SCRUTINY COMMISSION FOR RURAL COMMUNITIES	Agenda Item No. 6
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Report of the Executive Director of Adult Social Care

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USE OF HOMECARE MONITORING SYSTEM - UPDATE

1. PURPOSE

1.1 The Scrutiny Commission for Rural Communities has requested an update report on the use of electronic homecare monitoring.

2. RECOMMENDATIONS

2.1 The Scrutiny Commission for Rural Communities is asked to note and comment on the contents of this report.

3. LINKS TO THE SUSTAINABLE COMMUNITY STRATEGY

3.1 The provision of adult social care supports the deliver of the key outcome *Creating opportunities – tackling inequalities*, specifically in relation to improving health and supporting vulnerable people.

3.2 Community based social care also supports the key outcome to *Create strong and supportive communities* in terms of empowering local communities and supporting people to engage in and be part of their local community.

4. BACKGROUND

4.1 The Scrutiny Commission for Rural Issues requested a report from the Adult Social Care commissioning team on access to homecare for people living in rural areas. This report was presented to the Scrutiny Commission on 13 September 2012.

4.2 The report covered a range of issues detailing the Adult Social Care Department's commitment to ensuring equity of access to support in rural areas through:

- supporting access to homecare through enhanced hourly rates in rural areas

- the use of Direct Payments to enable the employment of local personal assistants to provide support

- the plans to monitor homecare delivery through electronic monitoring systems.

4.3 The Scrutiny Commission requested an update on the implementation of electronic homecare call monitoring; this report seeks to provide that update.

5. KEY ISSUES

5.1 Electronic call monitoring systems record information on homecare calls by logging when a call starts, when it ends and which worker provided the support. This means it is possible to

monitor whether people a receiving their planned support at the expected time and for the expected duration. This means that any short fall or increase in expected support can be identified and responded to.

5.2   Concerns have been raised in relation to people living in rural areas not receiving the expected support due to care workers cutting calls short to enable them to travel between calls. Electronic call monitoring would enable the Council to monitor whether this was a particular issue for people living in rural areas.

5.3   Implementation of electronic call monitoring systems is required for all homecare providers accepted onto the Council's Independent Living Support Services (ILSS) framework contract. This was included as a clause in all contracts but was not invoked until May 2012 with the expectation that ECM systems would be implemented by October 2012.

5.4   Fifteen of eighteen providers had successfully implemented ECM systems by 1 October; the remaining three providers were able to fully implement systems by 1 January 2013.

5.5   Ongoing work has been undertaken to ensure that invoices and call information provided by home care agencies is accurate and makes use of the ECM system information. Compliance with ECM requirements is now being pro-actively monitored by the ASC Contracts Team.

5.6   From April 2013 ECM data is being used to review home care invoices and to check calls are being delivered. The implementation of the new frameworki case management system and ongoing development of data reporting means that it will be possible to compare activity against commissioned care calls for people living in rural areas and across the City.

6.   CONSULTATION

6.1   The Council will be consulting with providers and service users as part of a review of the implementation of ECM.

7.   NEXT STEPS

7.1   ECM reports show that calls are being delivered and that where these are cut short there are reported reasons for this, however, data quality is an issue. Planning for audits of provider call monitoring systems will be developed over the coming six months. To ensure that ECM reports are accurate it is important that audits are included as part of contract compliance monitoring.

7.2   The Council will be reviewing the implementation of ECM and using this information to inform further development, in particular reviewing the formatting of reports will enable more effective analysis of the data.

7.3   The ILSS homecare framework is being retendered; ECM requirements will be included within the new contracts. ECM data will be used to baseline quality standards and reporting requirements within the new contracts.

8.   BACKGROUND DOCUMENTS
Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985

8.1   None used.

9.   APPENDICES

9.1   There are no appendices to this report.