over is particularly prevalent in the Western Vale. In mid-2013 the Western Vale outgrew Barry as the most populous area of the Vale of Glamorgan for those aged 65 and over. In mid-2019 an estimated 9,737, 34% of the Vale of Glamorgan's 28,347 people aged 65 and over live in the Western Vale. During this time service provision within the Western Vale has not grown at the same pace.
- 1.5** Many citizens and their families are choosing to receive care in their own homes, rather than through residential or nursing placements. Current levels of service are similar to pre-pandemic, with 925 citizens receiving care in their homes as of 31<sup>st</sup> March 2023, with an average of 15.66 weekly hours of care being delivered.
- 1.6** With citizens living independently for longer they are entering residential or nursing care later, and with more complex needs. The main pressures on placements are for residential and nursing dementia placements. In addition, due to the increased frailty of people staying at home there is increased demand for respite and emergency placements often for people with nursing needs. Nursing homes tend not to offer respite bookings in advance. There is also a growing need for services for younger people with early onset dementia that struggles to be met by existing services. The service has developed a part time Social Work post to specialise in supporting people with young onset dementia.
- 1.7** Many of the existing care home provision is in older buildings that do not necessarily meet the needs of citizens with a dementia. The Council successfully secured capital funding from various sources that enabled work to be undertaken on each of its residential homes to make them dementia friendly spaces and bring the buildings up to date in terms of technology, layout, communal areas, bathrooms and bedrooms. Many of the independent care homes within the Vale of Glamorgan are older buildings, requiring investment to maintain standards or adhere to regulations set by Care Inspectorate Wales.
- 1.8** The Populations Needs Assessment for Cardiff and the Vale of Glamorgan (PNA) was considered by this Scrutiny Committee and subsequently Council. It was published on 1<sup>st</sup> April 2022 in line with the Social Services and Wellbeing Act (Wales) 2014. [Cardiff and Vale of Glamorgan Population Needs Assessment - Cardiff & Vale Integrated Health & Social Care Partnership \(cvihsc.co.uk\)](#)
- 1.9** A Market Stability Report has been completed, which assesses the overall sufficiency of care and support in the Vale of Glamorgan, and the stability of the regulated care provision for adults. [Document Library – CAVRPB](#). This report, together with the PNA and Market Position Statement, is used to review our commissioning priorities for preventative, integrated, citizen-centred care and support services for the coming years.
- 1.10** A regional care home contract has been implemented with the majority of appropriate care homes; of the 6 that have not signed up yet 2 are going through the contractual process and work is being undertaken with the 4 outstanding

homes to ensure sign-up. The implementation of the contract and additional capacity within the Commissioning Team has allowed for development of a local quality assurance framework based on the outcomes within the service specification. The framework includes visits to care homes to explore the lived experience of citizens within care homes. The visits focus on speaking with the citizens to gain their views, observation of activities and care provision, talking to staff and gaining feedback from case managers and families. Work continues with partners to build a regional framework for use in monitoring the quality of service provision, against the required outcomes.

- 1.11** Budgets are under constant pressure, but careful management and oversight has enabled the community care and residential/ nursing provision budgets to come in on target for the year 2022/23.
- 1.12** Within the last 12 months, 1 nursing home closed with 8 beds lost. The home closed due to the financial situation of the overarching company, and not because of funding from the local authority. All residents have been successfully moved to suitable placements in alternative care homes or within the Supported Living Service.
- 1.13** The Vale of Glamorgan is one of a minority of authorities in Wales that has internal residential care home provision. This mixed economy of care has enabled significant risks to be managed when placements have closed and urgent transition of residents in terms of placements is required. Families and residents continue to report their satisfaction with the high-quality care of services provided by the Council's internal residential homes, and compliments have been received from partners regarding the work that was undertaken to ensure residents' transitions go smoothly.
- 1.14** Isolation requirements on social care staff eased during 2022/23, which enabled staff to return to work sooner than previous years. The impact on the availability of social care services, within the domiciliary and care home markets has been affected to a lesser degree than previous years.
- 1.15** Recruitment remains a critical issue for the sector, particularly within domiciliary care, with providers reporting low numbers of staff being recruited and retained. The Fast Track to Care training programme continues to be delivered and allows for potential care staff to receive all necessary training via the Council's Training Department. At the end of the training, details of employment opportunities with both internal and external providers are given to attendees to encourage them to take up employment opportunities within the Vale of Glamorgan. The Council has implemented the Real Living wage which has had a positive impact on the lowest paid but has reduced the pay differential between domestic and care staff. Therefore, it has had less of a positive impact on the recruitment of care staff.
- 1.16** Commissioned services are subject to regular monitoring and review. Any concerns raised regarding providers are dealt with under the Council's Escalating Concerns Protocol or contract management arrangements as appropriate. A multi-agency Quality Assurance meeting is held every month to discuss providers of concern.

