**Hounslow Market Position Statement - 2022/23**

**DRAFT – 4.7.2022**

**Welcome to the Hounslow Market Position Statement**

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As the Lead Member for Adults and Health Integration, I am keen to work with the care market in Hounslow.

The Market Position Statement sets out how we are planning for the care market of 2023 and beyond. It describes where we are now and informs care providers of our commissioning intentions in 2022 and 2023. This document also provides details of market engagement events in the future and provides details of how to contact us – we are keen for care providers to get involved.

It is already clear that in the future, there will be an increased demand for care services, including home care, care homes for adults with mental healthcare needs and for Supported Living. This document is the start of a process through which the Council will welcome the development of new, good quality care provision into the borough – with a view to meeting this increased demand.

We are emerging from an extraordinary period in our history as we learn to live with Covid-19. I would like to acknowledge the efforts made by so many residents of Hounslow and care workers during the past two years. Thank you for your ongoing commitment and I hope you can engage with us in the months ahead to ensure we meet the challenges of the future together.

**Councillor Saima Chaudhary, Lead Member for Adults and Health Integration**

**Market Position Statement - Index**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Page Title

Introduction

Home Care

Extra Care and Supported Housing

Supported Living

Care Homes

Community Services

Information and Advice

Market Oversight and Market Sustainability

Coronavirus and the Care Market

Workforce

# Introduction

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The London Borough of Hounslow

Located in west London, the London Borough of Hounslow has a growing adult population that will require a larger market of care and support in the years to come.

The Borough of Hounslow is enriched by the lives of all its residents. We will all use care services at some point and many of us provide paid or unpaid care. The valuable ethnic diversity in Hounslow will lead to increased demand for care and support that reflects different cultural needs.

The 2021 Census shows a total population in the London Borough of Hounslow of 288,200. Population growth will lead to growth in demand for adult social care, self-funded care for adults and the provision of unpaid care.

Hounslow has a vibrant private employment market, leading to challenges in the recruitment and retention of care workers. However, investment in wage rates and training will lead to a better paid care workforce and better-quality care. There will be benefits through the introduction of new technology, but the delivery of care will remain largely people based.

Three themes – valuing care and care workers, the growing demand for quality care and support and the need to recruit and retain care workers - are reflected in the Hounslow Market Position Statement. We need to bring them together to plan the care market.

In Hounslow, the population size has increased by 13.5%, from around 254,000 in 2011 to 288,200 in 2021. The population of older adults living in Hounslow has also increased by 26.6% between the 2011 Census and the 2021 Census. The older population is projected to grow further.

The population of older people, that is people over the age of 65, living in Hounslow has grown and is projected to grow further.

The growth in the population will increase the number of people providing unpaid care, as well as the hours of unpaid care delivered each week. We do not have Census 2021 figures for unpaid care yet, but the 2011 Census has previously been used to project the growth of unpaid care.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **2020** | **2025** | **2030** |  |
| Total population aged 65 and over providing unpaid care | 4,366 | 4,914 | 5,540 | Weekly hours of unpaid care vary on a scale from Between 1 and 19 to 50 +.  Figures taken from the Census 2011. Figures from the 2021 Census are not yet available. |

The growth in the population will increase the number of older people who require care and support. The table below shows projections from the 2011 Census for people over the age of 65 who require support with activities of daily living.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **2020** | **2025** | **2030** |  |
| People aged 65 and over who need help with at least one self-care activity | 9,505 | 10.636 | 12,128 | Activities of Daily Living (ADLs) are activities relating to personal care and mobility about the home that are basic to daily living:   * Having a bath or shower * Using the toilet * Getting up and down stairs * Getting around indoors * Dressing or undressing * Getting in and out of bed * Washing face and hands * Eating, including cutting up food * Taking medicine   Figures are taken from the Health Survey for England 2016: Social care for older adults (2017) NHS Digital. |

The table below provides a similar measure but using the Instrumental Activities of Daily Living.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **2020** | **2025** | **2030** |  |
| Total population aged 65 and over who need help with at least one domestic task | 9,530 | 10,671 | 12,171 | Instrumental Activities of Daily Living are activities which, while not fundamental to functioning, are important aspects of living independently:   * Doing routine housework or laundry * Shopping for food * Getting out of the house * Doing paperwork or paying bills   Figures are taken from the Health Survey for England 2016: Social care for older adults (2017) NHS Digital. |

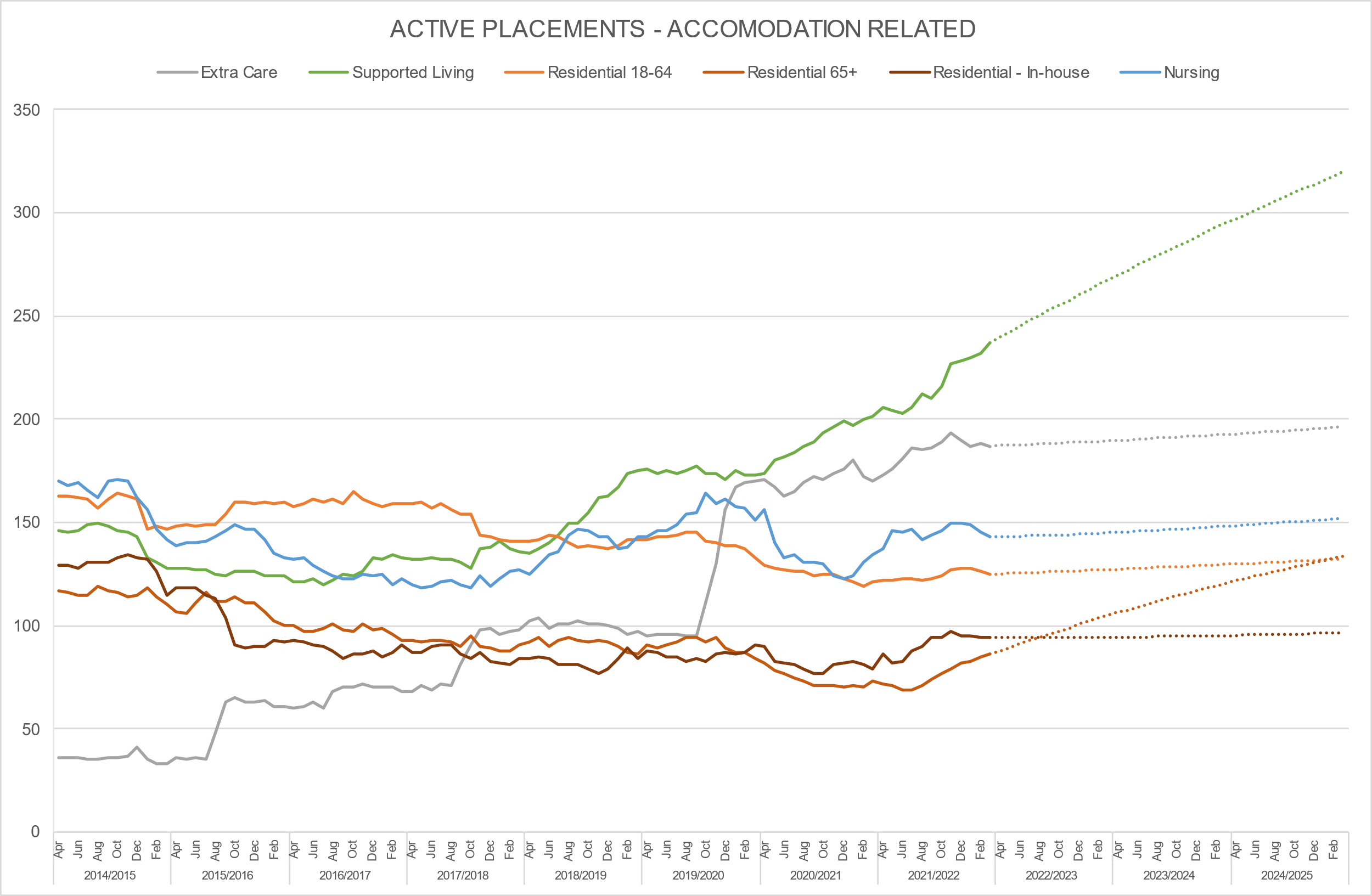
The population of adults aged 18 to 64 with a Learning Disability is not projected to grow. However, the table below shows the projected growth in the older adult population with a Learning Disability.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **2020** | **2025** | **2030** |  |
| People aged 65 and over predicted to have a learning disability | 716 | 807 | 911 | Projections were calculated by Lancaster University and applied to the ONS Census for 2011.  Taken from the POPPI database. |

The table below shows the projected growth in the adult population with a moderate of sever learning disability, hence likely to require care and support.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **2020** | **2025** | **2030** |  |
| People aged 65 and over predicted to have a moderate or severe learning disability, and hence likely to be in receipt of services | 98 | 110 | 124 | Projections were calculated by Lancaster University and applied to the ONS Census for 2011.  Taken from the POPPI database. |

The table below shows demand for accommodation based adult social care services and projected demand in 2023, 2024 and 2025.



