Adult Social Care
Commissioning Strategy

Care Homes for under 65’s

January 2018
Agenda

- Overview of the Adult Social Care Commissioning Strategy
- Group Q&A
- Opportunity to log tender questions
- Text in red are changes as a result of the consultation
Principles of Engagement

• We will work in partnership to support the citizens of Birmingham
• All stakeholders will commit to open dialogue which isn’t based on self-interest
• We will show respect for each other in every engagement
• We will be honest and share information in a timely way
• We will be open and transparent – if something cannot be achieved we will share the reasons
• Birmingham City Council will share information which affects the provider market as soon as possible
• All stakeholders will be heard and given the opportunity to share their views in a constructive manner
• All stakeholders will respond to point of action within agreed timescales
Vision and Aims

*Birmingham will have a vibrant, diverse and sustainable local health and social care market, which supports the achievement of better outcomes, increased independence and choice and control for service users to:*

1. Improve outcomes for those with health, care and support needs
2. Improve the quality of commissioned health and care services
3. Improve the resilience and sustainability of our health and care system
Context

- Commissions care and support on behalf of almost 13,500 service users
- Over 6 million hours of home support each year
- Over 7,000 placements in care homes both with and without nursing care
- Over 750 independent care providers to deliver these statutory services
- 430 care providers currently operating within Birmingham employ around 35,000 people
- Cost to BCC of approx. £172m p.a.
Independence, Recovery and Progress

- Part of the Council’s vision and strategy for ASC
- Renewed emphasis on reviewing eligible care and support needs for under 65’s to ensure:
  - Care is closer to home and supports maintaining of family and community links
  - People are supported in their own home and supported to return home wherever possible
  - Care settings are the least restrictive and designed to support recovery, independence and progress
  - Resources are maximised through meeting needs in the most effective way and spending public money wisely
  - Systems and processes enable joint working.
Consultation Feedback

• 78% were supportive overall of the Council’s proposal to assess the quality of all care providers
• 75% were supportive overall of the proposal to move towards only using good quality providers
• 76% were in agreement with the Council’s aspiration for all care providers to be required to pay all their staff at least £8.45/hour
• 31% in support overall and 23% opposing overall the proposed fixed fees
• 25% opposed the Council’s proposal to agree a fixed fee for care packages with the care market, including a single fixed fee for ‘accommodation’ related costs.
• 22% were opposed to the proposed approach to citizens being able to choose their care provider
• 22% opposing and 32% supporting overall the geographic home support model
Services in Scope

• Framework Agreement (closed)
  – Home support – all ages
• Flexible Contracting Arrangement (DPS)
  – Supported living – all ages
  – Residential care (without nursing) – 18+
  – Residential care (with nursing) - 18+
Key Entry Criteria

• All providers must have (with exception of Home Support):
  – CQC rating of Requires Improvement or above;
  – A BCC rating of Bronze or above; or
  – A NHS JQAF score of Amber or above
• A CQC registration and details of Registered Manager
• Insurances – Employers & Public Liability
• BBC4SR action plan after £200k of business under new contract
• A range of policies incl. safeguarding
• Demonstrate financial viability and professional standing
Quality Framework
Quality Overview

• Clear entry criteria – no ‘Inadequate’ providers
• Core quality standards linked to a quality rating system
• All care packages from 1 April 18 to be allocated based on quality
• Annual inspection for all providers and a move towards self-regulation
• Annual Quality Assurance Statement’s/self-assessments
Core Standards

• Involvement and information
• Personalised care and support
• Safeguarding and safety
• Suitability of staffing
• Quality of management
Quality Rating

CQC rating

BCC/NHS rating

Provider Assurance Statement

Customer Feedback

Overall quality rating
How we will use customer feedback

- Inspect the service delivery against the ‘Involvement and information’ and ‘Personalised care and support’ domain core standards.
- Use data gathered through the social work assessment and review process
- Use customer feedback data recorded on the Healthwatch website
- The Council may take into account customer feedback recorded on other websites where it feels that the feedback is relevant.
Price
Price Proposals

• Fixed price approach for each category of care regardless of quality rating
• Minimum residential and nursing fee aligned to over 65’s
• Annual review of prices once social work reviews complete
• Based on current Birmingham Care Wage & National Living Wage
• Top ups – residential and nursing, genuine upgrade in service, choice of accommodation
• Guide Price and Open Book process for new packages from 1 April 2018
• Further engagement required on future pricing tools/approaches
# Younger Adults Care Homes Guide

