

# Introduction to the Care and Support at Home Consultation

Consultation from 9 August 2019 to 15 September 2019

## Summary

West Sussex County Council (the Council) and NHS Continuing Healthcare are reviewing how we purchase care and support for adults and older people who are living at home. It is important that people and organisations who would like to help shape future arrangements are able to have their say. This is why everyone who has an interest in care and support at home services is invited to share their views on our proposals.

This consultation is part of a wider programme of engagement. Information gathered through this consultation will inform the decision to be taken by the Cabinet Member for Adults and Health in November 2019.

Individuals and organisations can have their say through a survey designed for anyone with an interest in future care and support at home services. The deadline to complete the survey is 15 September 2019.

If you need any help to complete the survey, please contact us using one of the following channels.

- Call us on 033 022 24145 or email [adultscommissioning@westsussex.gov.uk](mailto:adultscommissioning@westsussex.gov.uk).
- Come in and we'll help you complete the survey – you can book an appointment by contacting Sue Tivey (details above).
- Share your views online at [www.westsussex.gov.uk/csh](http://www.westsussex.gov.uk/csh)
- Request a paper copy by calling us on 033 022 24145 or emailing [adultscommissioning@westsussex.gov.uk](mailto:adultscommissioning@westsussex.gov.uk).

## Background

Under the Care Act 2014, all local authorities have a legal duty to ensure that assessed 'eligible' needs are met.

The West Sussex Plan<sup>1</sup> and the Adult Social Care Vision and Strategy 2019-21, both emphasise our commitment to supporting people to live healthy and independent lives and remain in their own homes for as long as possible. In line with these principles, we aim to provide help and support to people as early as possible to prevent their social care needs and health from deteriorating. This may involve the use of technology, adaptations to the home, or where necessary, the provision of care and support within the home.

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<sup>1</sup> [https://www.westsussex.gov.uk/media/11856/the\\_west\\_sussex\\_plan.pdf](https://www.westsussex.gov.uk/media/11856/the_west_sussex_plan.pdf)

## **What is care and support at home?**

Care and support at home services are traditionally known as 'domiciliary care' or 'home care' services. These services provide personal care to people in their own home, including for example support with eating, washing and dressing.

## **Current arrangements**

Adults who have eligible social care needs and receive funded support from the Council have the option to take this financial support (their personal budget) either as a direct payment or as a council managed budget. A direct payment is where a person or their representative receives their personal budget directly and arranges and pays for their care themselves. A council managed budget is where the Council manages the personal budget and purchases services on behalf of the person. For care and support at home services the Council will purchase services from its current contracts.

Most people who are eligible for the NHS Continuing Healthcare funding will have a service arranged by the Continuing Healthcare team on their behalf. The NHS use both the Council's Care and Support at Home contract for this and other support services in the local area as necessary.

Our current care and support at home contractual arrangements are coming to an end in January 2021. We are reviewing our arrangements to make sure they are sufficiently flexible to meet our legal duties and the needs of the residents of West Sussex.

We want to improve our services, prepare for the future demands and listen to what is important to people we support.

## **What you told us**

The Council has undertaken research and analysis of the current arrangements for providing care and support at home. This included gathering feedback from people who use our services and from providers of these services in West Sussex. The findings from this research are as follows:

### **People who use our services and their family and friend carers told us that the following aspects are important to them.**

- Services put in place at the right time.
- Consistency of individual staff and organisations providing care.
- Reliable care with clear timetables for visits.
- High-quality care from staff who have time to spend with the person they are supporting.

## **Providers of care and support at home told us that they would like to see the following in place.**

- Assurance of business and greater flexibility in contracts.
- Smaller geographical areas of focus than the current boundary areas to enable sustainable services.
- Training and development for staff to enable changes to the way services are provided.
- Better use of technology and community networks.