## What is the Market Position Statement?

The Market Position Statement is a description of the current care market for adults in Hounslow. It is also a statement of the future commissioning intentions for care and support and accommodation-based services for adults.

The aim of the document is also to inform care providers and other stakeholders in Hounslow of the opportunities to participate in market engagement events operated by the Council or the North-West London Clinical Commissioning Group. During 2020, 2021 and 2022 this has included the co-produced and popular Wednesday afternoon ‘Winter planning’ meeting, a year-round meeting between commissioners, the Hounslow Public Health Team and care providers, which started in the winter of 2020.

Engagement events also include the Care Homes Forum, provider specific contract meetings, or issue specific meetings relating to topics such as Covid vaccination. The Care Market will be invited to attend future engagement events that relate to specific commissioning activity. All providers can submit tenders for future contracts through the formal procurement procedure operated by Hounslow Council using the London Tenders Portal. We encourage providers to sign up to information updates from the London Tenders Portal, including PINs for adult social care services. These are the Prior Information Notice, which provide details in advance of procurement.

## Why have the Market Position Statement?

Under the Care Act 2014, Hounslow Council is under a duty to provide care and support for people with eligible needs. The Act also places a duty on Hounslow Council to maintain an efficient and effective care market, including for people funding their own care.

The Market Position Statement is one way of starting this, although the process does not end here. During 2022 and 2023 we will be continuing to operate market engagement and we will follow up on the commissioning intentions referred to in this document by maintaining a market engagement page on the Hounslow Council website. We will publish updates and report back on what we have learned.

Throughout this document we will use terms contained in the Care Act 2014. These include Market Shaping, which means using the levers available to a local authority or the wider NHS to promote market capacity and quality. Commissioning refers to the process of understanding current and future needs for care and support by adults, mapping gaps in service delivery and then ensuring needs are met. Procurement is a formal, legal process for purchasing services, usually undertaken by Hounslow Council using the London Tender Portal. Contracting is the next stage, including specifying the service in a contract and monitoring delivery.

The Market Position Statement and commissioning in Hounslow has been informed for several years by the current Joint Prevention Strategy. The process is also informed by the Joint Strategic Needs assessment, which was refreshed in 2021 and is now a dynamic tool (called JSNA+) to inform service commissioning. The commissioning intentions set out in this document reflect our current position. Engagement with providers and the recovery from Covid will lead to changes.

## Who is the Market Position Statement for?

The Market Position Statement can be read by anyone with an interest in the Hounslow care market. It is specifically aimed at:

* Existing providers of health and social care services in Hounslow and across North and West London
* Service providers and organisations not currently providing services to Hounslow residents
* Community based enterprises, voluntary sector organisations or social enterprises
* Personal Assistants or people considering starting a small business in the care sector
* Hounslow residents with an interest in the care market

This document has been published in 2022 and the commissioning intentions and provider engagement described below will take place in 2022 and 2023. The actions in this document will be reviewed periodically. It is expected that updates will be published on the Hounslow Council website. The Market Position Statement will become a combination of this document, the feedback we receive from the market, new actions because of co-production and the updates on the Council website.

This document is set out in service specific sections, which use terminology used in adult social care. The sections describe current demand and capacity, along with our expectations of future requirements and commissioning intentions.

We also talk about the ‘ICB’ in this document. This is the North-West London Integrated Care Board, part of the NHS. The ICB will deliver NHS functions, including commissioning services.

Please do get in touch with us if you want to. We can be contacted via – [amy.gill@hounslow.gov.uk](mailto:amy.gill@hounslow.gov.uk) We are grateful for the joint working, feedback, and suggestions during the past two difficult years. Please continue to contact us.

## Key messages in the Hounslow Market Position Statement

* Commissioning intentions – throughout the document we refer to commissioning intentions. These could be a project to design a new service, the delivery of new funding to existing providers, a contract variation, or a procurement exercise that delivers a new or existing provider
* Planned engagement with care market – during the document we refer to:
  + The monthly provider engagement meeting currently called the ‘Winter Planning’ meeting. This co-produced meeting is open to all providers and is designed to bring together commissioners, public health and providers on any topic. Covid, staff well-being and financial support have been recent topics
  + The monthly Hounslow Care Homes Forum. This is a co-produced forum bringing together care homes with commissioners, the care home support team, public health, and other stakeholders
  + The Hounslow Homecare Providers meet with commissioners monthly and regularly as a group with commissioners and other key partners such as the Hospital Discharge Hub, adult social care, and CCG colleagues
* Key challenges/ pressures in adult social care – during the document we set out our understanding of the current and future challenges faced by adult social care.

The way that the NHS and local councils work together in North-West London has changed with the creation of the North-West London ICB and the North-West London Integrated Care System. The ICB will commission health services and the Integrated Care System (ICS) will bring together local councils, the NHS, and family doctors (GPs) and community health providers and continues our shared goal of breaking down barriers between physical and mental health. The Hounslow Clinical Commissioning Group has been superseded by the new North-West London Clinical Commissioning Group (CCG).

At the Hounslow level, the Integrated Care Partnership (ICP) has been created to take forward this shared vision. We hope that these changes are already evident to care providers in Hounslow. Many providers, such as homecare providers commissioned through the Hounslow Homecare contract, may not notice changes because joint working has been in place for some time. Other care providers will have noticed changes, such as care homes, which now receive a wider range of referrals from across North-West London CCG.

## Promoting Wellbeing and Independence – A Joint Prevention Strategy for Adult Services in Hounslow

The Joint Prevention Strategy was launched in 2015 by Hounslow Council and the NHS. The goal of the Strategy has been to ensure residents are supported and encouraged to live independent lives. The Strategy focussed on promoting independence for people at risk or who were already using health and social care services.

The Strategy has informed the commissioning intentions of Hounslow Council in adult social care and the joint work with the NHS. The objective has been to commission provider support to enable people to choose alternatives to permanent residence in residential or nursing care homes. For people living at home, the goal has been to enable people to rely less on mainstream services such as homecare through supporting their levels of independence for longer. Commissioning activity has been informed by the Strategy and has included:

* The recommissioning of home care. The Hounslow Homecare contract commenced in 2018, with seven main providers and two select list providers. The contract has been designed to support the development of market capacity through the payment of the London Living Wage to care workers and joint work between the Council, the NHS, and providers. Care calls are monitored using call monitoring technology
* The commissioning of homecare to support reablement. The Commissioning of significant weekly block hours of homecare to support recovery in the community has enhanced the Hounslow reablement service.
* The expansion of Extra Care. Three new Extra Care schemes have opened adding significant choice and independence for Hounslow residents.
* The LIFE programme. The commissioning of innovative and integrated housing and housing related support at the front of the client journey. The integrated LIFE service has delivered floating support, housing options, increased carers support and advice, client advocacy and ensuring links to local multi-disciplinary teams

During this time, Hounslow Council has continued to operate two residential care homes and to make spot purchases for care home places and in Supported Living. There have also been block contracts for Supported Housing and Supported Living. The continued implementation of the Prevention Strategy has seen the opening of the new Two Bridges housing unit in May 2022, which offers 11 self-contained housing units for adults with a learning disability and/or autism.

