

APPENDIX 4

Domiciliary Care Provider Forum Feedback on what a Swansea Charter may look like

15th April 2015

Group 1 Feedback

- Swansea Dom Care Provider Charter which consortia of providers sign up to (reduce loss of staff from one consortium provider to another)
- Set Wage for all consortia providers –Living Wage
- All consortia providers train to same standard and in the same way
- Guarantee Hours
- Include transport
- Minimum 30 minute call duration to contribute to delivery of outcomes
- Provision of personal care and practical support (e.g. to counteract isolation)
- Geographic commissioning
- Sustainable charge rate
- Block contracts
- Mix male and female carers on double staffed calls
- Fix call times e.g. 8am, 1pm, 5pm and 9pm with clients and set buffer/parameters 45 minutes either side (before call classed as late/missed)
- Solid package care - commissioner, provider and client with 6 monthly reviews – personal care + rehab + practical support around isolation x 52 weeks of the year
- Ability to swap hours/visits with provider

Group 2 Feedback

- Perfect Care Charter
- Develop outside agency meeting
- Mixed contracts for staff from 0 – 37 hours, 13 hours →→
- 20 minute calls
- Carmarthen are trying time banking
- Small teams
- Positive impact on staff
- Carmarthen are paying for travel on top of hourly rate for care.
- Locality commissioning