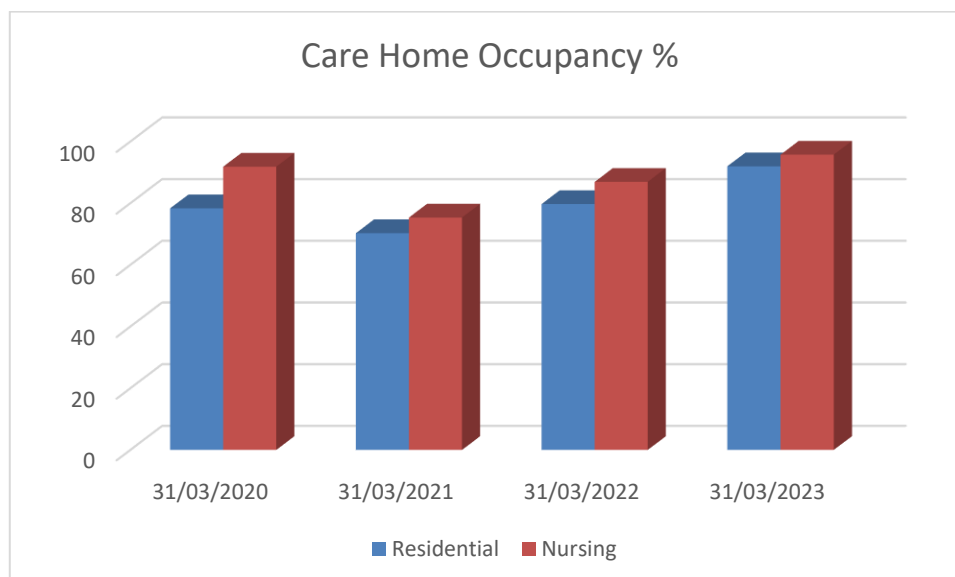
**1.17** There is an on-going programme for recommissioning social care services. The latest service to undergo this process was the Regional Advocacy Services for Children and Young People. Over the next 12 months, the Commissioning Team will recommission a further 5 services across both Adults, and Children and Young People’s Services.

## **2. Key Issues for Consideration**

**2.1** There are 35 care homes for adults in the Vale of Glamorgan registered with Care Inspectorate Wales. Of these 19 are predominantly for older people, 14 for citizens with a learning disability and 2 for citizens with a mental health issue or acquired brain injury.

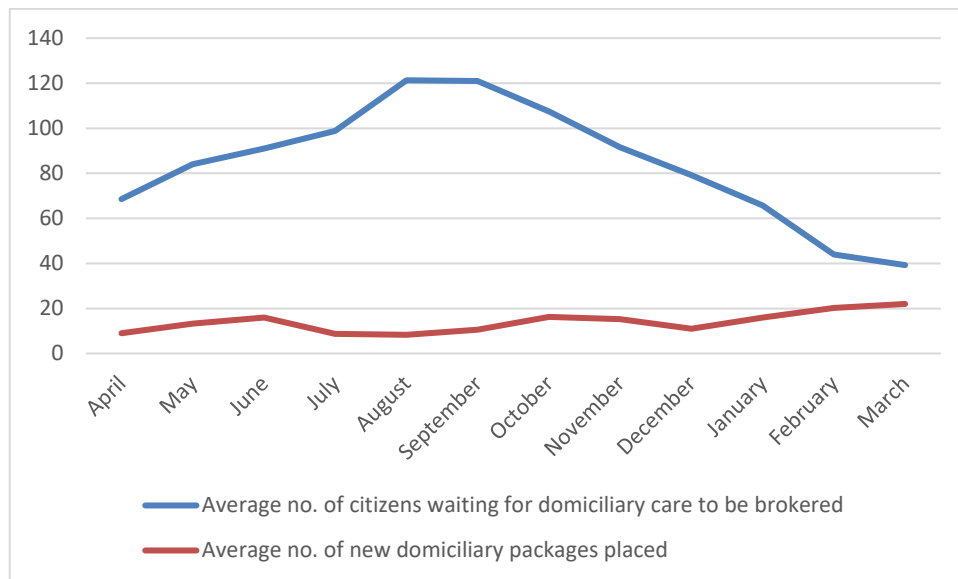
**2.2** Whilst the Welsh and UK governments have provided substantial financial support during the pandemic, this ended in March 2022. In addition to this, 2022/23 saw the impact of the cost-of-living crisis to social care providers. Work was undertaken with a group of care homes to establish the monetary impact of inflationary increases, taking in to account elements such as fuel and food prices. As a result, care home providers have received a 12% increase on weekly placement fees and domiciliary care providers received an increase of 20%. Both increases have been backdated to 1<sup>st</sup> February 2023 to assist with the additional costs providers have incurred. Commissioned providers have expressed concerns that any uplifts provided in 2022/23 by local authorities will not fully substitute this Welsh Government additional funding that was previously provided. Inflationary pressures will continue to be a challenge for providers.

**2.3** The financial viability of some care homes providers is of concern and monthly monitoring of void placements takes place within a Quality Assurance meeting. Pre-pandemic, the occupancy for older persons’ residential care homes was around 85% and nursing homes 90%. In March 2021, average occupancy levels fell to 71% for residential and 60% for nursing homes. As at the end of March 2023, residential homes reported average occupancy levels of 92% and nursing homes 95%.



