

<b>Meeting</b>	Care Scrutiny Committee
<b>Date</b>	14 November 2019
<b>Title</b>	Home Care Project – update
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<b>Cabinet Member</b>	Dafydd Meurig (Adults, Health and Wellbeing Cabinet Member)

## Purpose

1. The purpose of this report is to give a brief update regarding the work being undertaken to ensure that we implement a new model for home care in Gwynedd.
2. The report gives information about the further work required, and an outline timescale.
3. The Committee members will already be aware of the intention to move to a model where we have one provider for each patch, with a close and constructive working relationship with all other members of the community resource teams.

## Update

### Private providers

4. Two private companies are continuing to develop the new home care model in the Caernarfon and Nefyn areas, alongside the community resource teams.
5. We are seeing many benefits arising from this work. For example, carers in Caernarfon have come together to hold a luncheon / socialising club which has brought many people from the community together. In Nefyn, the provider has sought office space with 'O Ddrws i Ddrws' (a community transport provider) and is looking at opportunities to collaborate for the benefit of the local community.

### Internal provider

6. The situation in the Tywyn area has been difficult, primarily due to great pressures on the care market in South Meirionydd. We are, by now, continuing with the piloting work with our internal provider, and moving towards a shift-based working pattern for care staff. It is difficult to offer flexibility for people receiving support without this kind of work pattern.
7. In the Porthmadog area, work is underway to ensure that there is flexible use of the care hours within Hafod y Gest Extra Care Housing. This will enable staff to respond as effectively as they possibly can to the care needs of the residents.
8. We've identified Bala as a good area to put the new model into practice in its entirety sooner rather than later, due to the fact that the internal provider is the only provider delivering care there. Our intention is to work alongside the team there to fully operate in line with the new model and to develop a new specification for an IT system to support the system.

9. We continue to hold regular meetings with the trade unions to notify them of the developments and respond to their questions.

#### Business Case

10. A business case was presented to the Cabinet in July of this year. The model was approved, and it was agreed that a close eye should be kept on the financial risks that could arise from the project.
11. The business case demonstrates how it is feasible to improve terms and conditions for home care staff in the external sector. The increase in procurement cost would be met by spending less on bureaucratic processes and by buying marginally less care overall. The work undertaken to study the current system and to pilot new ways of working has given evidence that this is realistic.
12. We are collaborating with the Health Board to present the business case to their Finance and Planning Committee, and we expect a decision regarding whether or not we will be jointly-commissioning within the next few weeks.

#### **Next steps**

13. The next key step for the project is to go out to tender, and we are working on the preparations to achieve this. The intention is to commence the process during January or February 2020.
14. Alongside this, a programme of training for internal and external home carers continues to be developed and delivered.
15. Work is ongoing, as noted above, to redesign the internal provider service so that it can fulfil the new model in all the areas within which it will be present. This will need to happen to coincide with the conclusion of the tender process (by around July 2020).
16. We will continue to measure the success of home care in achieving what matters to people, and to raise awareness of the new model amongst our citizens.