



To:
Councillor Mark Child
Cabinet Member for Care, Health and
Ageing Well

Please ask for: Scrutiny
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Date 09 September 2019
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Summary: This is a letter from the Adult Services Scrutiny Performance Panel to the Cabinet Member for Care, Health and Ageing Well following the meeting of the Panel on 20 August 2019. It covers Outcomes of Re-Procurement Process for Domiciliary Care and Respite At Home.

Dear Cllr Child

The Panel met on 20 August to receive an update on the Re-Procurement Process for Domiciliary Care and Respite at Home. We would like to thank you and Deborah Reed for attending to present the item and answer the Panel's questions. We appreciate your engagement and input.

We are writing to you to reflect on what we learnt from the discussion, share the views of the Panel, and, where necessary, raise any issues or recommendations for your consideration and response. The main issues discussed are summarised below:

Re-Procurement Process – Domiciliary Care and Respite At Home

Point 8.9 of report – We queried how much of the £900k the Department expects to use this year, and in future years. The Panel felt this was very worrying. It is not clear what the scale of this could be from the figures given in the report.

You informed us that the Council is putting social care as a top priority and is proud to have an ethical care charter that ensures people are paid better and treated fairer in order to attract people into this sector.

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Point 3.8 and 5.5 of report - We queried how the Department tests if providers are meeting the criteria, such as the training of staff and staff turnover, as one of the key elements of quality is consistency of staff provided to users (continuity of care). We heard that the Authority cannot prescribe to providers what they pay their staff, other than they must pay the living wage. We wanted to know how the Authority tests contracts for quality. We were informed that there is regular monitoring of performance by monitoring officers and that providers also have to be registered with Care Inspectorate Wales. We would wish to be advised what metrics of quality are being applied and how these are to be monitored as the contracts proceed.

You told us that the Department is trying to get providers to meet the ethical care charter and that is why community benefits are included in contract specifications.

We heard that following the re-procurement process, 75% of the providers are current providers and that continuity of care was not considered in the contract evaluation as the Department wanted to bring in new providers.

Point 5.15 of report - We expressed our concern that contracts will roll over from year to year as in the past contracts rolled over for many years. You confirmed that roll over is not ideal but that providers will have the option to extend the contract for up to 48 months but it is at the Authority's discretion if contracts are rolled over.

We heard that the Authority has started using some of the new providers and that this has started to help reduce delayed transfers of care. We were pleased to hear this and requested that when the Panel looks at performance data next, it can show the difference made from the change in care provision to delayed transfers of care.

Your Response

We hope you find this letter useful and informative. We would welcome your comments on any of the issues raised but please provide a written response by 30 September 2019 to the following:

- In relation to how the Authority tests contracts for quality, provide information on the metrics of quality that are being applied and how these are to be monitored as the contracts proceed.

Yours sincerely



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