**2.4** Funding from Welsh Government continued at levels that allow care staff to receive the Real Living Wage, which is reflected in the fees paid by the Council.

**2.5** As at the end of March 2023, there were 30 citizens who had been assessed as requiring care and support at home, who were waiting for a domiciliary agency to take their care package. Below shows the trend during 2022/23 of the numbers of new packages being placed each week and the number of citizens waiting for care and support at home. Whilst we have reduced the numbers waiting for packages this remains an area of significant pressure. In addition to the packages placed, citizens were removed from the waiting list for a variety of reasons, including hospital admission, care home placement or they had died.



**2.6** The Western Vale is a particularly challenging area to commission home care services. Work has been undertaken with domiciliary care providers to support them in this area and an Accelerated Cluster Model is being developed for this area. Other initiatives, including further financial support are also being considered. By working with an agency to arrange a run of calls, the majority of care packages for citizens in villages along the A48 have been placed.

**2.7** To move away from the traditional 'time and task' commissioned domiciliary care our Your Choice programme has been developed and implemented over the last 4 years. Your Choice allows citizens to have more control over the provision of their care and support, taking in to account their assessed needs. There is an element of flexibility and autonomy given to the domiciliary agency in the care and support provision, allowing the citizen and domiciliary agency to work together in identifying the outcomes the citizens require, whilst removing barriers to their wellbeing and independence. As of 31<sup>st</sup> March 2023, 10 agencies provided all care packages under the Your Choice scheme, with a further 2 agencies due to transfer within the next 3 months. This work has been possible due to the creation of a dedicated post to the Your Choice scheme, which undertakes support to agencies, liaison between agencies and social work teams, and financial reconciliation processes. We will continue to work with providers to promote the Your Choice scheme.

- 2.8** The positive relationship with social care providers continues, with monthly forums taking place. This relationship was recognised by providers presenting the Council with ‘The Covid Heroes – Best Local Authority Supporting Care Homes’ award at the Wales Care Awards in October 2022.
- 2.9** There is daily communication between the Brokerage Section and domiciliary providers to ensure the best use of staffing when delivering domiciliary care. Due to this initiative providers have been able to put ‘runs’ of calls together in smaller geographical areas of the Vale.
- 2.10** Increased demands for services and the various financial support schemes have had a direct impact on the workload of the Division, which has been recognised with the creation of a separate team to deal solely with the commissioning functions of the Directorate.
- 2.11** In an effort to improve recruitment and retention in social care, the Welsh Government announced a Social Care Payment aligned to the Real Living Wage for social care staff in registerable roles. This grant was administered by the Finance Team, with 2868 carers receiving payments, of which 206 were new carers who commenced employment between 1<sup>st</sup> April and 30<sup>th</sup> June 2022.

### **3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?**

- 3.1** There are various mechanisms in place with colleagues in Adult Services and Children and Young People’s Services to ensure that the commissioned services meet the short and long term needs of citizens. To ensure that providers have security in the services being commissioned, the majority of contract terms are for 5 years plus an option to extend.
- 3.2** Several services are commissioned as information or ‘signposting’ services for citizens who do not require care and support but wish to access assistance from a third party. The work of the Performance and Information Team includes Family Information, the Disability Index the Carers Services and DEWIS.
- 3.3** Commissioned services are in line with the requirements of the Social Services and Well-Being (Wales) Act 2014.
- 3.4** A Regional Commissioning Board is in place, chaired by the Director of Social Services in the Vale of Glamorgan, to ensure an aligned regional approach with partners to commissioning services is undertaken wherever possible.
- 3.5** Commissioning tasks, including procurement of services, involve citizens. It is vital that we ensure commissioned services are appropriate to meet not only people’s care and support needs but also the outcomes they wish to achieve.

### **4. Climate Change and Nature Implications**

- 4.1** There are no Climate Change and Nature Implications as a direct result of this report.

## **5. Resources and Legal Considerations**

### **Financial**

- 5.1** The budgets for commissioned social care services in 2022/23 was £42.5m, with a projected year end out-turn of £44.4m. Around £900k of this estimated overspend of £1.9m is due to uplifts in pay rates being awarded to providers from 1<sup>st</sup> February 2023. Income is received from various sources including assessed charges from citizens, UHB contributions to jointly commissioned care, and the Social Care Workforce grant.
- 5.2** The Vale of Glamorgan Council provided a significant increase in funding to enable the fee uplifts described above for 23/24. The budget for 23/24 is £50.1m which is an increase of £7.6m from the 22/23 budget.

### **Employment**

- 5.3** There are no employment implications associated with this report.

### **Legal (Including Equalities)**

- 5.4** There are no direct legal implications associated with this report.

## **6. Background Papers**

Report to Healthy Living and Social Care Scrutiny Committee, 7<sup>th</sup> June 2022. Minute No. 20.