

EIA001111 Review of Home Care Enablement Services

About your EIA

Reference Number:	EIA001111
Subject of EIA:	Review of Home Care Enablement Services
Description:	The Home Care Enablement (HCE) is an in-house 7-day service which delivers Care Act assessed support to individual citizens in four Extra Care Sheltered Housing Schemes (ECSH), situated across the city. The service provides long term care packages, including response to careline calls, and some emergency care support when required. Adult Social Care has been given a savings target of £41.981million for 2025/26. As a contribution to meeting these savings targets a review of the in-house Home Care Enablement (HCE) service has been carried out. The outcome of the review is that the HCE should be disbanded and responsibility for meeting the assessed care needs of citizens living in the affected ECSH schemes should be transferred to independent home support providers contracted to BCC.
In support of:	["Amended function","Amended policy","Amended/refreshed strategy "]
Reviewing Frequency:	Quarterly
First review date:	01/09/2025

Directorate, Division & Service Area

Directorates:	["Adults Social Care"]
Division:	Community and Operational Services
Service Area:	Home Care Enablement

Budget Savings

Related to budget savings?:	#131
Budget proposal reference number:	#131

Officers

Responsible Officer Email:	paul.d.hallam@birmingham.gov.uk
Accountable Officer Email:	Shazia.A.Hanif@birmingham.gov.uk

Data Sources

Data sources:	["Birmingham City Observatory data and insight", "Quantitative data (please specify in the box below)", "Relevant reports/strategies", "Relevant research"]
Data sources Details:	<ul style="list-style-type: none">• Information provided by Eclipse.• Information provided by 'Birdie', the Home Care Enablement work management tool.• Information provided by ASC Commissioning.• Information provided by the Performance Management Service.

Initial Assessment

Impact Age:	Yes
Impact Disability:	Yes
Impact Sex:	Yes
Impact Gender Reassignment:	Yes
Impact Marriage and Civil Partnerships:	No
Impact Pregnancy and Maternity:	No
Impact Race:	Yes
Impact Religion or Beliefs:	Yes
Impact Sexual Orientation:	Yes
Impact Care Experience:	

Initial Assessment Summary

Initial Assessment Summary:	The EIA identified some negative impact that would need to be addressed. A full assessment is required.
Is a full EIA Required?:	Yes

Protected Characteristic – Age

Impact Age:	Yes
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Age Group Impacted:	["40-49 years", "50-59 years", "60-69 years", "70-79 years", "80-89 years", "90 years or over"]
Age Impact Details:	40-49 years - 1 50-59 years - 10 60-69 years - 28 70-79 years - 22 80-89 years - 13 90-99 years - 2 100 years+ - 1 All citizen's currently receiving care from the HCE service are aged 40 and above. 86% of these citizens are over the age of 60. The proposed changes to future delivery of care through an alternative service provider may cause, loss of independence, health deterioration and mental health impact on older adults impacted by this change. Anxiety and uncertainty around quality of future care and having to establish relationships with new carers with be required which may cause uncertainty among some citizens in this cohort. Similarly, families and carers may be unsettled by changes to long established care arrangements. Reassurance will be required around continuity and quality of care provision which will be provided in the future.
Age Impact Mitigation:	All citizens impacted by changes to support arrangements in ECSH will have an individual social work assessment to ensure their needs are met within the legal framework of the Care Act, Mental Capacity Act and Mental Health Act. An allocated social worker will remain involved with the individual citizen and their family until the transfer of the support package is completed. There are currently 91 external home support providers contracted to BCC. The commissioning process will ensure that assessed care needs for citizens currently using the HCE service will continue when care delivery is transferred to the independent sector. This will reduce the likelihood of health deterioration. It is imperative to ensure that throughout the transfer process close working with citizens and their families/NOK is maintained and any correspondence is tailored to meet individual citizen requirements, particularly for older citizens who are more likely to experience impact of a provider change due to their age. As these options are reviewed and considered the impact on this characteristic will need to be regularly reviewed.

