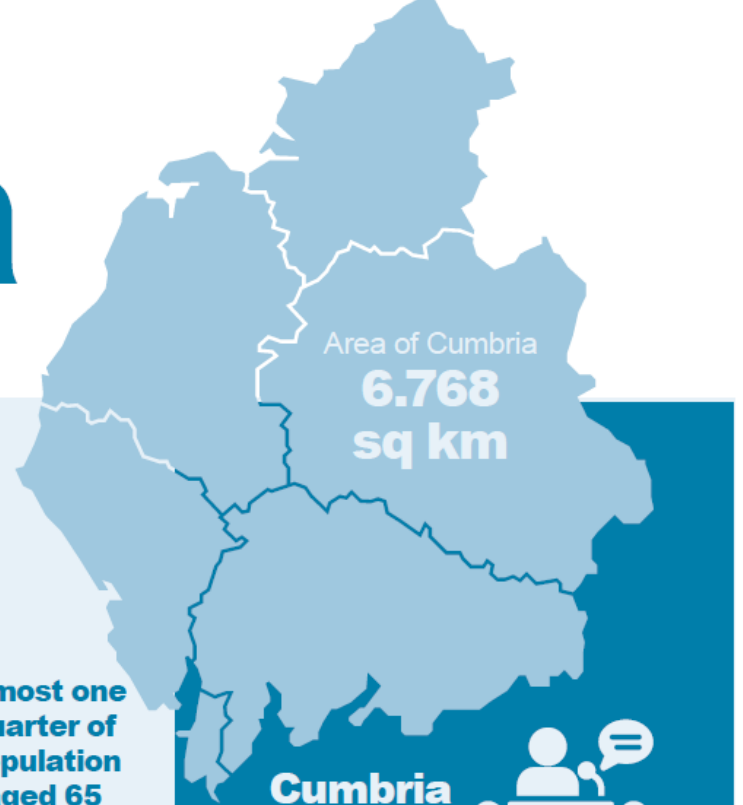


Cumbria County Council

**Home Care
Supplier Engagement
Event
June 2019**

This is Cumbria

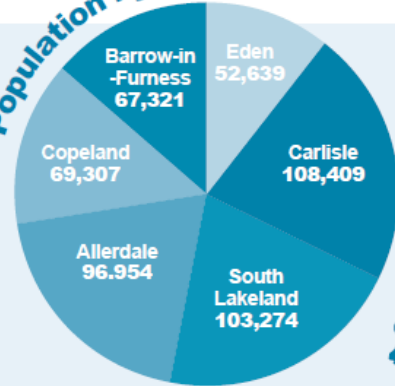


Overview



Cumbria is much **less densely populated** than the national average

Population by district

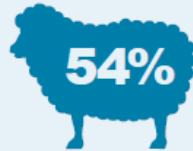


Total Population
498,400

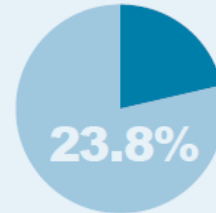


2 National Parks and 3 Areas of Outstanding National Beauty

Between them covering 56% of Cumbria. Lake District designated as a World Heritage Site



54% of Cumbria's population live in **rural communities**



Almost one quarter of population aged 65 and over



Median household income in Cumbria is **£28,052**, compared to £31,446 in the UK



79.3% of Cumbrians are employed, compared to 75% in the UK

Maintains **4,900 miles** of carriageway – 4th largest in UK

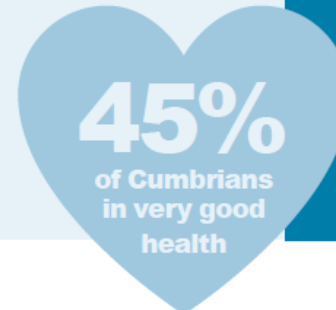
Second largest county in England



31.8% of Cumbrians have skills at **Level 4 and above**, compared to 39.2% in the UK



