

**CYNGOR SIR POWYS COUNTY COUNCIL**

**County Council  
6<sup>th</sup> March 2015**

**REPORT AUTHOR: County Councillor Darren Mayor, Portfolio Holder for Adult Social Care**

**SUBJECT: Question from County Councillor Russell George**

**Will the Cabinet Member please provide an update on what lessons have been learnt following the Independent review on domiciliary care?**

**Has the Authority contacted service users or family members to apologise for the failings of the Authority in regards to domiciliary care?**

We recognise that there are lessons to be learnt in what has been one of the largest transformational changes the council has undertaken. The Institute of Public Care's report and PCC's response are essential parts of our learning process as we strive to make improvements through different service delivery models. The report and the initial response to the recommendations were accepted and agreed by the Cabinet of Powys County council on 06/01/15 ([Powys County Council Intranet: Committee Meeting Documents](#)). There was also a further apology given by myself and the Strategic Director of People on the 06/01/15 for the distress and anxiety that the difficulties had caused our service users.

The review was instigated following feedback from service users directly affected by changes; the experience for some service users, particularly in the north of the county, had been very difficult and unacceptable and we deeply regret that this was the case. This was communicated to individuals and families throughout the safeguarding and complaints process and in communicating the outcome of individual safeguarding investigations to the individual service users and families impacted.

A second more detailed report responding to the Independent Review of the Commissioning of Domiciliary Care is included on the Cabinet agenda for 3<sup>rd</sup> March 2015 ([Powys County Council Intranet: Committee Meeting Documents](#)). This report includes an accountability framework and a detailed action plan to progress learning and improvement. This report and the appendix will I trust provide in detail a response to the Member's question (detailed above). This report and the detailed action plan combined with the position outlined to the cabinet report of 06/01/15 demonstrates that considerable work is already underway and future work to be undertaken.

In response to the review and as outlined in the completed strategic accountability framework and action plan; Adult Social Care have established a dedicated project group and project plan to progress the strategic review of the model of domiciliary care. The strategic review includes the Council's intended delivery mechanism for the following:

- Sustainable, safe and affordable delivery of domiciliary care in one of the UK's most sparsely populated areas with our providers
- Real-time reporting through the electronic rollout of any missed or late calls
- Quality monitoring of safe delivery
- Effective communication and engagement with our service users about future options, especially when any change of provider or carer may be necessary at short notice
- Recruitment and retention to a care workforce in an area of low unemployment where caring work is not viewed as an attractive option
- Understanding the impact of full unit costs including the complexity of travel time and delivery in isolated communities and what this means for future sustainability of the domiciliary care market in partnership with the providers
- Sharing learning and experiencing across the network both with Local authorities and providers ,the market is relatively inexperienced in progressing through these times of severe and increasing austerity and Powys is not alone with these challenges
- Building greater community networks through the third sector and community
- Approaches and fully understanding where our demand is coming from- “ a whole system approach “ – this includes our social work practice, development of telehealth and telecare, short term care and reablement, working with our partners especially the NHS,GP's and PtHB.