Protected Characteristic – Disability

Impact Disability:	Yes
Disability Impact Details:	Long Term Personal care support - 52 Long Term Access and mobility only - 7 Long Term Mental Health Support - 4 Long Term Learning Disability Support - 3 Long Term Support for Social Isolation or Other Support - 3 Long Term Support with Memory and Cognition - 3 Long Term Support with Visual Impairment - 1 Not recorded - 4 The impact on citizens with a disability of the proposed changes to service provider may result in disruption to established routines and relationships that have been built. This can severely impact citizens especially those with mental health issues and learning disabilities, which may lead to stress, anxiety and deterioration in health. It is also identified that a poorly managed transition process can disproportionately affect citizens with a disability who may need more time and support to understand the changes that are taking place.
Disability Impact Mitigation:	All citizens impacted by changes to support arrangements in Extra Care Sheltered Housing will have an individual assessment to ensure their needs are met within the legal framework of the Care Act, Mental Capacity Act and Mental Health Act. Allocation of a social worker to review the needs of each citizen will take place and will support the citizen and their families through the transition process to a new provider, this will ensure that citizens have a clear support structure during the transition process. There are currently 91 external home support providers contracted to BCC. To ensure those citizens with a disability are fully supported work will take place with the new identified provider to ensure services received by citizens remain consistent to reduce the risk of impact due to disability. Ensuring that there is full accessibility to citizens including meeting communication needs in BSL, easy read when required. The monitoring of all providers delivering care for BCC conducted by inhouse commissioning services will ensure that the new provider has the required expertise to support citizens with a disability. The impact on this characteristic will need to be regularly reviewed.

Protected Characteristic – Sex

Impact Sex:	Yes
Sex Groups Impacted:	["Male","Female"]
Sex Impact Details:	Male - 39 Female - 38 All citizens receiving inhouse home care enablement would transfer to a new provider. Impact based on sex may be experienced as many citizens prefer same-sex carers particularly for personal care tasks. As a change in provider will result in staffing changes and may result in rota changes, both male and female citizens may be impacted. Predominately the care provider workforce is female which may impact male citizens wishing to receive care from a male worker. It is important to note that the image of disability may be intensified by the sex of a citizen. For women, a sense of intensified passivity and helplessness. For men a damaged masculinity generated by enforced dependence. Research highlights, women with disabilities have been described as doubly marginalised on account of their disability and their gender. They may be more vulnerable to poverty and social exclusion, and often have limited social, political and economic opportunities and lack of access to basic services.
Sex Impact Mitigation:	We will continue to educate our workforce in relation to concepts such as social exclusion, biased thinking and stereotypes through ongoing development and training. As these options are reviewed and considered the impact on this characteristic will need to be regularly reviewed. Furthermore, we will signpost our citizens to community services and support groups with an expertise in the relevant areas.

Protected Characteristic – Gender Reassignment

Impact Gender Reassignment:	Yes
Gender Reassignment Impact Details:	Data in relation to gender reassignment for citizens is not currently available. Nonetheless, current estimates suggest that there are approximately 536,648 trans people in the UK and 9,124 trans people in Birmingham. There is a higher prevalence of mental health problems in young trans people aged 16-25 compared to trans adults and trans children. Trans people assigned female at birth are significantly more likely to experience mental health problems than trans people assigned male at birth. Trans people have higher rates of self-reported disability (33%) and poor health than LGB people (14%) Current levels of support to all individual citizens with protected characteristics will continue to be provided. The proposed changes to service provider may, however, cause anxiety and uncertainty among some service users in this cohort. Similarly, families and carers may be unsettled by changes to long established care arrangements. Reassurance will be required around continuity of care. Impact of gender reassignment of citizens will be limited as there are currently 91 external providers contracted with BCC who can deliver equivalent home care services.
Gender Reassignment Impact Mitigation:	All citizens will have an individual assessment to ensure their needs are met within the legal framework of the Care Act, Mental Capacity Act and Mental Health Act. We will continue to educate our workforce in relation to the trans community. The directorate shall draw upon its links with NIHR and Birmingham University to continue to deepen its understanding of the experiences of the trans community in receipt of social care. Furthermore, we will signpost our citizens to community services and support groups with an expertise in gender reassignment and disability.

