

The Home Care Market in Derby

Adult's Health & Scrutiny Committee

30 November 2021



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Home Care Packages and Spend

As at 1 November 2021:

- 86 Home Care providers registered with CQC in Derby City
- 1,244 customers were receiving a Home Care package funded by DCC
- DCC spends £273,659 per week on commissioned Home Care packages
- 1,004 customers were supported by providers on DCC's Home Care framework contract
- 240 customers were supported by off-framework providers
- Home Care market includes DCC funded customers using a Direct Payment and self-funders – but reporting on these groups is not straight-forward



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Home Care Framework

A new Home Care Framework contract took effect from 13 Sept 2021.
Framework providers across Derby are:

Area	Wards	Framework Providers
CENTRAL Lot 1	<ul style="list-style-type: none">• Abbey• Arboretum• Normanton• Mackworth	<ul style="list-style-type: none">• Nationwide• Blay• Profad
WEST Lot 2	<ul style="list-style-type: none">• Allestree• Darley• Blagreaves• Littleover• Mickleover	<ul style="list-style-type: none">• Mediline• Blay• Profad• Derbyshire Care Services
EAST Lot 3	<ul style="list-style-type: none">• Chaddeston• Derwent• Oakwood• Spondon	<ul style="list-style-type: none">• Mediline• Bhandal Care• Hales Care Group
SOUTH Lot 4	<ul style="list-style-type: none">• Alvaston• Boulton• Chelleston• Sinfen	<ul style="list-style-type: none">• Nationwide• Bhandal Care• Hales Care Group

Market Capacity

- Providers in Derby report severe difficulties in the recruitment and retention of care staff
- Other employment sectors are more attractive to jobseekers (retail, hospitality, logistics)
- Experienced staff are leaving the profession – issues of burn out and lack of appreciation of the role
- Providers unable to take on new packages of care or handing back packages to DCC



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Market Capacity (con)

- Regional and National issue for social care. Highlighted by Skills for Care and Care Quality Commission reports
- Waiting list of customers requiring Home Care packages
- Effect on health and social care system; hospital discharges
- Financial pressures on providers (increase in National Minimum Wage, National Insurance contributions, energy/fuel costs)
- Providers choosing to exit market – 4 have exited in the last 24 months (2 since September 2021) and there is a risk that more will follow



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Responding to Capacity Issues

- Review of waiting list to prioritise urgent packages of care
- Close liaison with Hospital Teams to facilitate discharge
- Review of existing packages to remove unnecessary elements of packages of care
- Making best use of wider options to support customers – assistive technology, Local Area Coordinators, informal care and support
- Placing packages with off-framework providers
- Regional “Creating Capacity in Home Care” work
- Compulsory Covid-19 vaccination for Home Care staff –likely to bring further staffing pressures to Providers



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Quality in the Home Care Market

Current CQC ratings of Home Care Framework providers

Provider	Overall Rating	Inspection date	Safe	Effective	Caring	Responsive	Well-led
Blay	RI	11/2/20	G	RI	G	G	RI
Derbyshire Care Services	RI	10/11/20	RI	G	G	G	RI
Mediline	G	13/2/20	G	G	G	G	G
Nationwide	G	17/9/20	G	G	G	G	RI
Profad	Not yet inspected – registered 5/11/19						
Bhandal Care	Not yet inspected – registered 21/12/20						
Hales Group	Derby branch not yet operational						

Ensuring Quality

- Contract contains clear quality standards (for framework and off-framework providers)
- Quality Monitoring Officers (QMOs) – 2 f.t. and 3 p.t. QMOs covering all social care service areas
- Each Home Care provider assigned a QMO from the Commissioning Team
- Contract meetings and quality visits/audits
- Provider forums
- Market Intelligence – (customer/family views, whistleblowing, safeguarding referrals, feed-back from social workers and other professionals, weekly meeting with CQC and CCG to share intelligence)
- Contractual actions for persistent poor quality – suspension of new packages, default notices, contract termination



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Improving Quality

- Supporting providers with action plans to deal with quality concerns
- Ongoing relationships, advice and support – regular contact
- Dissemination of good practice
- Face to face visits recommencing after Covid 19 restrictions



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