The Covid pandemic has dominated the delivery of adult care services during 2020, 2021 and 2022. The recovery of the care market may take longer than the recovery of the wider west London economy and life in Hounslow. Care providers will continue to wear Personal Protective Equipment, adhere to infection prevention, and control procedures, and may continue to face challenges with the recruitment and retention of staff in all roles.

Changes to national policy have been impacting on the care market. The introduction of Discharge to Assess during the Covid Pandemic has greatly assisted the speedy discharge from hospital for patients. The continued operation of this national policy is altering the care market, particularly for care homes and may ultimately lead to new ways of commissioning residential care, step down capacity in nursing homes and reablement support.

The publication by the Department of Health and Social Care in February 2021 of the White Paper, ‘Integration and Innovation: working together to improve the health and social care for all’ ([Working together to improve health and social care for all - GOV.UK (www.gov.uk)](https://www.gov.uk/government/publications/working-together-to-improve-health-and-social-care-for-all) ) and forthcoming legislation will change the commissioning landscape. The subsequent announcement by the Government to changes in the funding of social care will change the commissioning role of Hounslow Council.

Finally, the care workforce continues to be a strategic issue. Critically important to the daily lives of many people and continually undervalued. We will continue to work alongside care providers to promote the career path of care work and to support workforce development.

# Key market challenges in adult social care in Hounslow

The care market in Hounslow faces serious challenges as we look forward to 2023 and beyond.

* **Covid**: the risk of Covid transmission continues to pose a risk to care providers.
* **Quality**: we are aware of a small number of care providers regulated by the Care Quality Commission that are delivering standards of care that are below that expected. We continue to work to support clients using these services, while operating the Hounslow Provider Concerns Policy and Procedure and other measures to promote quality. We actively work with providers to help them in the areas where improvement is needed.
* **Capacity**: there are several factors affecting the Hounslow care market capacity in different ways:
  + Homecare agencies are finding that as the West London labour market recovers, the recruitment and retention of staff is proving difficult
  + There are insufficient care home beds in the borough for adults with mental health needs, including dementia. There are also insufficient residential care home beds in the borough
  + There will be a growth in demand for Supported Living accommodation and support, with a projected increase in 80 beds by 2025
  + We expect the growth in demand for Extra Care will lead to at least one further Extra Care Scheme

We welcome all care providers with a track record of operating good services in adult social care. Please contact us if you have questions regarding the projected increase in service demand.

We would welcome the development of further registered nursing home provision for adults (18+ or 65+) who require specialist mental health support, including for dementia. We currently source care in Hounslow, in neighbouring boroughs and further afield. We wish to source placements in Hounslow or as close to the borough as is possible.

We welcome contact from providers wishing to establish new Supported Living Accommodation in Hounslow, whether for adults with a learning disability or a mental health need. The support we expect to require is for medium or high need provision.

Please contact us at: [amy.gill@hounslow.gov.uk](mailto:amy.gill@hounslow.gov.uk)

## Case study: The Winter Planning Conference in November 2021.

The winter planning webinar in November 2021, engaged providers with a discussion of the discharge process, including Discharge to Assess, changes to brokerage, the adult social care white paper and a refresher briefing on the Mental Capacity Act.

The content of the presentations drew on feedback from providers and lessons learned during the Covid pandemic. The Mental Capacity Act briefing drew on experience from recent safeguarding investigations, presenting the lessons learned in an accessible and anonymised way. The event was attended by 25 different organisations and the next event of this kind is planned for June 2022.

# Home Care

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Good quality homecare is a vital component of the care and support needed to enable people to live well and remain independent in their own home. Homecare agencies are registered with the Care Quality Commission (CQC) and assist people with the tasks of daily living, usually in their own home.

The Care Market

There are 42 home care agencies registered with and regulated by the Care Quality Commission in Hounslow. These 42 home care agencies provide care for approximately 2,000 residents. However, the nature of the North-West London care market means that some home care agencies registered in Hounslow will also provide care in other boroughs, notably Ealing. In addition, Hounslow Council contracts with and has commissioned care from care agencies registered in neighbouring boroughs.

Since 2020 we have collected information from home care agencies using Capacity Tracker. We understand there to be approx 1,300 care workers working for the 42 registered home care agencies. A further 150 care staff work in Hounslow’s four Extra Care schemes, with care being delivered by home care agencies.

The Care Quality Commission ratings for the 42 home care providers registered in Hounslow is shown in the table below.

|  |  |
| --- | --- |
| Care Quality Commission rating |  |
| OUTSTANDING | 1 |
| GOOD | 241 |
| REQUIRES IMPROVEMENT | 10 |
| INADEQUATE | 2 |
| NOT YET INSPECTED | 20 |
| TOTAL | 57 |

During 2020, a web-based application called Capacity Tracker has been rolled out by the NHS to all home care agencies registered with the Care Quality Commission. Care providers input information such as number of staff, staff vaccination status, number of clients and answer topical surveys. Regular completion of Capacity Tracker has been a requirement of some Covid related financial support from the Central Government Department of Health and Social Care.

Usage of Capacity Tracker by home care agencies has declined in 2022. We will continue to promote the use of Capacity Tracker, but we will also engage with care providers in other ways if Capacity Tracker is not up to date.

In 2021 and 2022 we have held engagement events open to all home care agencies in Hounslow were held. This included:

* Support with ‘on boarding’ to the national portal for Personal Protective Equipment or LFTs (Lateral Flow Tests)
* Support to access Covid vaccination for staff and support and advice to promote vaccination among staff
* Covid-related financial support through the Infection Control Grant or the Rapid Testing Grant
* Workforce support through the Workforce Development Fund
* Skills for Care Registered Managers meetings
* Fair cost of care introduction and support

It is our intention to continue a relationship with home care agencies registered in Hounslow who we do not commission. If you do not currently attend provider forums, please contact us, we want to hear from you. If you are starting a home care agency in Hounslow, please contact us.

Commissioned Services

Hounslow Council currently commission 13,400 (as at 25th May 2021) hours of home care each week for 1,026 clients. The Hounslow Homecare Contract (HHC) commenced in 2018 with seven home care providers. These seven homecare agencies currently provide 7,895 hours of home care weekly. Care is also provided by a Select List of homecare providers sourced in 2020, with the List re-opened and expanded in 2022. ‘Spot’ providers are also commissioned to provide care in situations where HHC and Select List providers are not able to provide capacity~~.~~

We can provide a choice of care provider for client’s through directly commissioned care. This is possible within the commissioned care providers, who are monitored for quality. This is in addition to choose available through Direct Payments.

The seven HHC providers are:

* Nation Care Agency Limited
* Westminster Homecare Limited (West London)
* Quality Caring Limited
* Healthvision Hounslow
* TC Care Limited
* Care Outlook (Twickenham)
* Eleanor Nursing and Social Care Limited (Ealing)

Hounslow is a London Living Wage local authority and home care workers employed under the HHC contract or the Select List are paid the London Living Wage. Care workers are always paid for the first 30 minutes of a care call even if the call is ended in less than 30 minutes. The Council audits the payment of the London Living Wage monthly. During December 2021, faced by the potential risk of care workers leaving the care market, the 2022 London Living Wage rate uplift was commenced early. Further enhanced payments were made to care workers for evening and weekend shifts and retention and recruitments bonuses.

Providers commissioned under the ‘HHC’ contract log calls (home care visits) using the electronic call monitoring system (ECM) CM2000. The care worker records the start time and end time of each care visit to a client’s home.  The system allows the Authority to monitor the performance of care agencies and use the data to identify and flag early issues that may escalate into more significant concerns (i.e., call cramming, shortened visits etc). This contract expires in 2023 and may be extended for one year. It is our intention to operate call monitoring for the full life of the ‘HHC’ contract (until 2025).

