

10 NOV 2011



County Councillor Chris Winterton  
Member for Mansfield South  
Nottinghamshire County Council  
County Hall  
Loughborough Road  
West Bridgford  
Nottingham NG2 7QP  
Tel: 0115 977 3256  
Email:  
cldr.chris.winterton@nottsc.gov.uk

Our Ref: CPW/SD

8 November 2011

Councillor Kevin Rostance  
Cabinet Member for Adult Social Care and Health  
County Hall

Dear Kevin

**Re: County Council Meeting on Thursday, 3 November 2011**

At the last County Council Meeting I asked the following questions arising from your Portfolio Report:-

- Asked whether you would write to your Minister about the £1.2 billion pressures in Social Care for a better settlement.
- Brought to your attention my concern about the work at Lings Bar - the timeliness of discharge and asked whether there were any increase on the discharge of patients from the community hospital environment.
- Community Care reviews - I asked whether there was a Complaints System in place?
- Review of the Resource Allocation system - There were some issues as to how many were triggered out and I asked what the percentage was?
- Disabled parents and young carers - mentions that the Department is planning to offer support to 400 young carers, but how many carers are known to the Department?

I look forward to your response as soon as possible.

Yours sincerely

**COUNCILLOR CHRIS WINTERTON**  
Member for Mansfield South

This matter is being dealt with by:  
Councillor Kevin Rostance  
0115 977 2528  
cllr.kevin.rostance@nottsc.gov.uk  
www.nottinghamshire.gov.uk



Councillor Chris Winterton  
Labour Group  
County Hall  
Loughborough Road  
West Bridgford  
Nottinghamshire, NG2 7QP

17 January 2012

Dear Councillor Winterton,

At the Full Council meeting on 15 December 2011, I responded to the question that you asked regarding the recent report published by the Equality and Human Rights Commission regarding home care services provided to people in their own homes. At that meeting I provided a full and detailed response, a copy of which is attached. I would like to take this opportunity to further expand on my response.

We use various means to monitor the quality of home care services. Officers within the Adult Social Care, Health and Public Protection Department have regular and frequent contact, often on a daily basis, with home care providers when setting up packages of care for individual service users, and through follow up checks directly with service users to ensure they are happy with the service they are receiving from the care provider.

Officers have regular, scheduled meetings with the local managers of the home care agencies to ensure that any issues arising are being addressed and that the services are continuing to meet the needs of service users.

As you will be aware, we have in place an electronic monitoring system, Infocare, through which we can monitor how much time care workers spend in the service users' home and the care services they provide whilst there. This monitoring system will alert the provider and Council staff if a care worker has failed to attend a visit, or if the care worker has not remained with the service user for the full allocated time thereby giving rise to concerns that the full package of care has not been delivered. The electronic monitoring system also gives assurance to relatives and carers that the service user is receiving the care that they require.

In terms of monitoring the quality of the service provided, our Quality Development Officers undertake regular spot checks with service users and carers to ensure that the services provided are of appropriate and are of good quality and to ensure that any changes required by the service user are implemented.

There is a clear and accessible Complaints Procedure which is explained to people at the point when they are assessed as requiring care. The Complaints Procedure is an avenue by which the Council is able to pick up on any concerns as and where they arise and to ensure that complaints are addressed at the earliest opportunity and resolved swiftly.

In addition to the measures taken by officers from the Council to monitor the quality of home care services, the care providers themselves are required to undertake their own quality assurance checks directly with service users and their families to ensure that the services continue to meet their needs.

Prior to the home care providers being awarded a contract by the Council to provide care services to Nottinghamshire County Council, County Hall, West Bridgford, Nottingham NG2 7QP

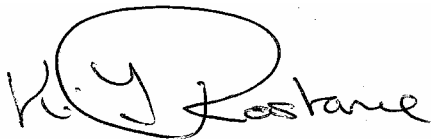
people in Nottinghamshire, they have to demonstrate their understanding of all relevant guidance and regulation around high quality care services and they are required to evidence how they ensure their services meet the required standards. Providers are required to have in place rigorous recruitment processes including undertaking enhanced Criminal Records Bureau checks on all the staff that they employ.