Black and Ethnic Minority Population 3.5%



Cumbria County Council



Established 1974
84 Councillors

Net revenue budget for 2019/20 is **£378.755 million**
6436 council-based employees

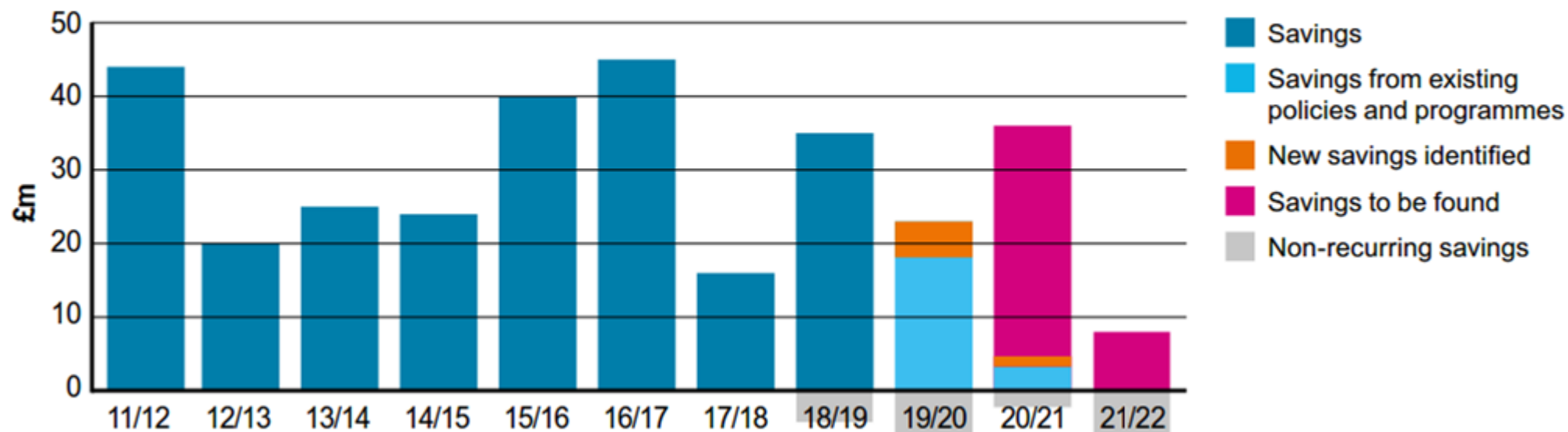
Core Principles

- Putting our customers at the heart of everything we do
 - Supporting communities to thrive
 - Focusing on the most vulnerable
 - Managing demand
- Take proactive steps to reduce the demand for our services
 - Support our customers to help avoid or delay the need for specialist services as far as possible
 - Support and empower communities and individuals to increase control of their own future



County Council Financial Position

Savings since 2011/12



£249.4m saved

£49m to save



We have successfully made savings of £249 million over the last 8 years.

Current Arrangements

Existing routes in to support at home

Care Managed Homecare

- Cumbria Care Domiciliary Care (delivered by Reablement team)
- Framework Contracts
- Off-Framework Contracts
- Generic Domiciliary Care (GDC)

Shift Based Commissioning

- Cumbria Care
- Independent Sector

Hospital to Home Scheme

- NHS

Self Managed Homecare

- Direct Payments (DPs)
- Individual Service Funds (ISFs)



Night Services

- Cumbria Care

Reablement

- Cumbria Care

Previous Tender – contract let November 2015

- To support the delivery and allocation of home care services, Cumbria was divided into 17 geographical zones.
- The intention was to ensure delivery across all areas of Cumbria: including those that are hard to reach
- Organisations tendered to become the framework provider for each zone.
- As part of the tender Framework providers have an agreed hourly rate for urban, rural and extra rural packages within their zone.