The ten Select List providers are:

* Avant Healthcare Services Limited
* AMI Homecare Limited
* Graceful Care Hounslow
* KRG Care Limited (trading as ‘My Home Care’)
* Thames Homecare
* Open Heart Care
* MNA Homecare Services
* Haven Care
* MiHomecare
* Capital Homecare

Once a Select List provider has been commissioned to deliver more than 500 hours of care per week by Hounslow Council on a regular and consistent basis, they are required to implement the call monitoring system, CM2000. In 2022 and 2023 we will implement call monitoring for the three Select List Providers who have passed this threshold, bringing the total of Select List providers monitored by CM2000 to four.

The North-West London CCG also commissioned home care from the same providers as Hounslow Council, utilising the HHC contract, Select List contract and spot providers.

Our commissioning strategy is for good quality homecare, working in partnership with providers on investment, call monitoring and workforce capacity. During the Covid pandemic we have worked very closely with our commissioned providers, providing financial assistance and we changed the way Hounslow Homecare Contract providers are commissioned and paid to support these outcomes. We continue to monitor the quality of care through the use of the PAMMS Tool with commissioned home care providers.

Providers are commissioned by the North-West London CCG to provide weekend homecare support for people discharged from West Middlesex University Hospital, in Hounslow. This ‘Out of Hours’ support has proved invaluable before and during the pandemic, with providers able to increase support during the peaks in the spring of 2020, 2021 and 2022.

‘HHC’ providers are commissioned by the CCG to support medication level 2 and MAR Charts updating working with local pharmacies. This enhanced support is designed to prevent unnecessary hospital admissions.

Key challenges

The Home Care provider market is greatly affected by the impact of the Covid pandemic and difficulties in recruiting and retaining staff. Home Care agencies report to us that they are struggling with recruitment, caused by rates of pay, the challenges of the role and the need to travel. The unlocking of the UK and the ongoing Covid pandemic have combined to place significant pressure on the care market. Carers that joined the industry during lockdown are leaving to join the hospitality and retail industries who, since Covid, have greatly improved their hourly rates of pay and arguably offer more desirable working conditions~~.~~ We expect to see these issues grow in significance as the UK faces high levels of inflation and escalating fuel costs.

For several years, Hounslow has operated a joint brokerage team, sourcing packages of care on behalf of the Council and the CCG. Combined with joint contract monitoring and joint commissioning this has proved very effective. During the Hounslow Homecare contract the joint brokerage team have proved able to source packages of care within 24 hours of receiving a new request or a variation to an existing package of care. However, in 2021, in a very small number of cases this has not proved possible.

During 2022 we will continue to encourage and support all homecare agencies in ensuring that their staff received Covid and Flu vaccinations. We are aware that vaccination rates vary widely between different providers, and continue to support care workers, clients who use services and the wider health and social care system in accessing these essential vaccinations.

In addition to the Hounslow Homecare Contract, Hounslow Council commission block homecare hours of 450 per week to support reablement through the Community Recovery Service Plus operated through our partner, HRCH. The Commissioning intention for 2022 is to review this externally commissioned service.

Commissioning Intentions for 22/23

* To implement call monitoring for Select List providers who have more than 500 hours of care commissioned
* To extend the current Hounslow Home Care Contract, from November 2022 to October 2025
* To extend the current Hounslow Select List Contract, from November 2022 to October 2025
* To complete the Fair Cost of Care exercise for home care and its inclusion in the Market Sustainability Plan.
* The annual review of the hourly rate paid to providers, to be completed in the Autumn/Winter 2023 (we have completed the 2022 review)
* The continued use of the CM 2000 call monitoring system for care provided under the Hounslow Home Care contract, with the decision on the 12-month extension for the contract to be made by June 2023
* The continued use of the PAMMS Tool to audit care providers commissioned to provider home care
* Review of the external commissioned service provided under Community Recovery Service Plus service

In addition, we will continue to explore options for specialist provision in home care. We will engage with the market to identify options for specialist care and continue to engage with providers who are not commissioned by the Council or the CCG.

# Extra Care and Supported Housing

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**The Hounslow Care Market**

The term 'extra care' housing is used to describe developments that comprise self-contained homes with design features and care and support services available to enable self-care and independent living**.** In Hounslow there are currently four extra care schemes. Greenrod Place has operated for several years and has been joined by three new Extra Care schemes developed under the Hounslow Prevention Strategy launched in 2015 and the Hounslow Extra Care Housing plan 2015-2019. The four schemes operating are:

* Greenrod Place which is operated by Housing 21
* Park Lodge House, operated by Octavia Housing, was opened in 2015
* Bridgewater House, which is also operated by Octavia Housing, was opened in 2017
* Bristol Court, operated by London Care, was opened in 2019

All four schemes are fully occupied (flats either full or resident allocated to void and in process of move in) and we are operating a waiting list.

Only Bristol Court has areas allocated, but all schemes will take people with a learning disability or dementia.

|  |  |  |
| --- | --- | --- |
| Scheme Name & Address | Age | Details |
| Bristol Court, Feltham | 18+ | 94 flats  (86 one-beds and 8two-beds)   * Dementia – 12 flats * LD – 15 flats * General Needs – 67 flats |
| Greenrod Place, Brentford | 55+ | 38 flats  (31 one-bed and 7 two-bed) |
| Bridgewater House, Isleworth | 55+ | 33 flats  (30 one-bed and 3 two-bed) |
| Park Lodge, Hounslow | 50+ | 36 flats  (33 one bed and 3 two-bed) |

**Commissioning Intentions**

The successful delivery of the strategy has increased the extra care capacity in Hounslow from 38 flats to 201 flats. This has delivered client choice and reduced demand on home care and care homes. Currently schemes are near capacity with waiting lists developing~~,~~ work is underway to project demand accurately, but it is anticipated that at least one new scheme of approximately 40 units will be needed by 2025/26. Because of this, the Council will start to engage with the market in 2022/23 to plan for future provision.

**Case study: Two Bridges**

In 2022 Hounslow Council oversaw the completion of the new Two Bridges scheme, which is supported accommodation for adults with learning disabilities and/ or autism and behaviours that challenge being run as a two-year pilot. The background is that a lack of suitable accommodation in Hounslow led to children and adults with learning disabilities and/ or autism being placed outside of the borough. Placing children or adults outside of the borough can be problematic because it may lead to:

* Isolation from family and the local community
* A heightened risk of crisis and hospitalisation due to lack of an integrated support system
* Hounslow Council may find it more difficult to respond to emergencies or Safeguarding alerts
  + Care providers are harder to contract manage, and it is harder for Hounslow Council to ensure value for money

People started to move into Two Bridges in May 2022 and the building will be fully occupied from October 2022. There are eleven, purpose built, one bed flats. Care will be delivered using an integrated care model designed to enable and empower vulnerable service users to either sustain of move towards independent living and fulfilling lives. The pilot care providers are:

* **Dimensions:** a specialist learning disability and autism care and support, with high quality positive behaviour support
* **Hounslow and Richmond Community Services NHS Trust**: multi-disciplinary support including Speech and Language Therapy, nursing care and psychiatric care
* **Octavia Housing**: a registered housing provider

The services provided will be reviewed during the first year of operation and 18 months, leading to the development of a new service specification and the procurement of a specialist care and support provider. Procurement is expected to take place between April and October 2023.

