

## Homecare Report follow up Autumn 2024

### [Homecare Report updated July 2023](#)

Recommendation	Response as of July 2023	Response as of Autumn 2024
<p>Further work needs to be done to analyse the efficacy of 15-minute visits and allocating them correctly, taking into account the service user's needs.</p>	<p>50% of fifteen minute visits have been replaced over the period through an increase in twenty and thirty minute visits. A remodelling of the Homecare service provision which will be progressed over the next 12 months.</p>	<p>In terms of fifteen minute visits, 13% of the total visits commissioned in Salford are fifteen minutes in duration. This is a significant reduction from the 30% recorded October 2022.</p> <p>To further support the work, a piece of engagement with the homecare carer workforce was undertaken to understand the views of those delivering care and support on visit durations. The engagement has led to the development of an 'Frequently Asked Questions' (FAQ) document which will be shared across the Salford system to ensure visits are appropriately commissioned and to enable carers to deliver care to the highest possible quality.</p> <p>These FAQ's are due to be published in the coming weeks.</p>
<p>It is recommended that further planning work is done around staff rotas and contingencies for staff absences and emergencies occurring at visits.</p>	<p>Work ongoing on staff recruitment and retention. Providers are now required to submit monthly returns to measure the punctuality of care and we will be introducing KPIs. Work has also commenced looking at</p>	<p>The implementation of the Overseas Recruitment sponsorship scheme has provided an injection of capacity into the Salford Homecare market. The additional capacity has also ensured the workforce is more resilient which can react to any potential staffing shortages.</p> <p>All 13 Homecare providers are now mandated to submit monthly performance returns. The data enables ASC to</p>

	<p>the way Providers rota visits to pick up on any themes and trends that may be contributing to late / rushed visits. Quality improvements will be made where appropriate.</p>	<p>measure specific key performance indicators (KPI) which include:</p> <p>Punctuality – target: 85%.</p> <p>Actual care contact time- target: 85%</p> <p>Use of ECM to log in/out calls – target: 95%</p> <p>Additionally, missed calls are also reported.</p> <p>The data is then analysed and discussed with Providers through quarterly performance reviews to ensure quality improvements are implemented.</p> <p>The monthly performance data submitted, also includes information relating to staff recruitment and retention. This helps assess the ability to sustain commissioned services effectively.</p> <p>Work is currently underway to validate the KPI data through individual Provider audits to ensure the information is accurate and robust for reporting purposes. As part of this work the impact of travel time on rotas will be investigated to ensure care workers have sufficient time to get from one visit to the next, which will improve punctuality and call durations.</p>
<p>Introduce an easier feedback system, and analyse for themes.</p>	<p>Using the quality assessment process to talk to clients to get feedback. Promoting Healthwatch Salford to clients to give feedback.</p>	<p>It is a requirement for providers to include contact details for Healthwatch in their Service User Guide.</p> <p>A question to monitor this is included in the quality assurance framework, which is used to assess the quality of Provider. This will raise the awareness of Healthwatch as an independent body for individuals supported to report any feedback on the service they receive.</p>

		<p>Healthwatch are now included in the ASC Complaints and Compliments website. Please see link below.</p> <p><a href="#">Appreciation, complaints or concerns about adult social care•Salford City Council</a></p>
<p>Introduce new induction processes and training so that all staff are trained in person-centred care.</p>	<p>Providers are going to help develop an induction for newly qualified social workers.</p>	<p>A co-designed induction process has been developed between Providers and Salford Adult Social Care for Social Workers.</p> <p>The induction currently involves newly qualified Social Workers, who attend the Registered Office of a Homecare Provider to understand how homecare operates, including care visit co-ordination. The second part of the induction involves Social Workers shadowing care workers on their homecare visits.</p> <p>The intention of this work is to inform and enhance Social Workers' understanding of homecare provision when commissioning services, as a result of an adult social care assessment.</p>
<p>Feedback from people receiving support is used as an integral part of the commissioning process, and individual Care Providers should share good practice</p>	<p>Homecare provider forum and Quality improvement network have both been established.</p>	<p>The quality assurance framework includes engagement questions asked directly to those individuals that receive homecare services. The information helps Adult Social Care understand the quality of services delivered by Homecare Providers. This part of the quality assessment is currently undertaken by a trained officer to ensure the engagement is done in the most effective way possible.</p>

		<p>Additionally, Social Workers, when undertaking a review of an individual's supported needs, are required to ask additional questions. This provides valuable feedback on the service which eventually will be triangulated with other homecare data intelligence.</p> <p>The Homecare Provider Forum and Care Excellence Programme continue to operate and is an opportunity for Providers for best practice to be shared.</p>
Identify unpaid carers and offer direct support to them	Presentation from Gaddum at forum	There is no further update from the P&MM Team from the actions already delivered.
People are involved in the planning of their care and support as per the Health and Social Care Act 2012.	Now an operational workstream.	<p>A question is asked as part of the quality assurance assessments, directly to individuals supported, regarding their involvement in the planning of their care and support – 70% confirmed they were. This was from the perspective of the Providers assessment and care planning.</p> <p>Since the last update we have made some changes to our direct payments process to streamline it and make direct payments more accessible.</p> <p>We have worked in partnership with Research into Practice for Adults to provide advanced training in strengths-base approaches to our advanced practitioners to help them work with our residents to identify their preferred outcomes.</p> <p>Collaboration between adult social care and the Deprivation of Liberties Safeguards team has enabled us to identify less restrictive care options for a number of people in residential and nursing care.</p>

		<p>We have developed a new vision for adult social care which commits us to developing these and other initiatives, to create a city where every person is able to lead a life that is as fulfilling, healthy, and independent as possible.</p>
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