FREEDOM OF INFORMATION REQUEST – 352/18

Dear Sir/Madam

Your request for information has now been considered and the information requested is provided below.

Request/Response:

Freedom of Information Act: The delivery of homecare services

The following request is made under the Freedom of Information Act 2000 (“the Act”) by the United Kingdom Homecare Association (UKHCA).

We ask the council to provide a response to the following questions.

For the avoidance of doubt, references to “home-based care and support” and “homecare” should be interpreted as meaning domiciliary care services regulated by the Care Quality Commission.

Section 1. The Council’s calculation of the cost of homecare

1. Please provide any calculation undertaken by the council to assess the hourly cost of delivering homecare services for older people during 2017-18, for example by undertaking a cost of care exercise, with providers, or by the council conducting its own modelling.

For the avoidance of doubt, we ask the council to provide a numerical breakdown of its assessment of what it should pay for homecare service, taking into account the component costs, which include: careworkers’ wages; National Insurance and pension contributions; holiday and sickness pay; mileage reimbursement and the providers’ operating costs and profit or surplus.

Please note that we are asking the council to provide evidence about whether it has undertaken an assessment of the likely costs of care incurred by its providers in a way that is likely to have satisfied Paragraph 4.31 of the “Care and support statutory guidance, updated 12 February 2018”.

Answer: A cost of care exercise was undertaken with home care providers in February 2016. The consultation requested actual costs incurred including staffing and on-costs resulting from for example Pensions, Living Wage and Minimum Wage.

A new rate of £16.46 was implemented as of 1st April 2016.
2. Has the council undertaken a cost of care exercise for homecare services in consultation with its local homecare providers within the last 3 years? Please answer ‘Yes’ or ‘No’.

   Answer: Yes.

3. On what date did the council last increase the prices it paid for care to the majority of its homecare providers in response to inflationary cost pressures? The “majority” of providers should be interpreted as at least 75% of homecare providers with which the council trades.

   Answer: April 2016.

Section 2. Service users whose care was affected by the care provider handing a contract back to the council

During the 12 month period ending February 2018, please specify:

4. The total number people aged 65 years and above receiving home-based care and support purchased by the council?

   Answer: 9

5. The total number of people in question 4, above, whose provider of care changed during this period for any reason?

   Answer:

6. For the figure provided in question 4, above, the total number of people whose provider of care changed as a result of:

   a. a request by the provider?
      
      Answer: 10

   b. a request by the service user;
      
      Answer: 5

   c. a safeguarding concern;
      
      Answer: 0

   d. a decision by the council other than for a safeguarding concern;
      
      Answer: 0

   e. a mutual agreement of the council and the provider.
      
      Answer: 2

7. For the figure provided in question 6a, above: the total number of homecare providers who have made such a request.
Section 3. “Approved provider” lists

8. Please confirm whether the council, or another organisation, acting on the council’s behalf, maintains a list of contact details of homecare agencies in the local area from which people, either from their own means or by using a Direct Payment, may purchase homecare services? Please answer ‘Yes’ or ‘No’:

Answer: No

9. If the answer to question (i) is ‘Yes’, does such a list contain details of:
   a. all the registered homecare providers in the local area, or,
      Answer: Not Applicable.
   b. a selection of local homecare providers which have approved or vetted by the council, or
      Answer: Not Applicable.
   c. a selection of homecare providers which have agreed to have their details appear on the list, whether or not the council has approved or vetted such providers?
      Answer: Not Applicable.

Section 4. Commissioning

During a 7 day period, which includes Monday 5 February 2018, please specify:

10. The total number of homecare visits commissioned by the council for people aged 65 and above;
    Answer: 1,194 hours week ending 11 Feb 18. Rutland County Council does not have data on the number of visits.

11. The percentage of homecare visits commissioned by the council for people aged 65 and above that where shorter than 30 minutes.
    Answer: None. Rutland County Council no longer commission calls of less than 30 minutes.

12. Please provide a copy of the most recent report prepared by any officer of the council which demonstrates that the council has assessed whether it commissions homecare services in a way that is consistent with the National Institute of Health and Care Excellence (NICE) Quality standard [QS123] Quality statement 4: Length of homecare visits.
    Answer: Rutland County Council does not commission visits of less than 30 minutes.
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If you are dissatisfied with the handling of your request please contact the Head of Corporate Governance, Rutland County Council, Catmose, Oakham, Rutland LE15 6HP
You can also complain to the Information Commissioner at:

The Information Commissioner's Office
Wycliffe House, Water lane
Wilmslow, Cheshire
SK9 5AF
Tel: 01625 545700

Yours faithfully

FOI Administrator
Corporate Support Team, Rutland County Council