In Reality

- Across all independent sector providers recruitment and retention of staff is a significant challenge.
- Delays in providing home care to people are putting additional strains on families and informal carers.
- Lack of capacity with home care providers has meant that there are blockages within the Reablement service; leading to people not being able to achieve their maximum potential and resulting in them requiring long term packages of support.
- **All the above have contributed to the fact that people are remaining in hospital longer than they need to.**

Current Home Care Market Position

- 1,130 home care hours still being delivered by Cumbria Care Reablement
- Across the county there are approx. 1,200 hours of home care outstanding
- Continuing pressures on DToC
- Recruitment and retention remains a significant issue; framework providers reporting over 180 fte vacancies they are unable to fill
- Risks associated with off framework usage

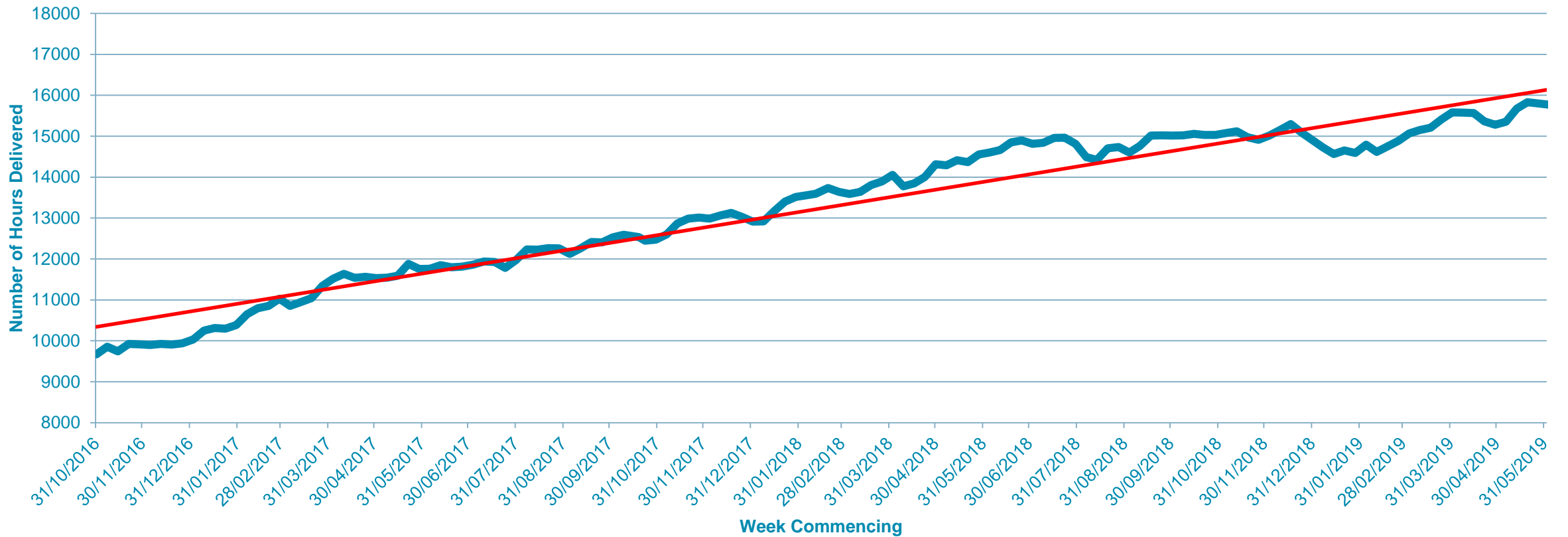
Market Position cont'd

- 1 framework provider who covered 3 zones (Carlisle, Allerdale and Copeland) has exited the market
- Small pockets of off framework provider failure with 7 providers exiting
- Possible risks relating to financial stability of some off framework providers who have indicated they may withdraw following the lack of an uplift for 2018/19
- Demand for home care continues to rise
- Market is lead by Providers rather than Commissioners with hourly rates spiralling out of control in some areas