**Case study: Supported Housing**

The Joint Commissioning Team source and contract manage a range of types of supported housing and related support services. Under the Joint Prevention Strategy, the ambitious LIFE Programme led to:

* Integrated support provision for adults through Hestia, including floating support, Care Act advocacy and carers respite
* Social Inclusion Supported Housing delivered from 11 sites across the borough for people who are homeless, have mental health or substance misuse problems and other complex needs by St Mungo’s
* Young People’s Supported Housing delivered from six sites across the borough by Look Ahead

**Case Study: Shared Lives**

Hounslow Council supports Shared Lives. This is a scheme to support adults with learning disabilities, mental ill health or other needs that make it hard for people to live on their own.  The current provider of Shared Lives is Certitude, the contract is up for renewal and is included in our Commissioning intentions to procure a new service by June 2023. Shared lives schemes rely on carers, and the schemes must be registered with the Care Quality Commission. Carers are trained and vetted by the scheme.

**Supported Living**

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Supported Living is a service that supports people with a range of support needs to retain their independence while still having that extra physical and emotional support needed to lead completely fulfilled lives in their own homes. In 2022 we are commissioning Supported Living for approximately 240 people, within the borough and outside of Hounslow.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **2020** | **2022** | **2025** |
| Supported Living | 173 | 240 | 322 |

There has been a steady growth in demand for Supported Living and Hounslow Council project a significant increase in the future.

There are 25 Supported Living schemes in Hounslow. Providers are largely commissioned on a spot basis, meaning that the Council will commission care for an individual client and not purchase all available beds in a scheme. There is a range of provision in Hounslow for adults with a learning disability and adults with mental health needs.

Supported Living Schemes for people with learning disabilities and or autism have been commissioned under the LIFE programme, working to transform local accommodation-based services to meet the requirements of the Transforming Care agenda, reducing the need for out of area placements and enabling people with complex conditions to have their needs met locally.

**Commissioning Intentions**

The LIFE contracts are block contracts and follow a commissioning cycle. At least one year before the end of the contract and any extensions decided, market engagement will begin to prepare for procurement of new provision.

|  |  |  |  |
| --- | --- | --- | --- |
| Service area | Provider | Start date | End Date (with extensions) |
| LIFE Integrated Support Service, incl floating support | Hestia | 14.01.2017 | 31/03/2021 Extension until 31.03.2023 |
| LIFE Young People and Young Parent Supported Housing | Look Ahead | 23.10.2017 | 22/10/2021 Extension until 22.10.2023, expected to be extended one final year until 22.10.24 |
| LIFE Social Inclusion Supported Housing | St Mungo’s | 01.04.2019 | 31.04.2023 (with possible extensions to 31.04.2026) |
| LIFE Learning Disabilities Supported Accommodation | Certitude |  |  |
| Unregulated Services | Southside Partnership -Shared Lives LD (regulated by CQC) | 01.07.2019 | 30.06.2022, 1 year extension to June 2023 |

**Market Oversight – Supported Living**

Hounslow Council wishes to see Supported Living schemes operate in the borough that are high quality. We work closely with all providers and will maintain an oversight of the quality of provision even with schemes which are not commissioned by the Council. In recent years we have been concerned by provision that we have not commissioned, and we will continue to work closely with the Care Quality Commission to monitor care.

We encourage all providers to contact the Council and we have recently introduced a policy to encourage all commissioners who are placing adults in Supported Living schemes in Hounslow to contact us using the ADASS referral route. This means that we will be informed of adults placed into Supported Living Schemes in Hounslow.

**Commissioning intentions**

We have projected a large increase in demand for Supported Living places for Hounslow residents. Between 2022 and 2025 we project a rise of 82 clients, and we wish to offer suitable accommodation and support to all Hounslow clients in borough.

There are changes in the local care market underway with two new schemes opening in 2022 and three schemes closing.

We are aware that several providers wish to create new Supported Living provision in the borough. We are interested in talking to any good quality providers who have experience of providing Supported Living. If your organisation is interested, please contact us. Our commissioning strategy is to purchase spot placements and to manage the expansion of the local care market to meet local need and to ensure local health and community services are engaged with new provision and can meet need.

Please contact us: [amy.gill@hounslow.gov.uk](mailto:amy.gill@hounslow.gov.uk)

**Care Homes**

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**The Care Market**

* There are 30 registered care homes in Hounslow, comprising: Two residential care homes for older people
* Nine nursing homes for older people
* 1 nursing home for adults with mental health needs
* 1 nursing home for older people with mental health needs
* 2 residential care homes for adults with mental health needs
* 15 Residential care homes for adults with a learning disability

There are 656 care homes beds for Older People registered with the Care Quality Commission (CQC) in Hounslow care homes, with approximately 600 beds available due to operational reasons. There are very few vacant beds in care homes for Older People in Hounslow on any given day. There are acute shortages of beds for adults and older people with dementia and behaviours that challenge in nursing homes or for older people with residential care needs.

Hounslow care homes operate within a wider geographic market for care, with people from across West London moving into Hounslow care homes.

We are projecting a modest increase in demand for residential care among adults aged between 18 and 64.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **2020** | **2022** | **2025** |
| Residential 18 to 64 | 133 | 125 | 132 |

We are projecting a significant increase in demand for residential care. Hounslow Council operates two in-house residential care homes, which have a capacity of 105 beds. The table below shows demand for residential care in addition to these two care homes.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **2020** | **2022** | **2025** |
| Residential (not in house) | 84 | 88 | 134 |

|  |  |  |  |
| --- | --- | --- | --- |
|  | **2020** | **2022** | **2025** |
| Nursing home placements | 151 | 143 | 152 |

Finally, we are projecting a steady growth in demand for nursing home places for adults.

The table below shows the current CQC ratings for the eleven care homes for Older People in Hounslow. Hounslow Council currently commission a minority of the care homes beds in Older People’s care homes in borough. We aim to improve the quality of the local care homes by working alongside care providers and to purchase a higher portion of the beds locally for our residents.

|  |  |
| --- | --- |
| Care Quality Commission ratings – Care Homes in Hounslow for Older People July 2022 |  |
| OUTSTANDING | 0 |
| GOOD | 9 |
| REQUIRES IMPROVEMENT | 2 |
| INADEQUATE | 0 |
| TOTAL | 11 |

The table below shows the current CQC ratings for the sixteen care homes for adults with a Learning Disability in Hounslow. There are 126 care home beds in borough for an adult with a learning disability. We commission approximately half of these beds, and we are committed to raising the quality by working with care providers. However, working with a client, the family and care providers to find a suitable home will mean that we continue to commission care on a wider geographic basis.

|  |  |
| --- | --- |
| Care Quality Commission ratings – Care Homes in Hounslow for Adults with a Learning Disability July 2022 |  |
| OUTSTANDING | 2 |
| GOOD | 9 |
| REQUIRES IMPROVEMENT | 5 |
| INADEQUATE | 0 |
| TOTAL | 16 |

There are three care homes operating in borough, who care for adults with mental health needs. We continue to face a shortage of provision for adults with mental health needs and we wish to talk to any provider with a proven track record in this area about expending provision.

|  |  |
| --- | --- |
| Care Quality Commission ratings – Care Homes in Hounslow for Adults with Mental Health needs July 2022 |  |
| OUTSTANDING | 0 |
| GOOD | 3 |
| REQUIRES IMPROVEMENT | 0 |
| INADEQUATE | 0 |
| TOTAL | 3 |

**Case study: Care Home Support Team**

In 2020 Hounslow created the care home support team, comprised of community nurses from the Hounslow and Richmond Community Services NHS Trust. The three members of the care home support team each have a patch of roughly one third of the 30 Hounslow registered care homes and the four Extra Care Schemes. The team are available to assess new residents and provide advice on care. They will also provide training, or advice on specific aspects of operating the care home, such as Personal Protective Equipment. They will advise care providers on referrals for community-based NHS services.

In 2022 we will develop the support the Care Home Support Team provides to learning disability care homes. We will also promote the referral of residents to the Care Home Support Team by care homes. A referral for assessment and review can be completed for any resident at any time.

**Commissioned Care**

Hounslow Council does not have a standard rate for care home placements. Placements are made based on individual need and the rates quoted by a care home with a vacancy following assessment by the care home. The Council receives inflation advice from an independent consultant annually and engages with care homes to discuss their costs. Requests for uplifts are considered individually based on the evidence provided.

