The future of home care in Southwark

CAS – Adult Social Care Southwark Forum
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Homecare crisis beckons

Perhaps most of all it's not working for the care workers themselves. They are often poorly paid, little respected, essentially un-regulated and ill-trained. It's little wonder that home care has the highest staff turnover rate in the economy at around 30 per cent – about three times the national average.

The Commission was initiated with the support of a care provider.

2. Minimum payments for contact hours:
Councils should ensure that they are paying a sufficient rate for contact hours, which ensures that providers can pay care workers at least the minimum wage.

3. A living wage for care workers:

9. A license to practice:
The Government should take immediate steps to put in place the suitability scheme proposed by the Health and Care Professionals Council and investigate ways that licensing could be implemented within a wider scheme of workplace learning and accredited training.

10. A training and career pathway for care workers:
Care workers in both health and social care need minimum standards of training which can be built on to move up the career ladder.

11. Inequalities in pay and benefits:
Employees should work towards gender pay parity and benefit parity.

The Kingsmill Review: Taking Care

An independent report into working conditions in the Care Sector

By Baroness Denise Kingsmill CBE
Adult Homecare take-up in Southwark
Children Home care

- Approx £0.5 m p.a
- Around 60 children supported
- We currently commission both personal care and nursing led home care.
- Similar but not quite as marked distribution of take up across the borough.
Southwark Ethical Care Charter (SECC)

- Southwark recognised changes needed to help homecare workforce take on growing responsibilities

- Council agreed to Southwark Ethical Care Charter in July 2014.

- Payment of [at least] the London Living Wage (LLW) to homecare workers, the costs of travelling between clients and for workers to have the option of contracted hours – as opposed to zero-hour contracts.

- Applied to all main contracts providing homecare services.
Integration of health and social care

National and local drivers to align adult social care with health, as people are supported at home as opposed to institutional care

Increasing move locally for locality working around GP clusters/networks
What are we exploring in the development of the Southwark homecare model?

- Ethical care charter; paying homecare workers for travel time, LLW etc
- Smaller number of providers with longer-term “partnerships” in the borough
- Experience from elsewhere – Wiltshire model – outcomes-based approach
- New Southwark homecare model
- Question - could homecare do more – for example, “early alerters”
- Question - are our clients getting the quality of service we want for them for the amount we are spending?
- Question – with more people taking up the offer of a personal budget, and choosing their own homecare provider – what should the Council be doing?

Opportunities to work more closely with the NHS – including continuing care, hospital discharge
Commissioning Intentions

• The intention is to re-procure home care to:
  – ensure the continued implementation of the Ethical Care Charter
  – align our home care services in relation to integration with health
  – enhance the principles of personalisation and choice of provision for service users
  – minimise the risk of provider failure

• Exploration of opportunities to engage with residents and local stakeholders