Current Home Care Delivery (Independent providers)

	No. of People Supported	No. of Hours Provided per week	Annual Expenditure
Allerdale	212	2,442.00	£2,384,252
Carlisle	382	3,968.75	£4,017,104
Copeland	300	3,053.00	£2,732,964
Eden	174	1,549.75	£1,618,604
Furness	427	4,425.00	£4,050,800
South Lakeland	233	2,387.00	£2,474,784
Grand Total	1728	17,825.50	£ 17,278,508

Trend of Home Care Delivery



Brokerage

- In-house brokerage system was set up following a service review in July 2016
- Intention was that this would provide support brokerage to all client groups
- In reality this is only delivering service brokerage for older adults. This consists of staff ringing providers on a daily basis to try to arrange pre-determined packages of care
- Information is recorded manually on a spreadsheet



The Solution

New model of care and support

- Strong front door
- Integrated rehabilitation and reablement model, overlaid with:
 - Rapid response service that supports admission avoidance and hospital discharge
- Long term homecare only for those people who need it
- Continue to develop Cumbria Care's place in the market

Way forward

- Any qualified provider (AQP) approach with minimal requirement to be appointed to the framework.
- Will be an 'open' framework allowing providers to join at any time.
- Use of adam Ltd Sproc.net system to provide a transparent end to end commissioning process.
- Fixed hourly rates for urban, rural and extra rural.
- Focus on quality rather than price.
- Enhanced contract management arrangements.

Any Qualified Provider (AQP)

In order to be accepted as an 'Any Qualified Provider' you will need to complete the following stages:

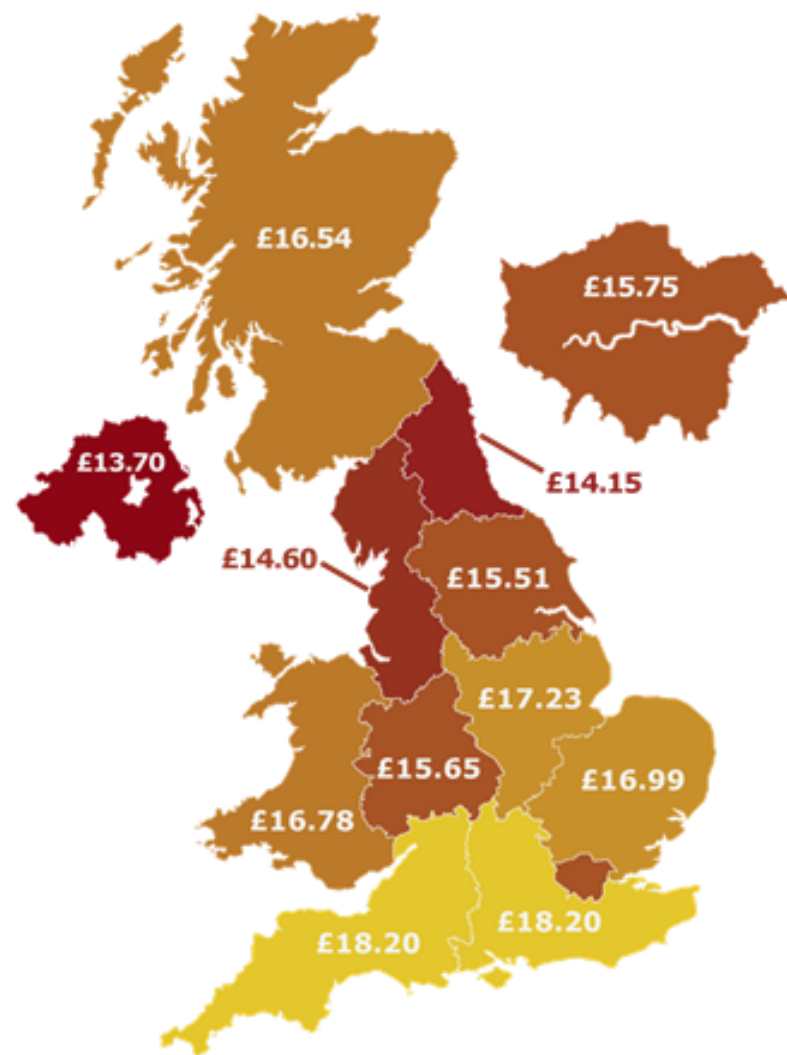
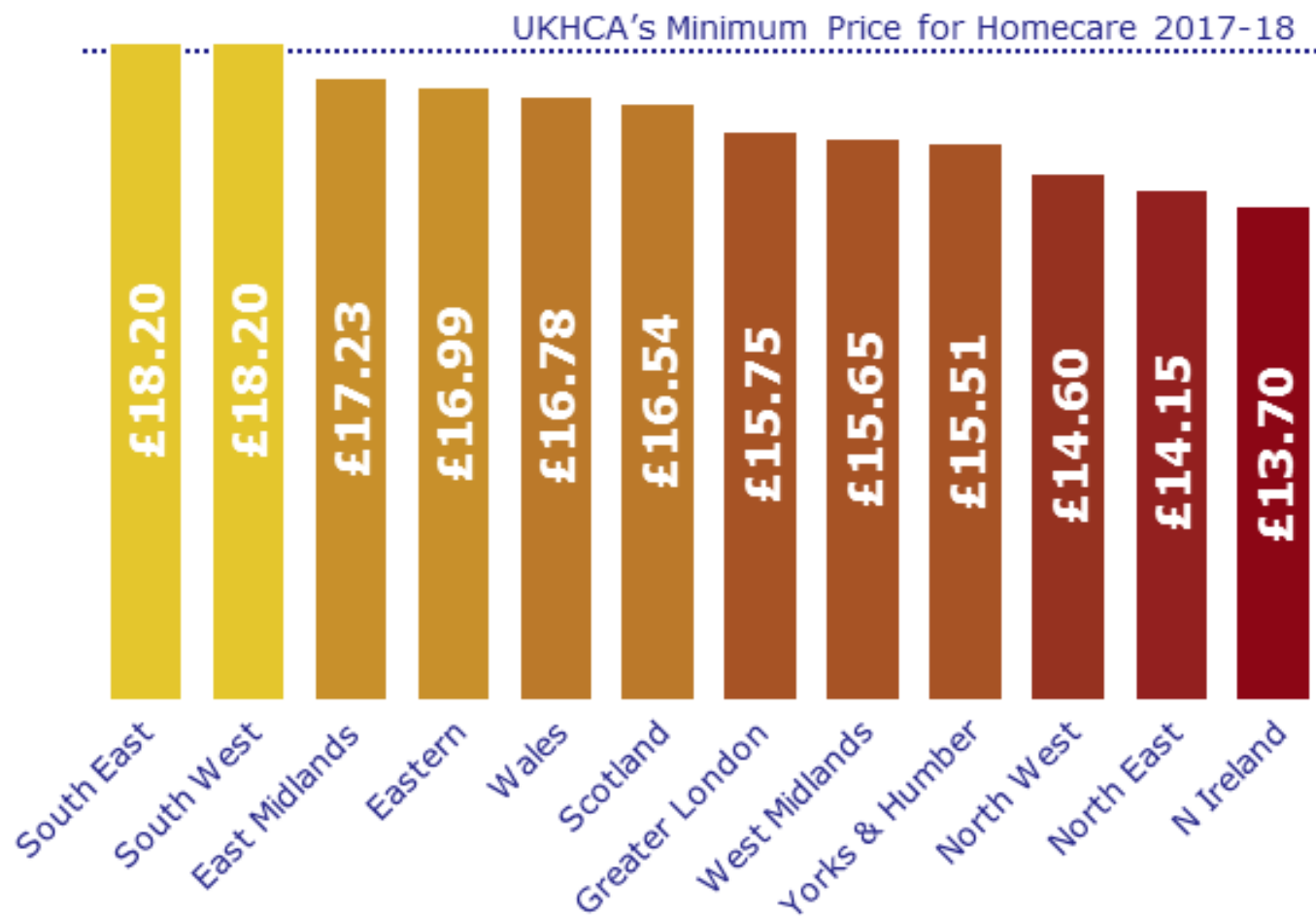
- Sign up on the Sproc.Net webpage as a Home Care provider and select which 'services' you will provide
- Submit Accreditation and Enrolment responses and documentation, including:
 - ❖ Details of Provider Name, Registered Address, CQC rating and SME status
 - ❖ Policy statements relating to Economic and Financial Standing, Technical and Professional Ability, Insurances, Health and Safety, Business Continuity