The NWL NHS ICB will seek to place patients using the NHS Pan London AQP (Any Qualified Provider) Contract, or if in non-AQP beds, to place using the London AQP rate for 2022/23. More complex care will be commissioned at a bespoke rate.

We are currently working with the care homes for Older People on the Cost of Care exercise. This will lead to a Fair Cost of Care and a Market Sustainability Plan.

**Case study: Care Home Forum**

The Hounslow Care Home Forum has met monthly during the pandemic and brings together:

* The Registered Managers of Hounslow Care Homes
* The Joint Commissioning Team
* The Care Home Support Team

Visiting guests during 2022 have included Tissue Viability Nurses, NHS IT specialists, community pharmacists and the Hounslow Safeguarding Adults Team. The Forum has a co-produced agenda and will continue to meet monthly in future.

**Key challenges**

We wish to allow choice of care home or location of care home. We know that people wish to be placed in the borough or as close to the borough as possible. We are aware that we cannot always provide this. There are currently few care home vacancies in the borough and the care home of choice may be full. Many families and friends wish to live close the care home that their loved one moves into, and we know that we cannot currently meet expectations for short journeys for visiting.

We will continue to make new placements for adults with a learning disability in high quality suitable care homes. Suitable vacancies do not always occur at the right time in the borough often and when they do it may not be suitable to move a client.

There is a shortage of residential care beds for older people in the borough. Our projections demonstrate that this shortage will increase by 2025. The two Hounslow Council operated care homes – Clifton Gardens and Sandbanks Resource Centre – are currently fully occupied and have been effectively full for some time.

There is a shortage of nursing home beds for adults with mental health needs and for older people with dementia and behaviours that challenge. This shortage exists in Hounslow and in neighbouring boroughs. We wish to hear from any care provider who is considering developing new provision and we can share projections from Hounslow Council and the West London Alliance. We will consider purchasing spot beds from good quality providers with a track record in this type of care.

There is a shortage for nursing home beds for adults under the age of 65, including adults close to the age of 65 who may wish to move to a nursing home. We are aware that two older people’s nursing homes in Hounslow have changed their registration during 2021 and 2022 and we recognise the significant steps made to care for adults who may only be a few years younger than the traditional registration threshold of 65.

We are projecting a growth in demand for routine Nursing Home placements for local authority clients. At present we expect this demand to be met from within the current care home capacity available in Hounslow.

We continue to utilise the Provider Concerns policy for a small number of care homes who do not meet expected standards of quality.

We have concerns about the delivery of the Mental Capacity Act by care homes and we welcome contacts from care homes or any other provider who wishes to discuss procedures and staff training. We will continue to make available support and we expect to see improvements in 2022 and 2023.

**Commissioning intentions**

The following commissioning intentions for care homes will be acted on in 2022 and 2023:

* We will continue to support all clients to choose the care home, or location of care home where possible
* We will continue to use the PAMMS Tool to monitor the quality of care delivered in care homes. We will share audit information with neighbouring boroughs under a new initiative led by the West London Alliance of local authorities
* The Council will complete an Outline Business Case for the expansion of capacity for the Council operated residential care homes.
* We will engage with Care Homes over the Discharge to Assess process and seek to learn lessons from the operation of Discharge to Assess during the past two years.
* The NHS NWL ICB will continue to make placements using their block contracts and seek to make non AQP placements at AQP rates
* We will encourage all care homes to complete the Cost of Care exercise and we will publish the results for median pricing in the Market Sustainability report

**Case study: Discharge to Assess**

Hounslow introduced Discharge to Assess during the first weeks of the coronavirus pandemic.

Under Discharge to Assess, patients who have a changed need are discharged on different pathways. ‘Pathway 1’ patients leave hospital and go home. ‘Pathway 3’ patients are discharged to a nursing or residential home.

During 2022 we will continue to engage with the care market, particularly care homes, over the implementation of Discharge to Assess. We understand that hospitals wish to discharge patients quicker to care homes. We also understand (from the Hounslow Care Home Forum) that care homes do not all believe that they can assess and admit new residents at the speed being asked. Furthermore, care homes have informed us that they do not have capacity to participate in all follow-on assessments and would like to find ways to reduce the administrative burden on their senior staff. We will, in 2022, look at ways of responding to all of these concerns raised at the Care Home Forum.

**Carers Services**

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Hounslow Council commission services to support carers. We know that some support and services for carers was impacted by the covid-19 pandemic. Visiting restrictions were in place, some had to close and some families chose to keep their loved ones at home where they felt they were most safe. Services that were able to run were impacted by staff who may be ill or self-isolating. Routines were interrupted which led to increased confusion, fear, and anxiety for many.

**What we know about demand/ need for carers services**

* We received multiple reports from carers finding it challenging to manage the behaviour of the person they look after. We worked with the Positive Behaviour Support Service at HRCH to produce a bespoke online bite-sized webinar series to equip carers with tools and techniques to manage challenging behaviour however the uptake was low. Online support has followed a similar path throughout the pandemic with attendance at online meetings sporadic
* We provide Carers Advice in Hounslow with links to social workers, GPs, social prescribers, and support workers. We provide 1:1 support to carers with form filling, benefits advice, help with housing issues, information on services and carers groups, and referrals for ongoing support from appropriate charities. Additional resource may be required in this area to effectively meet the needs of carers in Hounslow
* The pandemic highlighted the need to strengthen our links with the community and engagement activity has commenced to better understand carers needs. We have launched a carers survey and developing focus groups and 1:1 interviews to better understand the topics and themes raised via the survey and what support they would like to receive

**Where there are gaps/ services the market should provide in Hounslow**

* Step-by-step support from trained and skilled staff to complete complex forms including attendance allowance, blue badge, personal independent payment, disability living allowance, carers allowance, council tax, universal credit and pension credit
* Carers may benefit from additional external, expert guidance and support, tailored to meet their individual needs from people with lived experience/experience of supporting and working with unpaid carers.

**Our strategy to fill any gaps or encourage provision**

To encourage the provision of carers support within the third sector, carers have been marked as a priority group in the council’s community funding programme for 2022.

In 2022 we will launch:

* A carers advice, support and information hub. The aim is to provide outreach support across the borough to ensure carers have the support they need to continue in their caring role.
* We will identify and help people who do not see themselves as a carer to access information and support. The hub offer will be co-produced with carers as part of our engagement plans
* Dementia friendly activities hosted within a Hounslow library for residents with dementia and their family member or friend (unpaid carer)
* Dementia peer support service for carers and those they care for living with dementia including dementia cafes across the borough and peer support groups for carers

**The services we commission now and details of recommissioning in the year ahead**

We currently commission a carers short breaks service to provide people who look after an adult with between 1-3 hours respite a week. This is accessed via a carers assessment with Adult Social Care to look at the individual needs of a carer. The service is contracted to Hestia and delivered by Harlington Care. The service is due to be recommissioned in March 2023

**Community Based Services**

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Hounslow Council and the North-West London CCG commission community-based services. Many of these are long standing and resilient services that are local to Hounslow. These include health advice, hospital discharge support and day services for adults. Hounslow Council and the North West London CCG also jointly commission community equipment as part of a consortium of commissioners.

**Day Opportunities for Adults with a learning disability and/ or Autism**

Adults with a learning disability and/or Autism have the right to community presence, independence, and relationships, just like anyone else.

The London Borough of Hounslow asserts that continual learning, paid employment and/or voluntary work, is an important route to social inclusion and independence.

To support this vision into reality, the local authority will be working with services that provide day activities, ensuring that they provide a clear focus on supporting people to obtain the outcomes and skills required to assist residents into employment and greater independence.

Traditional building-based day services have reduced over the years as more personalised approaches to individual needs have been sought and delivered through direct payments. Those that remain provide a more structured programme of activities that allow residents to attend drop-in sessions related to residents’ specific needs and desired outcomes.