## Price

<table>
<thead>
<tr>
<th>Band</th>
<th>Number of hours of care &amp; support per week, per citizen</th>
<th>Guide total proposed weekly fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Band 1</td>
<td>0-27</td>
<td>£500.00</td>
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<tr>
<td>Band 2</td>
<td>28-42</td>
<td>£700.00</td>
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<tr>
<td>Band 3</td>
<td>43-57</td>
<td>£950.00</td>
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<tr>
<td>Band 4</td>
<td>58-72</td>
<td>£1150.00</td>
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<tr>
<td>Band 5</td>
<td>73-87</td>
<td>£1350.00</td>
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<tr>
<td>Band 6</td>
<td>88-102</td>
<td>£1550.00</td>
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## Financial Implications for BCC

<table>
<thead>
<tr>
<th>Service</th>
<th>18/19 £m</th>
<th>19/20 £m</th>
<th>20/21 £m</th>
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</thead>
<tbody>
<tr>
<td>Services for over 65’s, home support and supported living</td>
<td>10.6</td>
<td>15.0</td>
<td>19.7</td>
</tr>
<tr>
<td>Minimum fee for under 65’s</td>
<td>0.9</td>
<td>1.1</td>
<td>1.3</td>
</tr>
<tr>
<td>Replacement IT</td>
<td>0.5</td>
<td>0.5</td>
<td>0.5</td>
</tr>
<tr>
<td><strong>Total Required for Stage 1</strong></td>
<td>£12.0m</td>
<td>£16.6m</td>
<td>£21.5m</td>
</tr>
<tr>
<td><strong>Total Funding Available for Stage 1 and Stage 2</strong></td>
<td>£12.2m</td>
<td>£20.9m</td>
<td>£25.7m</td>
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</tbody>
</table>
Benefits

- Ensure quality of services to ensure better outcomes
- 75% of HS packages increase
- 85% of other packages increase
- Annual price increase – linked to NLW/Inflation
- Ability to plan (BCC and Providers)
- Fair and transparent system that rewards good quality
- Encourage young people into the care workforce
- Minimum residential and nursing rate across market
Transition Arrangements
Transition Arrangements

- Closed framework agreement for home support
- Open DPS for all other services
- Unsuccessful home support providers – offer citizen direct payment or change of provider
- Other unsuccessful providers – no new placements, consider moving citizens
Support Offer

- Marketing materials to promote quality rating
- Quarterly meetings for largest providers
- Independent Quality Assessor, care associations and other ways to move toward self-regulation
- Development of care career pathways that are aligned to health
- Upskilling of care workforce
- Development of a Birmingham Registered Care Manager course
- Linking of our new annual inspection findings to a targeted training programme for care providers and support from other Council contractors through social value
- Working with education establishments to make social care a viable career for more people
- Implementation of the Birmingham Care Wage to ensure under 25’s are paid the equivalent to the National Living Wage
- Supporting providers to develop their own social value plans to support local communities
IT Systems

• Sproc extended until 31 Sept 2018
• IT requirements have been developed and currently out to tender
• IT tender closes 19 Jan 2018
• Regional system development ongoing
• New system from 1 Oct 2018
• Phased implementation of requirements
Interim Processes

- YA/SL allocations not via Sproc
- SQID – to replace service deficiencies, provider level safeguarding and/or quality concerns
- PQAS – provider quality assurance statement
- Risk rating and inspection schedule
- Market intelligence question collection
## Revised Timescales

<table>
<thead>
<tr>
<th>Timeline</th>
<th>Activity</th>
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</thead>
<tbody>
<tr>
<td>12/12/2017</td>
<td>Cabinet</td>
</tr>
<tr>
<td>22/12/2017</td>
<td>Commencement of tender</td>
</tr>
<tr>
<td>05/02/2018 (12 noon)</td>
<td>Tender closes</td>
</tr>
<tr>
<td>06/02/2018 – 01/03/2018</td>
<td>Tender Evaluation</td>
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<tr>
<td>02/03/2018 – 22/03/2018</td>
<td>Delegated authority reporting</td>
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<tr>
<td>26/03/2018</td>
<td>Award letters issued</td>
</tr>
<tr>
<td>27/03/2018 – 09/04/2018</td>
<td>Stand still period</td>
</tr>
<tr>
<td>10/04/2018</td>
<td>Final contract award and issue of contracts to commence</td>
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<tr>
<td>01/05/2018</td>
<td>Contract commences</td>
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Questions?