Fixed Hourly Rate

- The proposed hourly rates are:
 - Urban: £17.44 per hour
 - Rural: £19.39 per hour
 - Extra Rural: £23.10 per hour
- These rates will be apportioned to accommodate for 15, 30 and 45 minute calls.
- Information contained in the UKHCA report into the Home Care Deficit has been used to inform the calculations and is based on **staff receiving the 'real' living wage of £9 per hour**

Few councils are meeting providers' costs

UKHCA: "The Homecare Deficit 2018"



Fixed Hourly Rate - Travel Calculation

- The travel time and mileage included within the fixed hourly rate has been calculated based on the average distance and duration that carers will need to travel to provide care in Urban, Rural and Extra Rural locations.
- For Urban packages, it has been calculated that carers will need to travel 2.5 miles / 10 minutes to provide care, which equates to £1.50 Travel Time (10 minutes x £9.00 per hour) and £0.88 Mileage (2.5 miles x £0.35 per mile).

	Urban	Rural	Extra Rural
Average miles	2.5	7.0	12.5
Average Speed (mph)	15	35	35
Travel time (min)	10	12	21
Travel time (£) @ £9.00 p/h	£1.50	£1.80	£3.21
Mileage (£) @ £0.35 p/m	£0.88	£2.45	£4.38

Quality vs Price

- Fixed hourly rate enables us to focus on quality
- Revised service specification is outcomes focused
 - improving wellbeing and quality of life;
 - being person centred;
 - delivering the outcomes people require and maximising their independence for as long as possible;
 - promoting choice and control; and
 - being flexible in response to people's wide ranging assessed needs.
- Commissioning for individual outcomes
- Develop a picture over time as to how providers are performing

Cumbria County Council

**Introduction to
adam Ltd**

Digital Commissioning
for

Homecare



adam

Hello we are adam – enabling individual wellbeing

Our Human Touch Technology™ service connects individuals (and their advocates) with professionals and a dynamic supply network to enable improved individual wellbeing.