Additionally, we support providers to access a range of training including health and safety, and the delivery of personal care including meal preparation and assisting service users with meals where required. Care workers are also required to undertake training on how to maintain and respect the dignity of the people who receive the services. Training also includes ensuring that the care workers are aware of and know how to report any concerns under the Council's safeguarding procedures.

We have carefully reviewed all the services in the County Council when identifying savings. The savings in these areas are based on best practice in procurement of services and an assessment of what can be saved through providing intensive support for those who have recently come into the service. This is through the provision of preventative services such as reablement and intermediate care. As well as considering the savings, it is important to stress that over the next four years the Council is committing a further £40 million for services for vulnerable adults.

Finally I would like to assure you that we consider it an absolute priority to work with providers in ensuring that they and their care workers continue to provide good quality care services to people in their own homes.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'K. Rostance', with a large circular flourish above the first part of the name.

Councillor Kevin Rostance  
Portfolio Holder – Adult Social Care, Health and Public Protection  
Nottinghamshire County Council

## **Question A**

### **QUESTION TO THE CABINET MEMBER FOR ADULT SOCIAL CARE AND HEALTH**

“Is the cabinet member aware of the review to home care carried out by the Equality and Human Rights Commission that highlighted a great number of recipients of home care are having their basic human rights breached, common complaints about the services provided included no support in order for them to eat and drink, financial abuse, a disregard for privacy, patronising behaviour and physical abuse.

What action will this council be taking in order to ensure that human rights are not being breached across the County and will he reconsider the proposed budget cuts publicised for this year?”

**Councillor Chris Winterton**

### **Response**

Thank you for your question Councillor Winterton.

In Nottinghamshire we undertake a great deal of monitoring to ensure that home care providers are delivering the services commissioned and that these services are good quality and appropriate to the needs of the service user. We have a standard Service Specification for use with all home care providers which includes a clear requirement in relation to how service users should be treated. I would like to read it for you:

*‘Where it is agreed as appropriate to meet the agreed outcomes for service users, the care task should include staff spending time talking to, relating with, and understanding the lives of service users.*

*The way in which the service is provided should respect the ethnic and cultural background of the service user, their individuality and personal preferences.’*

Where we provide home care services, we install InfoCare boxes in service users’ homes in order to ensure that the commissioned service is delivered; care staff are required to use the box to identify when the service starts and ends.

We undertake regular monitoring of our contracts with home care providers, and as part of this we investigate complaints about home care services and look to implement lessons learned. As part of the tendering process that we undertake every 3 years, we request evidence of a good track record from the providers under consideration.

We will continue to take this issue very seriously as you would expect.

All staff training is funded and provided by the County Council to its own staff and independent sector and home care agencies to ensure that staff can and are able to respond to any concerns about individuals in their own homes. The authority has clear safeguarding processes in place where individuals can be referred for a safeguarding assessment as required.

District Nurses/Home Care Nurses also have similar training in partnership with health colleagues. The staff will know what to do if they have a concern and there are clear policies and procedures for staff to follow.

Also there are clear proactive annual Quality Audit process for checking the training Providers give to their staff, including CRB Checks and recruitment. The Providers understand the reporting of safeguarding issues or concerns. The audit is the authority's ability to process and make contact with service users to ensure that they are experiencing a good quality services.

Should there be a concern regarding a Provider, the authority would then suspend a contact and put in place an Action Plan. In monitoring of the Action Plan the authority will help the Provider to resolve issues and if this is done, then suspension would be lifted. However, the authority has been known to terminate a contact with a Provider who did not meet the full standards.

The Care Quality Commission is responsible for the regulation of social care services, which includes registered care settings, care agencies and local authorities and it is also the regulator of healthcare provided by or on behalf of the NHS.

The Care Quality Commission's role in safeguarding adults is with regulated services. Therefore it is a requirement that they are notified of all safeguarding referrals received by ASCHD that relate to a regulated service.

Investment funding in Home Care services is being increased to help and support more people to live at home longer. Budget cuts will not have a negative impact but will be more cost effective and streamline processes to expand home-based support services.

We have largely protected the home care spend as we are seeking to keep more people at home through a variety of services. We have reviewed individual needs to ensure that as people go onto personal budgets they are getting the services they need.