

ADULT CARE AND WELL BEING OVERVIEW AND SCRUTINY PANEL 22 JANUARY 2018

OUTCOME BASED COMMISSIONING IN DOMICILIARY CARE

Summary

1. The Adult Care and Well Being Overview and Scrutiny Panel will receive an update on the new outcomes based commissioning of domiciliary care, since its introduction in October 2017.
2. As part of the Panel's work programme, Officers from the Adult Services Directorate have been invited to provide an overview.

Background

3. Within the Worcestershire County Council concept paper, Commissioning: Shaping the Market to Achieve Better Outcomes for Older People (October 2016) it was identified that Worcestershire County Council will begin work on a model of outcome based commissioning of home care in Autumn 2017.
4. In September 2017 a tender opportunity was made available to all Domiciliary Care organisations that are approved on the Worcestershire County Council Domiciliary Care Dynamic Procurement System to apply to become a lead domiciliary care organisation in one of three areas. These areas are;
 - Pershore and Upton
 - Central Bromsgrove
 - Malvern
5. Ultimately Outcome based commissioning is a capitated budget covering the social care needs of a defined population. It is allocated to a provider or coordinating group of providers covering a particular area, who work together to meet the needs of service users. Placing a proportion of the budget 'at risk' incentivises the coordinating providers to deliver an agreed set out outcomes that matter to people. The pilots are the start of the journey toward meeting our Outcomes Based Commissioning ambition.

Domiciliary care outcomes based commissioning

6. Following a procurement exercise three organisations were chosen as lead organisations. These are:
 - TLC (Pershore and Upton)
 - Eclipse (Central Bromsgrove)
 - Nationwide (Malvern)

7. These pilot sites will run for 12 months, from October, 2017. The domiciliary care organisations will become the domiciliary care provider for all new, older adults, social care packages allocated in a pilot area and will be required to work in partnership with the local social work team to develop and embed innovative ways of delivering care and support

8. The pilot studies in provide an opportunity for Worcestershire County Council and the domiciliary care sector within Worcestershire to innovate and work collaboratively in supporting people at home.

9. Worcestershire County Council will work will the pilot sites to :

- Ensure providers have the freedom, within boundaries, to deliver even better services. We believe that together we can develop a new approach to the delivery of domiciliary care in Worcestershire ensuring the level of care delivered is proportionate to peoples' requirements
- Support providers to make even better use of the skills of the domiciliary care workforce, by promoting peoples independence and supporting people to live at home longer
- Establish a set of behaviours which form the basis of the approach to delivering domiciliary care in the future. Providers will have to prepare your managers to do their jobs really differently.
- Connect people to their local environment and reduce, where ever possible the risk of social isolation
- Make best use of aids, adaptations and innovative technology which reduces the requirement for the delivery of ongoing care
- Share in the benefits delivered through the new ways of working
- Ensure services continue to meet and where possible exceed the minimum standards required for the delivery of safe care

10. The pilot sites have been running since October 2017.

11. Further information about the initial learning from the pilot sites will be presented at the meeting.

Purpose of the Meeting

12. Panel Members are asked to consider the information of outcome-based commissioning and agree:

- whether any further information of scrutiny is required at this stage
- any comments to highlight to the Cabinet Member for Adult Social Care

Contact Points

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Background Papers

In the opinion of the proper officer (in this case the Head of Legal and Democratic Services) the following are the background papers relating to the subject matter of this report:

- Agenda and Minutes of Cabinet on 17 November 2016 (Agenda item 4, appendix 9 : FutureFit - Proposals for Change and Reform to support the Medium Term Financial Plan) - available on the website [here](#)