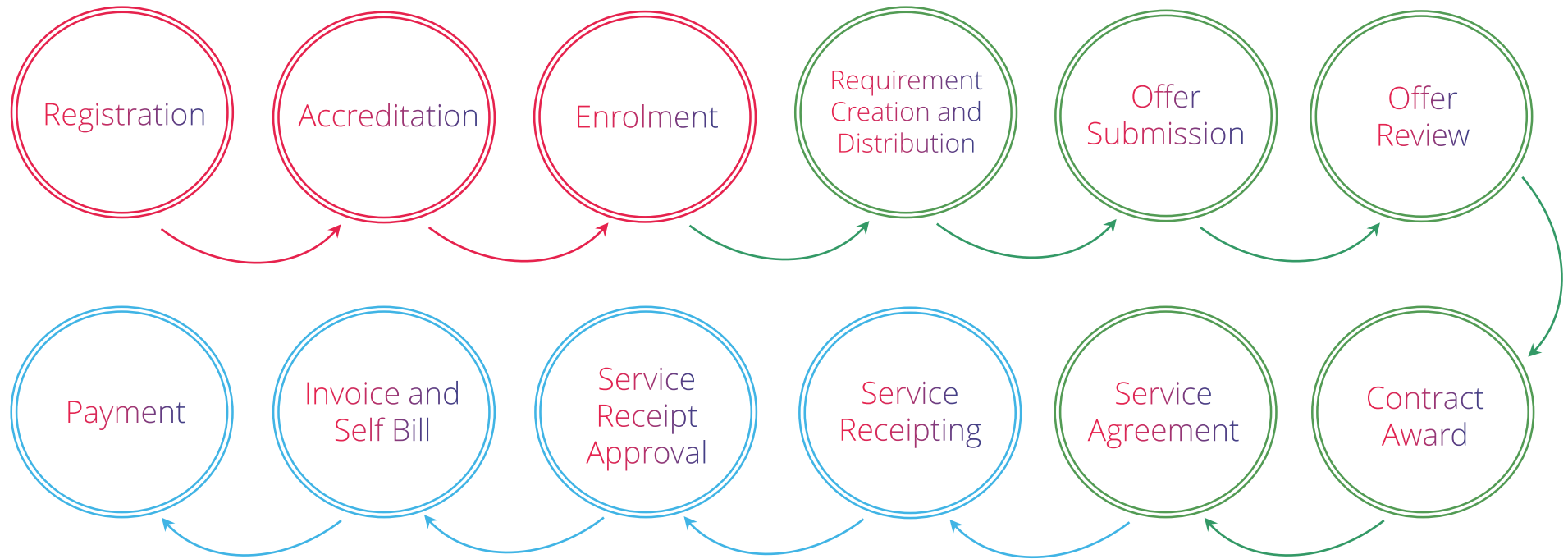
adam



Terminology

- *Any Qualified Provider (AQP)* – Electronic Commissioning method.
- *SProc.Net* – The *adam* system used to manage the AQP.
- *adam* – The company that owns and operates the *SProc.Net* system.
- *Accreditation and Enrolment* – Selection criteria required to be met to become an approved Provider on the AQP.
- *Supplier Agreement* – Overarching Terms and Conditions.
- *Requirement* – An individual package of care distributed by CCC on *SProc.Net*.
- *Offer* – An individual Providers response to provide services on a requirement.
- *Service Agreement* – A summary of the agreed package of care to be delivered.
- *Service Receipt* – The receipt/invoice for care services delivered.
- *Self Bill* – System generated invoice.

SProc.Net



Becoming an Approved Provider



Registration

Company Details Provided

Accreditation

Documentation and Information
submitted for review

Enrolment

Documentation and Information
submitted for review

Becoming an Approved Provider



During the Accreditation and Enrolment process, you will need to provide/accept the following:

Accreditation

- Company information.
- AQP Framework Agreement.
- Sub-contractor information.
- Declaration statement.