Protected Characteristic – Marriage and Civil Partnership

Impact Marriage and Civil Partnership:	No
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Marriage and Civil Partnership Groups Impacted:	
Marriage and Civil Partnership Impact Details:	Regardless of Martial and civil partnership status of citizens no impact has been identified in relation to the proposals for this service.
Marriage and Civil Partnership Impact Mitigation:	

Protected Characteristic – Pregnancy and Maternity

Impact Pregnancy and Maternity:	No
Pregnancy and Maternity Impact Details:	No
Pregnancy and Maternity Impact Mitigation:	

Protected Characteristic – Ethnicity and Race

Impact Ethnicity and Race:	Yes
Ethnicity and Race Groups Impacted:	
Ethnicity and Race Impact Details:	White - British - 64 Black - Caribbean - 7 African - 1 Any other Asian background - 1 Pakistani - 1 Not Recorded - 3 The proposed change of care provider may affect citizens from minority ethnic backgrounds, particularly in relation to cultural sensitivity, language and religious practices. The impact of a change in provider may include relationships with culturally matched carers being lost which could lead to distress and reduced satisfaction with care being received. Currently 83% of citizens receiving in house HCE services are white British. Ensuring the future provider of care is able to provide culturally appropriate care is essential to ensure that citizens are not negatively impacted and receive equitable care to meet their needs.
Ethnicity and Race Impact Mitigation:	Use of the ASC Commissioning framework of the 91 contracted external providers will ensure that citizens' individual needs (identified through the social care/assessment process) are recognised and met. A thorough hand over will be given to highlight other potential factors i.e. language barriers, cultural and religious sensitivity. This will support to ensure that provision for citizens accessing internal Home Care services can continue when responsibility for supporting ECSH tenants is transferred from HCE to the contracted independent sector. As these options are reviewed and considered the impact on this characteristic will need to be regularly reviewed. A social worker will be allocated to each citizen at the start of the reprovision process. The social worker will remain involved with the service user and their family until the transfer of support package is completed.

Protected Characteristic – Religion

Impact Religion:	Yes
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Religion Groups Impacted:	["No religion", "Christian", "Buddhist", "Muslim", "Sikh", "Not Recorded"]
Religion Impact Details:	Christian - 39 Buddhist - 2 Muslim - 1 No Religion - 14 Other Religion - 4 Not Recorded - 17 No direct impact has been identified. Current levels of support to all individual citizens with protected characteristics will continue to be provided. The proposed changes to service provider may, however, cause anxiety and uncertainty among some service users in this cohort. Similarly, families and carers may be unsettled by changes to long established care arrangements. Reassurance will be required around continuity of care.
Religion Impact Mitigation:	Use of the ASC Commissioning framework of the 91 contracted external home support providers will ensure that individually tailored provision for citizens accessing internal Home Care can continue. As these options are reviewed and considered the impact on this characteristic will need to be regularly reviewed A social worker will be allocated to individual service users at the start of the reprovision process. They will carry out a review of the citizen's care needs. The social worker will remain involved with the individual citizen and their family until the transfer of the support package is completed.

