

FOI request

Council Care Overview

1. Which system is used as the main Client Index System, such as Mosaic / Liquid Logic – Controcc / Northgate? If not one of these, which system is in place?
Mosaic
2. How long have you been using this system?
**07/2004 – 04/2018 as Framework-i
04/2018 onwards as Mosaic**
3. When does the contract with this system expire?
31/03/2020
4. Can you confirm which system is used for managing the financials (invoicing clients and paying providers) for your care provision?
BMS
5. How long have you been using this system?
11/2011
6. When does the contract with this system expire?
**Rimini St – (3rd line support for the SAP application)
31/12/2023.
CGI – (2nd line support and change for SAP)
31/09/2022.**
7. Do you monitor outcomes for all your care service users?
Contracts will contain high level quality and performance outcome requirements, and these are monitored through overarching contract monitoring processes. This can include regular contract monitoring meetings and submission of data by providers
8. Which assessment/outcomes models are in use for domiciliary based care?
**As above, domiciliary care contracts specify a number of quality and performance outcome requirements which have been locally determined but linked to NICE guidance.

The Council also undertakes a regular ‘customer satisfaction survey’**
9. Which assessment/outcomes models are in use for reablement services?
N/A
10. How is this information captured currently and where is it stored?
Information is captured through contract monitoring processes (as above) and stored in individual provider records
11. What reports (locally or nationally) does this produce?
No formal reports but information feeds into local performance reporting

External Providers – Domiciliary Care

1. How many service users do you currently support?

1632

2. How many care providers do have contracts with?

38

3. Is this on a block or spot contract or on any other basis?

Block, Spot and Public Contracts in place

4. How many visits are carried out per week?

The Council does not keep a record of

5. How many hours of care are carried out per week?

20018

6. What is your average invoice charge per hour?

The average hourly rate for contracted providers is £17.25

7. Does the council pay providers based on commissioned or actual delivery?

2 payment arrangements, depending on the contract:

1. Commissioned time, but with any under delivery below 90% clawed back

2. Actual delivered time

8. Does the council pay providers based on per minute or a 15mins banded model? If neither, is there any other model which is used? **N/A**

9. How much resource (people and £) is required by the council in processing provider invoices?

The Council does not keep this information

10. How much resource (people and £) is required by the council in processing delivery queries and dispute?

The Council does not keep this information

11. When is the next framework contract due to start?

We do not operate a Framework Agreement. Home Based Care and Support Services are commissioned via a Dynamic Purchasing System. Call off Contracts cease 30/06/2023 but have a 5 year extension option.

12. How long will they be in place for / when will they end?

The Dynamic Purchasing System can run through to the 01/01/2027

13. At what stage during the contract will the provider require monitoring to be in place?

Monitoring arrangements are set out in the Contract and take effect on contract commencement. This typically includes regular contract monitoring meetings and submission of regular monitoring information

14. Do you use an electronic monitoring and financial solution, if so which one are you using?

Payments are monitored and processed using the Council's Mosaic system

1. Does the council offer a reablement service?
Yes
2. If "No", has this service been passed out to the private sector? If so, who has picked this up?
Not applicable
3. How big is the reablement service in terms of:
 - a. How many carers?
We have 90.72fte Reablement Support Workers and 32.27fte Peri-Reablement Support Workers
 - b. How many service users
The START Reablement service accepted 3023 referrals in 2019, 2166 people completed START Reablement.
 - c. How many visits are carried out per week?
The number of visits per week vary depending on the current caseload and needs of service users. Approximately 1,835 visits are made per week by Peri Reablement Support Workers and Reablement Support Workers.
 - d. How many hours of care are carried out per week
The number of hours of care per week varies depending on the current caseload and needs of service users. Approximately 1,296 hours of care are carried out per week by Peri Reablement Support Workers and Reablement Support Worker
4. What type of care does the reablement service carry out?
The service supports people to regain skills and confidence to help them live as independently as possible, such as everyday tasks at home including getting dressed and getting about
5. What % of the total adult health and social care does the Reablement Team carry out?
8%
6. Do you use an electronic scheduling/rostering tool?
Yes
7. When does the contract with this system expire?
See <https://procontract.due-north.com/ContractsRegister/Index?p=527b4bbd-5c58-e511-80ef-000c29c9ba21&v=1>
8. Do you use an electronic monitoring tool? **NO**
9. When does the contract with your existing system expire? **N/A**
10. Are the Reablement Team looking at electronic monitoring? **NO**
11. Do you charge for reablement at any stage? i.e. after a 6-week period?

No contribution is payable up to the first 6 weeks, if the service provided is part of a package of reablement or Intermediate Care - see paragraph 2.59 of the Care and Support Statutory Guidance for more information. A reablement service may be provided free of charge beyond 6 weeks, at the discretion of the Council, for those people whom the reablement service deem would benefit from further reablement. However, this exemption does not include people who are deemed by the Council as having completed a package of reablement before the expiry of the 6 week period and who then receive domiciliary care from the Short Term Assessment and Reablement Team (START) service, as an appropriate intermediate home care service provider rather than as a reablement service, whilst awaiting a longer term package of care. People who have completed their reablement package of care but are in receipt of domiciliary care from the START service will be charged

12. How does the council currently charge for reablement services? **N/A**
13. What electronic system do these charging rates go into? **N/A**
14. Do you take on packages with expected hours/care? **YES**
15. Is this stored as Purchase Orders or Commissioned Records within the Client Index System?

It is stored in the Council's case management system Mosaic

16. Which system do you use to processes payroll? **BMS**
17. Are the staff salaried or on 0 hours? **SALARIED**
18. Do you include travel time as part of salaried hours? **YES**
Is downtime payable or non-payable? **Payable**
19. How is downtime recorded? **USING TOTAL MOBILE**
20. Is your reablement team integrated with health? **It is not integrated but it works in close alignment**