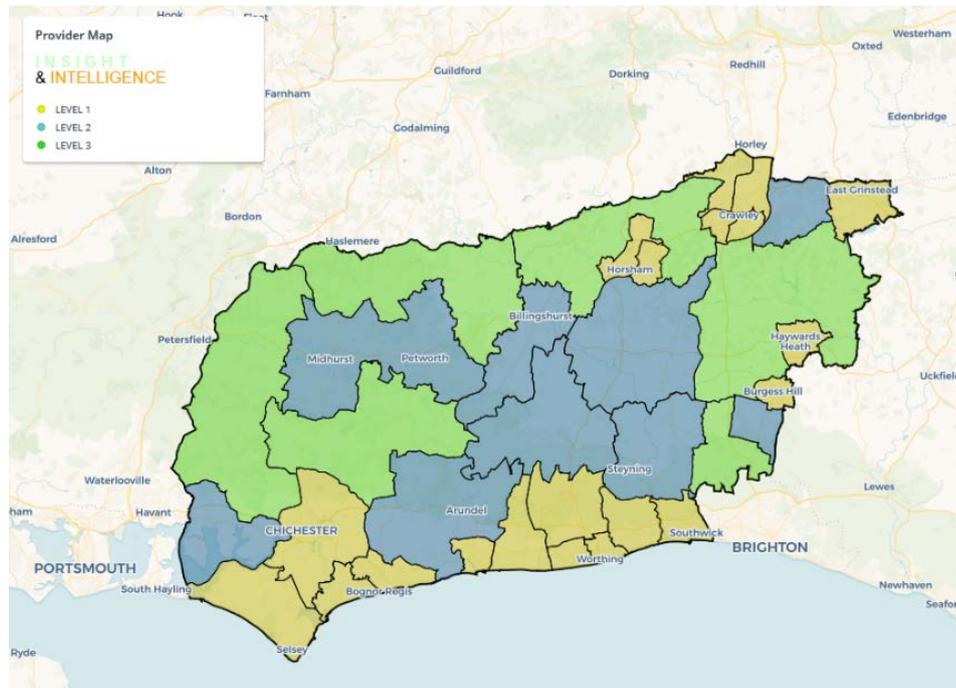
## **Proposals for future arrangements**

Proposals for the future of care and support at home focus on how services will be purchased across the county and how they are delivered to customers.

- **Supporting people through focussing on their capabilities and their support networks - a strengths-based approach.** We want people to feel safe and supported within their own homes and in their communities. Rather than simply putting in place a set service we will look at people's strengths and their support networks, with care and support at home being one option amongst others.
- **Outcomes-based services.** This means focusing on supporting people to achieve the goals or outcomes that are important to them and the way they want to live, rather than focusing on delivering a service for a set amount of time. We would like providers to support people to live at home for as long as possible.
- **Place-based services.** We want to ensure that services continue to be available to people across the whole of West Sussex. Local communities are all different and we want to reflect a more local approach to purchasing services. The way we propose to do this is shown on the map overleaf and described below.
  - The yellow areas (level 1) on the map are those with large numbers of customers. We propose to commission services from one provider in each area, with a second provider in reserve. We will also have a wider contract which other providers can join in case the first and second provider cannot deliver.
  - The blue areas (level 2) have smaller numbers of customers. We propose to commission services from one provider in each area. We also propose to use the wider contract if the first provider cannot deliver.
  - The green areas (level 3) have very small numbers of customers. These are very rural areas, and it is difficult for providers to deliver services in these areas due to recruitment and travel challenges. We will use the wider contract in these areas, but we also propose to develop alternative services to enable communities to support their residents. For example,

these may include very small community organisations and personal assistants.

We are also considering whether the Council can give providers a guarantee of business to make sure they can deliver. This is particularly important for the blue areas which are challenging for providers to deliver in, due to additional travel and smaller numbers of customers.



- **Systems and pricing.** We will be developing a new pricing structure that represents continued value for money and ensures the delivery of quality services that meet people's outcomes. We will also improve the use of technology, both for recording care provided, and making payments. For example, the proposal will enable providers to input information directly into the Council's IT systems that will improve the efficiency of the payment process, making it easier for providers to get paid for services delivered.
- **Continuity for people already receiving a service.** When the new contract starts in January 2021, we will work with providers to support them to move their current customers to the new contractual arrangements and avoid or minimise disruption to people. This will mean that most people will not have to change their care provider as a result of the proposals.

## Next steps

Our consultation runs from 9 August to 15 September 2019. All responses will be analysed and a summary will be published in October 2019. The consultation feedback will inform the decision to be taken by the Cabinet Member for Adults and Health in November 2019. The process for purchasing the new service is expected to

commence in January 2020 with the new arrangements for care and support at home being in place from January 2021.

For more information please contact the Adults Commissioning Team by phone on 03302 224145 (calls charged at a local rate) or by email at [adultscommissioning@westsussex.gov.uk](mailto:adultscommissioning@westsussex.gov.uk)