



CITY AND COUNTY OF SWANSEA

Dinas A Sir Abertawe

Councillor Mark Child
Cabinet Member, Well Being
Civic Centre
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Gofynnwch am:*

**Overview &
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28 June 2014

Dear Councillor Child

Well Being Performance Panel on 16 June 2014

The Panel met on 16 June 2014 to consider the latest Adult Services performance monitoring report (Quarter 1 to 16th May 2014) and further information on the Telecare and Community Alarm Service. We would like to thank you for attending the meeting and we welcomed the opportunity to discuss the performance report and the telecare and community alarm service.

Telecare and Community Alarm Service

The panel had the following concerns:

- **The new charging regime:** Last year the Adult Services provided £236k to support the community alarm service. Cabinet agreed to begin charging for this service. The annual charge was set at £110; the reduced rate would no longer be available; these steps would enable the service, along with recharged income, to become self-funding. The panel's concerns were manifold:
 - the cost could be prohibitive for people on pensions, pension credits, benefits and low incomes.
 - it could lead to a decrease in uptake and therefore affect the projected revenue and the ability of the service to self fund.
 - the charging regime appeared to be at odds with the strategic direction of adult services which is to provide support services in homes to prevent older people from needing residential care.
 - No accurate figure was available on the number of people who paid the £110 charge.
- **Transforming adult social services**

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- the number of people connected to the community alarm has reduced but the panel would expect to see an increase in uptake as more and more people stay in their own homes.
- the panel felt that there needed to be a fuller understanding of how the telecare and community alarm service fits with the transformation agenda .

The panel requested the following additional information:

- The number of services users connected to the community alarm.
- The number of services users in receipt of other telecare services.
- A list of charges for each separate telecare device.
- A briefing to be produced on the cost of the installation and maintenance of the community alarm and telecare devices, the cost effectiveness and the benefits of the service and the sustainability of the service over the next 5 years and 10 years assuming no further grants and same level of decline in financial support from central government.

Adult Services Quarterly Performance Monitoring

The panel had the following concerns:

- **Homecare:**
 - Staff turnover was high in provider agencies which the panel felt made important aspects of delivery like training, standards of care and quality control difficult
 - The authority could use its purchasing power along with other local authorities to insist that provider agencies take part in training to improve standards and quality of care. The panel felt that this had not happened, but that it was a good idea.
 - There were not enough providers of homecare in the local market and that work should be done to encourage the set of alternative providers such as mutuals, social enterprises, cooperatives and other not for profit organisations.
 - That staff employed in the provider agencies pay for their own transport between scheduled visits. This was felt to be a real problem as many of the care workers earned just the minimum wage. More thought needed to be given to area based working to improve this aspect of care work.
 - The panel felt strongly that the local authority needed to develop its own homecare services, improve area working to be more efficient and to do this at a smarter pace.
 - The Unison ethical charter needed to be implemented and the panel looked forward to progress on this.
- **Reviews:**
 - The panel highlighted the dip in performance in reviews and understood that staffing difficulties accounted for this, but it will return to this in the following quarter.
- **Avoiding delays in discharge:**

- The panel would like to understand in more detail the delays that occur because a care plan is not in place. It was agreed that further information would be provided on this (see below)
- **Care Management Data**
 - The panel felt that the presentation of the figures in the care management data tables made it difficult to determine how many adult services users accessed support and for how long. The Convenor agreed to meet with performance and information officers to improve how the data is presented so that the panel has clear information which will help it ask the right questions.
- **Appendix C – Length of Stay by Quarter of Admission: All Residential & Nursing Care**
 - The panel noted that less people were being admitted to residential provision and the average length of stays in residential and nursing homes had dropped. This could be down to factors such as the re-ablement service and more people supported to remain in their own homes. This is something the panel will return to as the amount of data on this grows trends begin to form.

The panel requested the following additional information:

- Information on time taken to develop a care plan and package of care, who is involved and what contributes to the delays.
- Information on how adult services will develop its in-house homecare service and how it will influence training and standards in the independent market.
- In future performance reports the panel requested that text which relates to a graph be placed underneath it.
- The cost of community connectors.

The panel recommends that:

- In relation to the concerns around work carried out to develop and encourage the establishment of not for profit home care providers Cllr Andrew Jones is approached and that his expertise and experience in this area is drawn on by you and your department.

I hope you find this letter useful and informative and look forward to your response.

Yours sincerely

JENIFER RAYNOR
MEMBER OF THE WELL BEING PERFORMANCE PANEL