Protected Characteristic – Sexual Orientation

Impact Sexual Orientation:	Yes
Sexual Orientation Groups Impacted:	["Straight or heterosexual", "Gay or lesbian"]
Sexual Orientation Impact Details:	Heterosexual/Straight - 23 Other - 2 Gay or Lesbian - 1 Prefer not to say - 6 Not Recorded - 45 The data provided highlights that 6 citizens did not state their orientation which prevents us from having a true picture of the potential impact on sexual orientation. Nonetheless with the disbanding of Enablement the citizens who identify as part of the LGBTQ Community and who have been in receipt of this service could potentially have fostered safe and secure relationships with their care providers. The recent research by Birmingham University highlighted that many of the older LGBTQ citizens would "go back into the closet" when receiving Adult Social Care support. With the Care provider potentially changing due to the discontinuation of Enablement, the above impact could lead to trauma and care that will not meet the needs of the individual. Citizens Research has found that many LGBTQ+ people with a disability face discrimination and abuse because of the sexuality or gender, including from those paid to support them. This can impact on their decisions of whether to disclose their sexuality to paid staff (School of Social Care Research). Current levels of support to all individual citizens with protected characteristics will continue to be provided. The proposed changes to service provider may, however, cause anxiety and uncertainty among some service users in this cohort. Similarly, families and carers may be unsettled by changes to long established care arrangements. Reassurance will be required around continuity of care. Impact on sexual orientation of citizens will be limited as there are currently 91 external providers contracted with BCC who can deliver equivalent home care services.
Sexual Orientation Impact Mitigation:	Use of the ASC Commissioning framework of the 91 contracted external home support providers will ensure that provision for citizens accessing internal Home Care can continue. As these options are reviewed and considered the impact on this characteristic will need to be regularly reviewed. A social worker will be allocated to individual service users at the start of the reprovision process. They will carry out a review of the citizen's care needs. The social worker will remain involved with the individual citizen and their family until the transfer of the support package is completed. Continued advice will be sought from LGBT Birmingham if and when needed to deal with individual cases. Social Workers will be given an annual programme of learning which will consist of cultural humility training which a specific focus on marginalised groups such as LGBT community.

	This will ensure that Social Workers are better equipped in understanding the barriers and challenges faced by this community and their families, as such can help alleviate this.
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Protected Characteristic – Care Experience

Impact Care Experience:	No
Care Experience Impact Details:	Given the age range of the citizens impacted by the review of ECSH, Care Experience is not a factor to be considered as part of this assessment.
Care Experience Impact Mitigation:	

Other

Any other risks or impacts:	There are 77 citizens living in three Extra Care Sheltered Housing schemes across Birmingham who are currently receiving care support to meet assessed care needs from in house Home Care Enablement service(HCE). They will all be affected by the decision to disband the HCE and transfer provision to independent agencies contracted to BCC. It is understandable that the process of transfer will engender a degree of anxiety and uncertainty for the affected citizens and their families around quality and continuity of care. There are measures in place to ensure that individual care needs continue to be appropriately met: 1. All citizens will be allocated a social worker. They will receive a social work review prior to transfer. The social worker will confirm the individual support plan. The social worker will ensure the new care arrangements are in place and working post transfer. 2. There are now 91 agencies on the ASC Commissioning Framework. Only those with a CQC rating of Good or Outstanding were allowed to join the framework as part of recent re-tendering process. The new provision for the ECSH schemes will be sourced from the framework
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Full Assessment Summary

Full Assessment Summary:	There are 77 citizens living in three Extra Care Sheltered Housing schemes across Birmingham who are currently receiving care support to meet assessed care needs from in house Home Care Enablement service(HCE). They will all be affected by the decision to disband the HCE and transfer provision to independent agencies contracted to BCC. It is understandable that the process of transfer will engender a degree of anxiety and uncertainty for the affected citizens and their families around quality and continuity of care. There are measures in place to ensure that individual care needs continue to be appropriately met: All citizens will be allocated a social worker. They will receive a social work review prior to transfer. The social worker will confirm the individual support plan. The social worker will ensure the new care arrangements are in place and working post transfer. There are now 91 agencies on the ASC Commissioning Framework. Only those with a CQC rating of Good or Outstanding were allowed to join the framework as part of recent re-tendering process. The new provision for the ECSH schemes will be sourced from the framework. There are some negative impacts identified through completion of this EIA, through application of the identified mitigation and regular review of the EIA this would reduce the impacts identified.
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Monitoring

Monitoring Details:	1. A sub-group of the HCE Project Group will coordinate the social work review and commissioning processes. This group will schedule weekly meetings until the reprovision
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	process is completed. 2. Social workers will review the support of all citizens affected by the decision to transfer care responsibility to the independent sector prior to the transfer. They will confirm the new arrangements are in place and working post-transfer. These tasks will be carried out in line with existing BCC social work policy and procedures. 3. Any concerns raised about the quality of the new provision will be addressed using the existing Commissioning complaints, monitoring and review processes.
Monitoring Officer Email:	paul.d.hallam@birmingham.gov.uk