An increased and focused provision of services that provide a focus on enabling or supporting residents to return or obtain employment through skills-based development and support will be viewed as supporting the Local Authorities aims.

Partnership working across education, health and social care is essential in delivering a broad range of activities and the required support for residents. Suppliers of day activities will have the necessary expertise to deliver a broad range of activities, that are appropriate for the areas, and the residents that utilise services. The local authority will support these services through its commissioning and grants and commissioning activity.

Hounslow has a range of different day opportunities services that offer varying levels of provision to people with learning disabilities including:

* Sandbanks Resource Centre – A local authority managed day service that offers a range of activities for those that require day care.
* Speak Out Hounslow - To support and empower adults with learning disabilities in Hounslow to speak up, be heard, affect change, and have real life and social opportunities.
* Harle House – The day service is run by Hounslow Mencap West and provides support for up to 25 people per day with learning disabilities aged 50 and upward. 38 people attend the centre at present with mild, moderate, and severe learning disabilities.
* The Community Access Service The focus of the service is to provide opportunities for social interaction, leisure activities within community settings
* We are 1 – Provides a range of activities, Groups & Workshops at The Alf Chandler Centre
* Our Barn provides a range of activities and programmes to support young adults with learning difficulties or other disability. It is a meeting place for 16 to 25-year-olds.
* Number 1 Allotment Chiswick - Provide opportunities for people with learning disabilities to gain experience of gardening helping to grow fruit and vegetables in an allotment plot in duke’s meadows, Chiswick.

**Hounslow Council commission day opportunities for Older People.**

• personal dignity (including respectful care of the individual);

• physical, mental and emotional wellbeing;

• protection from abuse and neglect;

• control by the individual over day-to-day life (regarding their care and support, and the manner in which that is provided);

• participation in work, education, training, and/or recreation;

• social and economic wellbeing;

• domestic, family and personal relationships;

• promoting a healthy and nutritious diet;

• the individual’s contribution to society.

**The current day care services for older people living in Hounslow:**

* **Sandbanks Resource Centre Feltham (Hounslow Council):** delivers a combined day care service to adults with learning disabilities, physical disabilities, ASD and behaviour that can challenge, as well as to people living with dementia who are deemed eligible/open to adult social work teams.
* **Vintage Club (Age UK - Feltham):** offers a day care provision on Mondays, Tuesdays and Wednesdays. Members are provided with morning and afternoon tea, a hot 2 course lunch and a range of activities. There is a minibus transport service available for those living within a certain radius of the centre.

**Commissioning intention:**

* **Dementia Hub (further feasibility to be undertaken):** There is a long outstanding need for a holistic, integrated ‘hub’ of services, including co-location of health, social care, information and advice, social/educational activities, and wellbeing services - for people living with dementia and other long term health conditions.

**Community Services**

We also commission the following community services:

* British Red Cross Discharge Support – this service is provided from West Middlesex University Hospital in Hounslow and is available to support vulnerable people to be safely discharged from hospital. This contract will expire in 2023
* Community equipment services provided by Medequip, who are commissioned to source, deliver maintain and then collect equipment. During 2022 we will be reminding care providers of their responsibilities to contact Medequip over equipment repair, return or testing
* Your Voice in Health and Social Care – Hounslow Healthwatch provide a unique role in ensuring the voice of patients, residents and carers is heard and acknowledged in Hounslow. This service will be re-procured in 2022.
* Advocacy services are available for providers to access directly in Hounslow. Since the last Market Position Statement, we have commissioned POhWER to provide independent advocacy. This includes the Independent Mental Health Advocacy Service, the Independent Mental Capacity Advocacy Service, and the NHS complaints service. POhWER can be contacted at [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

**Commissioning intentions**

* Community equipment – we will participate in the retender of community equipment service as a member of the London Consortium
* Dementia Service extension – we will extend the contract for the dementia service
* We are currently reviewing all Community based services to attain a picture of current and future demand and how these providers can maximise grant initiatives to align with the need and open pathways for residents to navigate through the voluntary/community sector.

During 2022 two services will be recommissioned. These are the Hounslow Stroke Recovery service, which provides support for the survivors of stroke and other people who are affected. The second service to be recommissioned is the community neurological support service. A community-based dementia service will be reviewed and extended under an existing contract.

**Procurement activity 22/23**

|  |  |  |  |
| --- | --- | --- | --- |
| **Service area** | **Provider** | **Start date** | **End Date (with extensions)** |
| LIFE | Hestia | 01.01.2017 | 31/03/2021 (Extension until 31.12.2023) |
| LIFE carers short breaks | Hestia/Harlington Care | 01.01.2017 | 31/03/2021 (Extension until 31.12.2023) |
| Unregulated Services (70/30 LBH/CCG split) Led by | Medequip – Community Equipment | 01.04.2017 | 31.03.2021(extended to 2023) |
| Unregulated Services | Southside Partnership -Shared Lives LD (regulated by CQC) | 01.07.2019 | 30.06.2022, 1 year extension to June 2023 |
| Unregulated Services | Alzheimer's Society | 01.04.2018 | 31.03.2023 (with two 12-month extensions possible) |
| Unregulated Services | ‘Your Voice in Health and Social Care’ - Healthwatch Hounslow | Apr-17 | 31.03.2020, 3-year contract, + 2 extensions June 22. |
| Supported Accommodation | Two Bridges | 30.05.22 | 1.06.24 |
| Unregulated Services | Healthwatch | 1.07.17 | 31.06.2020, extension until 31.06.23 |

**Information and Advice**

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**Care Place Online Adult Social Care Directory**

Information on care available in Hounslow can be accessed by the public and by professionals through Care Place.

[Direct link to Hounslow section of CarePlace](https://www.careplace.org.uk/?LA=Hounslow)

Commissioned and managed by the West London Alliance, Care Place is an online directory covering care and support options, housing, money, education and training, leisure, health and wellbeing, carer support and safeguarding. It is a partnership of six London boroughs (Hounslow, Richmond, Wandsworth, Ealing, Harrow, and Brent).

Content covers council services, health services, local voluntary organisations, charities, and private providers. Organisations can manage their own pages via a content management system (CMS) but in most cases, information is compiled, checked, and uploaded by adult social care Community Information staff. In Hounslow, pages are set to become ‘hidden’ if not reviewed for either six or twelve months to help ensure content is up to date.

Care Place is a free channel for providers to promote their services. If organisations do not have the resources to create and upload their own information, LBH Adult Social Care will do it for them.

During 2022, Hounslow Council has been contacting providers to refresh the content on Care Place. If you would like to discuss this, please contact us.

Where appropriate, pages also feature a provider’s Care Quality Commission rating and link directly to their CQC report allowing residents to make informed decisions on care options.

The Care Place homepage features a news section and a rotating graphic banner which features third party events, campaigns, activities, and services as well as the Council’s own adult social care information updates.

**Offline channels**

Other communications channels used by adult social care in Hounslow that help to promote care providers, services and voluntary sector organisations includes the [Gazebo Pop-up Information Shop](https://www.careplace.org.uk/Services/16244) and the [Carers Information Sheet](https://www.careplace.org.uk/Documents/Download/8188/Carers-Information-S). The Gazebo attends public venues and community events across the borough twice a month staffed by Social Workers, Community Information staff and other specialist staff as appropriate. It is well supplied with printed leaflets and has proved a good channel for reaching residents who do not use the internet. The Carers Information Sheet is a printed list of services of interest to carers that is updated every three months and is specifically for the digitally excluded.

**Market Oversight and Market Sustainability**

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Hounslow Council maintains an oversight of the adult social care market, with support from the NWL CCG and neighbouring boroughs (through the West London Alliance of Local Authorities). This includes care providers commissioned by the public sector and those who are not, but support people who purchase their own care. This includes care providers regulated by (and registered with) the Care Quality Commission and care providers who are not required to be registered.

