

Response to Buckinghamshire Select Committee Inquiry

Select Committee Inquiry Title: Domiciliary Care: 15 Minute Care Visits

Committee Chairman: Angela Macpherson

Date of Cabinet Meeting to consider response: 7 September 2015

Lead BCC Cabinet Member and Lead Officer: Mike Appleyard and Trevor Boyd

Lead Select Committee Officer (Extension): Sara Turnbull Ext 2876

Suggested frequency of future updates (e.g. 6 & 12 months): 6 and 12 months.

Recommendation	Agreed Yes/No	BCC Cabinet / Partner Agency Response including proposed action	Responsible Cabinet Member (for BCC recs)	Responsible Officer	Action by date
1: The Cabinet Member agrees the “Delivering Dignified Care Policy (15 min calls)” as a key decision, as required by the Council’s Constitution and Operating Framework to formally validate it as Council policy.	Yes	<p>The service will submit this as a policy but the HASC work has identified to the service that we need to be clear about what is a policy and what should be issued as guidance to our staff and partners. It is the officer’s view that in hindsight this document is more appropriate as guidance.</p> <p>The use of 15 minute calls has been in place for many years and the essence of this ‘policy’ was to provide guidance and clarity for officers and partners about the appropriateness of 15 minute calls. A reviewed policy document is being submitted for key decision in September 15.</p>	Cllr Mike Appleyard	Alison Bulman	30 September 2015
<p>2: We recommend that there are clear monitoring and implementation arrangements in place to ensure that policy compliance is regularly reviewed. Improvement arrangements should include:</p> <p>a) Stronger communications of the Council’s policy to staff, providers and stakeholders.</p> <p>b) Improvements to the quality and detail of care plans to ensure consistency across the service</p> <p>c) Greater proactive utilisation of</p>	<p>a) Yes</p> <p>b) Yes</p> <p>c) Yes</p>	<p>a) Once the revised policy/guidance has been approved the Service will recirculate the policy to staff and instruct that this is to be reviewed at team meetings, with confirmation required including minutes of the meeting at which it is discussed.</p> <p>We will re-circulate to our providers and ask them to confirm that this has been cascaded to their front line staff. We will also, promote the policy at the next Provider Forum on the 20th October 2015.</p> <p>A leaflet on the dignified care policy will be devised and providers will be asked to ensure it is shown to all clients</p>	Cllr Mike Appleyard	Marcia Smith	31 October 2015

<ul style="list-style-type: none"> • Identification of delays in the process. 					
<p>4: To help drive quality of care, and staff recruitment and retention, new contracts for Domiciliary Care from March 2016 should include a contract clause that requires staff to be paid for their hours of work, which should include travel time between care visits.</p>	<p>In Part</p>	<p>Providers, in line with their national policies, utilise a range of contract terms and conditions to pay Bucks based carers. These may include travel time as part of an enhanced hourly rate or they may pay time travel time and mileage in addition to a basic hourly rate.</p> <p>Buckinghamshire County Council commissions hours of care which we pay for using a composite rate, currently averaging £17.85 per hour. We expect the composite rate to cover all costs incurred by suppliers, including travelling time incurred by carers between each care visit.</p> <p>For the new contracts being awarded from April 2016, Providers will need to demonstrate how they calculate the composite rate they submit and how travel time is costed as part of this rate.</p> <p>We accept the recommendation in part, because we will achieve the required outcome, although not through contract stipulation, but through our contract monitoring. We will gain evidence and assurance that, however staff are paid, they receive at least the national minimum wage when calculating the total time that they have spent on duty including both care time and travel time.</p>	<p>Cllr Mike Appleyard</p>	<p>Susie Yapp</p>	<p>1 April 2016</p>
<p>5: The Cabinet Member for Health and Wellbeing should, in future, take key decisions on how services are commissioned prior to going out to tender where those contracts and services are deemed to be significant, as defined in the Council's Constitution.</p>	<p>Yes</p>	<p>The service will be fully compliant with the Council's Constitution.</p>	<p>Cllr Mike Appleyard</p>	<p>Trevor Boyd</p>	<p>With immediate effect</p>