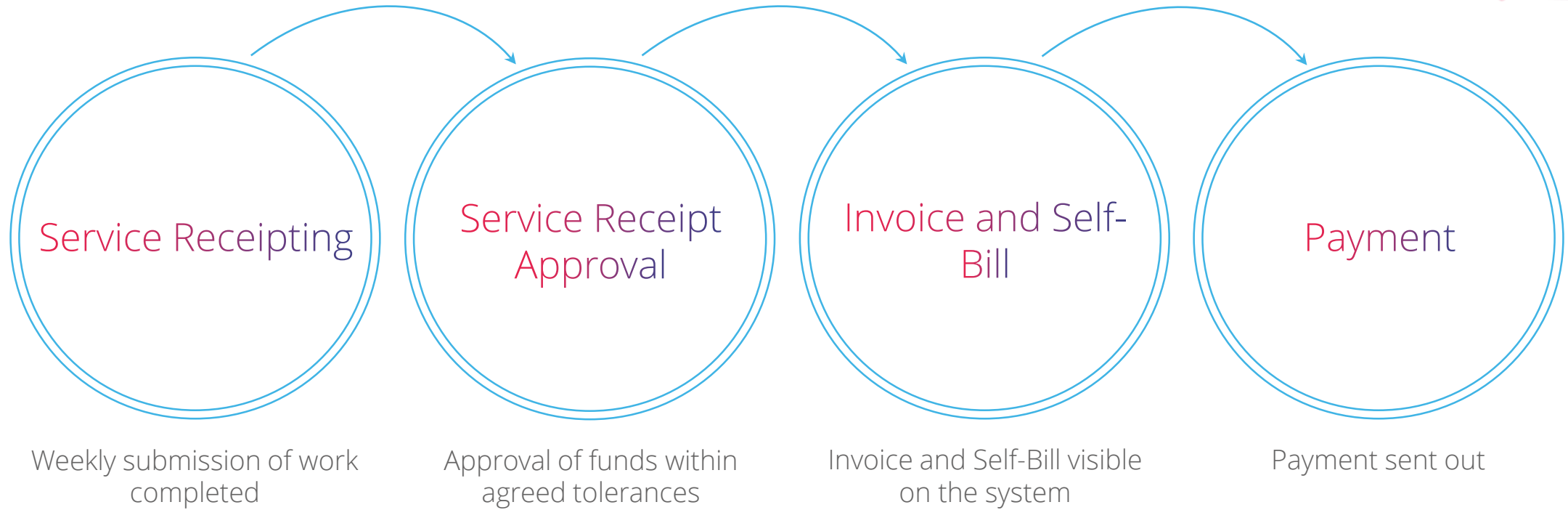
Enrolment

- Mandatory exclusion questions.
- Discretionary exclusion questions.
- Demonstration of economic and financial standing.
- Insurances and quality based questions.
- Policies (Health & Safety, GDPR etc.)
- Contract examples.

Submitting an Offer



Billing



SRM (Supplier Relationship Management)



Distribution
Groups

Select the areas in which you
operate services

E-forms

Complete quality based
questions to contribute to your
Provider score

Messaging

Review and respond to
messages on the system

adam

System Demonstration

adam

Next Steps



View all documents and guides related to the new CCC Homecare commissioning platform at <http://demand.sproc.net/clients>.

Help & Assistance



For any clarifications on the contracts, or the information required to complete your Accreditation and Enrolment, please email Alan Young from Cumbria County Council at alan.young@cumbria.gov.uk.

For any queries related to registering on the Sproc.Net system, and completing your Accreditation & Enrolment, please email *adam* at supplier.engagement@useadam.co.uk.

Alternatively, please feel free to contact Ben Heywood, your *adam* onboarding manager on [07718575873](tel:07718575873).

For any technical support please use the 'Live Chat' function on *Sproc.Net*.

adam



Any Questions?

adam

To Recap

New arrangements

- Any qualified provider (AQP) approach with minimal requirement to be appointed to the framework.
- Will be an 'open' framework allowing providers to join at any time.
- Use of adam Ltd Sproc.net system to provide a transparent end to end commissioning process.
- Fixed hourly rates for urban, rural and extra rural.
- Focus on quality rather than price.
- Enhanced contract management arrangements.

Going forward...

- This is the only model the Council will be using to commission and pay for home care for existing and new packages.
- There will be no off framework contracts.
- ISFs will only be available to those people choosing to direct their own support.
- DPs will be offered to those people who choose to make alternative arrangements.
- The hourly rates we are proposing have been based on the 'real' living wage

Going forward...

- Providers will be ranked based on quality scores
- Initially these will be based on:
 - ❖ CQC ratings
 - ❖ Self assessment questionnaire – which includes commitment to paying the ‘real’ living wage
- Over time we will build a picture based on the KPIs included in service specification and Provider responses to requirements
- Expectation that we will see continuous improvement



Questions?