The key features of the oversight regime are:

* A monthly provider intelligence process, leading to a report presented to the quarterly Hounslow Safeguarding Adults Board
* An ongoing intelligence exchange between the Council, the CCG, the Care Quality Commission and the West London Alliance
* Inspection of domiciliary care providers commissioned by the Council and the CCG using the PAMMS Tool, which is a structured audit tool to support in person auditing
* Inspection of care homes in Hounslow using the PAMMS Tool
* The operation of a Quality Alert process for care providers and public sector professionals to contact the Hounslow Joint Commissioning Team with quality concerns.
* Contract management of all Commissioned services

During 2022 we are keen to increase the number of quality alerts we receive. We will be engaging with care providers and ASC to promote the quality alert process. The contact email for a quality alert is:

[Contract.returns@hounslow.gov.uk](mailto:Contract.returns@hounslow.gov.uk)

Hounslow Council and the NHS NWL ICB operate a Provider Concerns Policy. This Policy is implemented when the quality of care at a provider operating in the borough causes concern. This could be triggered by the Council’s contract monitoring procedures, a Safeguarding Adults inquiry, a quality concern, or a Care Quality Commission report. It could also be triggered by a client or an advocate. When the Provider Concerns Policy is triggered for a particular provider, it can lead to a suspension of new placements with that provider by the Council and the CCG. We will always inform the London ADASS (Association of Directors of Social Services) when the Provider Concern’s process is triggered, as well as other commissioners outside of London if appropriate.

During 2022 we will be engaging with providers to refresh the Provider Concerns Policy. We will engage with providers to:

* ensure all providers are aware of the Policy and the Market Oversight regime
* to refresh the timescales and trigger points, following feedback from providers
* to include care provider failure, including financial risk
* Incorporate lesson learnt
* To ensure the policy supports providers to move out of the providers concerns process where appropriate and support them with continuous improvement and best practice

We will also include provision for triggering Provider Concern due to workforce shortages which impact on provider capacity.

* Understand provider risk
* Understand and communicate to providers projected increases or decreases

Our oversight regime has learned significant lessons from Safeguarding investigations in recent years. In response, we have started to inform host boroughs when an adult with a learning disability is placed in a care provider in their area. We also use capacity Tracker to monitor the occupancy of care homes as a measure of their sustainability.

We have supported care homes as they have managed significant service interruptions caused by covid outbreaks at care homes. We have also managed the decant of residents from a care home at risk of CQC led closure.

**Coronavirus and the Care Market**

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During the Covid pandemic, care workers and informal carers in Hounslow have continued to deliver services for vulnerable people in difficult circumstances. We would like to acknowledge the commitment made by so many residents of Hounslow and care workers during the past two years.

The Council has provided financial assistance to care providers as well as distributing the Infection Control Grant, the Rapid Testing Fund and the Workforce Capacity Fund. The care market continues to operate within the challenges of the Covid pandemic and may do so for several years. We are aware that care providers are now working within the ‘Living with Covid’ strategy, which continues to involve testing, voluntary vaccination and infection, prevention and control.

The Hounslow Director of Public Health, along with the Joint Commissioning Service will continue to work jointly with adult social care providers on the following:

* Personal Protection Equipment (PPE) – advice on types of PPE
* Infection, Prevention and Control – training and enhanced measures during an outbreak
* The testing regimes used in specific care settings such as care homes – routine measures or enhanced measures during an outbreak
* Ratifying on boarding requests – this involves Hounslow Council confirming an unregistered care provider can register for Lateral Flow Tests or PPE
* Ways to support your physical and mental health or that of your colleagues, such as through the NHS community mental health, lifestyle and activity services in Hounslow
* Continuing to provide advice and support on how to access vaccination for Covid and flu

We encourage all care providers to take advantage of the information available on the Hounslow Council website at <https://www.hounslow.gov.uk/coronavirus>

If care providers have questions about Covid or Flu vaccination, please contact us at

[Amy.gill@hounslow.gov.uk](mailto:Amy.gill@hounslow.gov.uk)

Care providers will meet people in Hounslow who require advice and support. Hounslow Community Solutions are working with the statutory and voluntary sector to as well as local employers to provide support. We recommend the new Hounslow Connect online help resource at: <https://hounslowconnect.com>

We wish to thank care providers who supported the Hounslow joint commissioning team in the planning and preparation undertaken for the potential activation of the National Emergency Plan for Fuel during 2021. This was a rapid preparation (over a 24-hour period) for the activation of emergency access to fuel by care providers.

**Workforce**

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During 2022 and 2023 we will continue to support the local care workforce. We will continue to pay the London Living Wage to commissioned home care staff and we will engage with providers on the Cost of Care. Home care workers in Hounslow are supported to obtain the Care Certificate.

We will continue to support providers in the recruitment and retention of care workers. The Department of Health Workforce Capacity Fund for Adult Social Care has been used in 2021 and 2022 to deliver a programme of support that included the following initiatives:

* **Care Friends**: we have promoted the Skills for Care App, which supports sharing of job opportunities and rewards staff with a points-based reward system
* **Refer a friend**: we have operated a refer a friend scheme, based on the view of the care market that a referral from a friend leads to success in recruitment and retention. This scheme was supported with financial incentives for the referring care worker
* **The Golden Hello**: this was a cash payment for new recruits within a specified time frame and after a specified duration of employment
* The initial training support payment
* Payment in lieu of holiday for additional shifts worked during the pandemic
* A borough wide recruitment campaign
* Online training, which continues

Hounslow Council continues to support care worker recruitment through the ‘Care for Hounslow’ page on the Council website. This provides links to provider recruitment websites and supports prospective care workers who may be searching by geographical area. Please contact us if you would like to be included.

During 2022 we will be engaging with providers on training areas that emerge as a requirement in the borough, whether in home care or care homes. The Care Home Support team have introduced a dynamic approach to skills assessment and training delivery. In addition, the Safeguarding Adults Team will continue to brief providers on their responsibilities under the Mental Capacity Act.

Finally, we have started the process of establishing Registered Manager’s Forums through our partners Skills for Care and we will continue to encourage providers to do this, in care homes and in home care during 2022 and 2023. We will encourage care providers to fully utilise the Skills for Care new Registered Manager induction standards.

**How to Contact Us**

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Please do get in touch with us if you want to. We can be contacted via the following mailbox:

[amy.gill@Hounslow.gov.uk](mailto:amy.gill@Hounslow.gov.uk)

You may also wish to view the London Tender Portal:

Londontenders.org

**QUALITY ALERT**

|  |  |
| --- | --- |
| Service user name |  |
| IAS Number |  |
| Address / placement |  |

**TYPE OF SERVICE**

|  |  |
| --- | --- |
| Domiciliary |  |
| Residential |  |
| Nursing |  |
| Supported living |  |
| Other, please specify |  |

|  |  |
| --- | --- |
| Provider Name |  |
| Source of Information |  |
| Direct Observation |  |
| Information from third party |  |
| Contact details of third party |  |
| Quality Alert Notification Date |  |

**Please say what you are concerned about.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Have you contacted the provider? | Yes |  | No |  |
| **Have you resolved the problem?** | **Yes** |  | **No** |  |

**WHAT Action HAS BEEN Taken by THE PRACTITIONER AND THE Provider.**

|  |  |
| --- | --- |
| Name of professional completing this form |  |
| Job Title |  |
| Phone Number |  |
| Email |  |
| Line Manager’s contact details |  |
| Date |  |

**SUPPLY CHAIN PERFORMANCE ACTION**

|  |  |  |  |
| --- | --- | --- | --- |
| Entered on database | Yes | No | Date |
| Contact with Provider |  |  |  |
| Monitoring Visit required |  |  |  |

|  |  |
| --- | --- |
| Details of contact with Provider and agreed action |  |
| Outcome for the service user |  |
| Responsible Officer in Supply Performance Team |  |
| Date |  |

**Please send completed form to** [contract.returns@hounslow.gov.uk](mailto:contract.returns@hounslow.gov.uk)