



LCC Homecare Provider Forum

6th November

Provider Survey

Positives

- **CQC Requirement of Good or Above**
- **Change from district to ward boundaries**
- **Issuing of care packages once per day at 11am**
- **Specific payment for travel time**
- **Increasing the amount of time to respond to requests**
- **Changing to a more planned approach**
- **Offering time slots rather than specific times**
- **Changes to how invoices are paid**

Negatives

- **Lack of clarity / transparency around how care packages are allocated**
- **Low percentage of packages awarded compared to acceptances**
- **Concerns there may be too many providers**
- **Communication with Care Navigation could be better**
- **Delays in start dates**
- **The rate of £22.36 doesn't support fair rates of pay**

CQC Ratings October 2024

Homecare Services Providers Overall CQC ratings for 77 registered community-based adult social care providers on Lancashire County Councils' PDPS. This covers 103 registered locations:

Outstanding	Good	Requires Improvement	Inadequate
3% (3 locations)	95% (98 locations)	2% (2 locations)	0% (0 locations)

Outstanding	Good	Requires Improvement	Inadequate
5%	85%	9.5%	0.5%

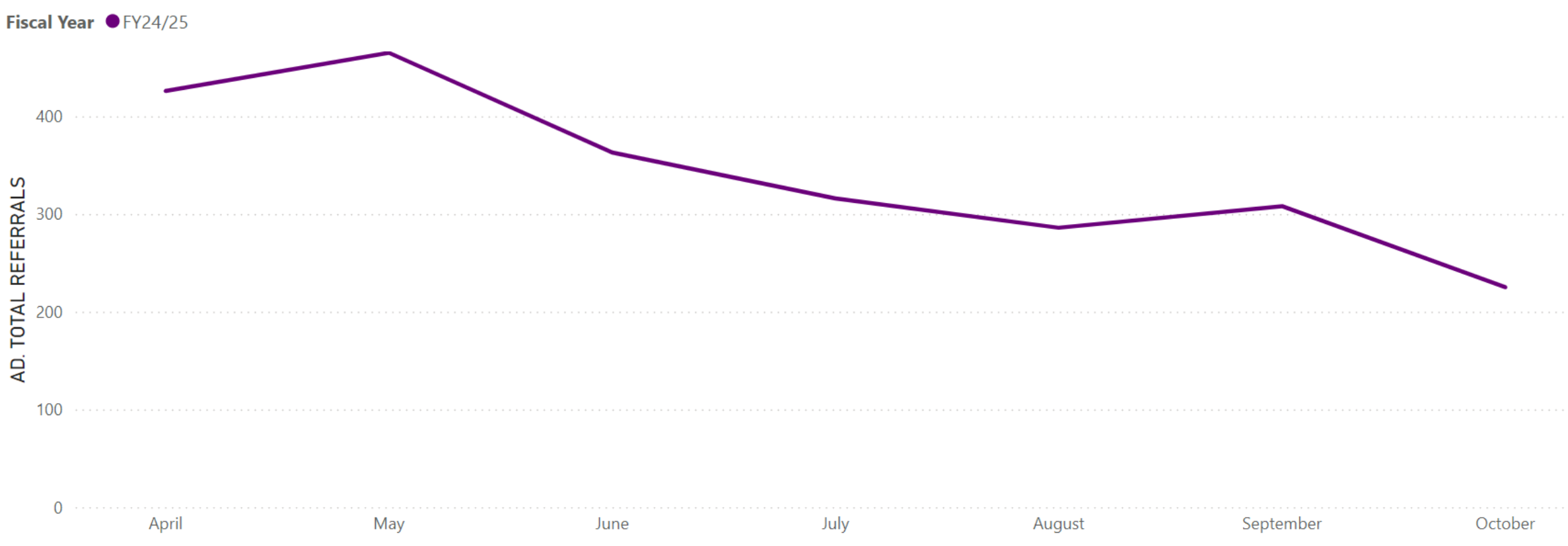
Regional (NW)

National

Outstanding	Good	Requires Improvement	Inadequate
4.5%	81%	14%	0.5%

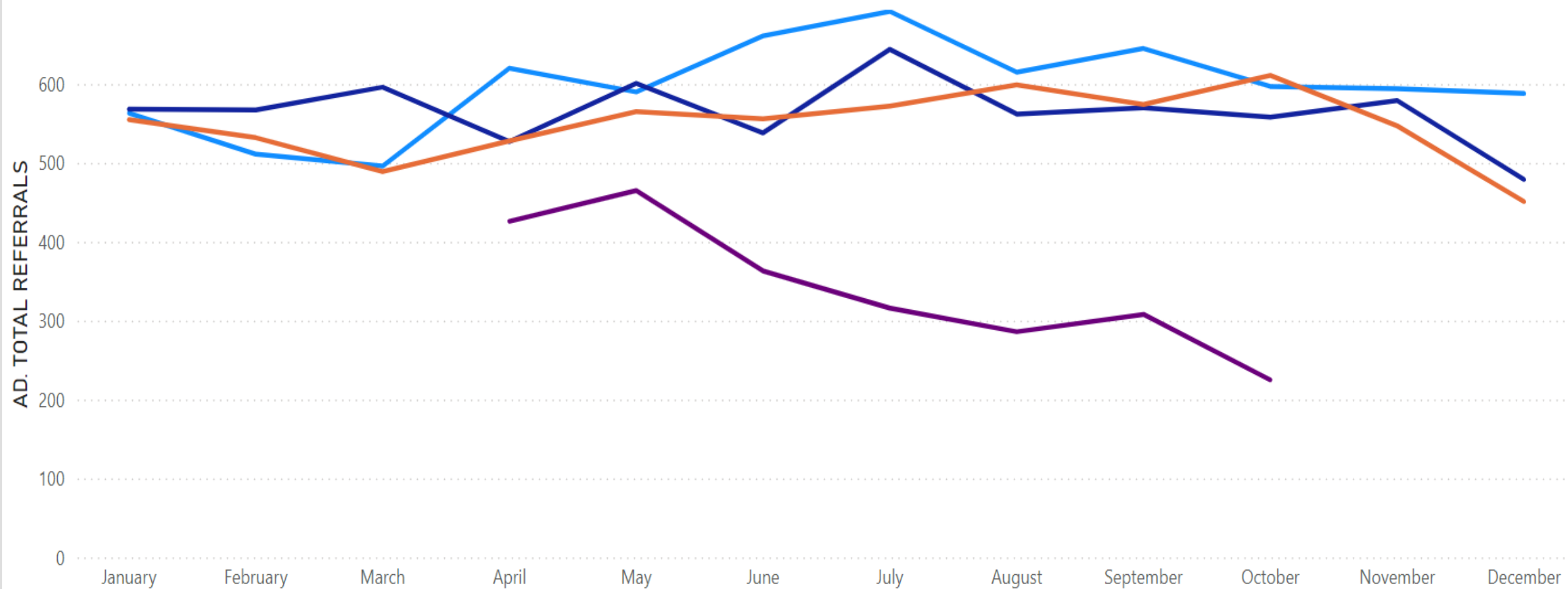
Homecare Referrals to Care Navigation

Fiscal Year ● FY24/25

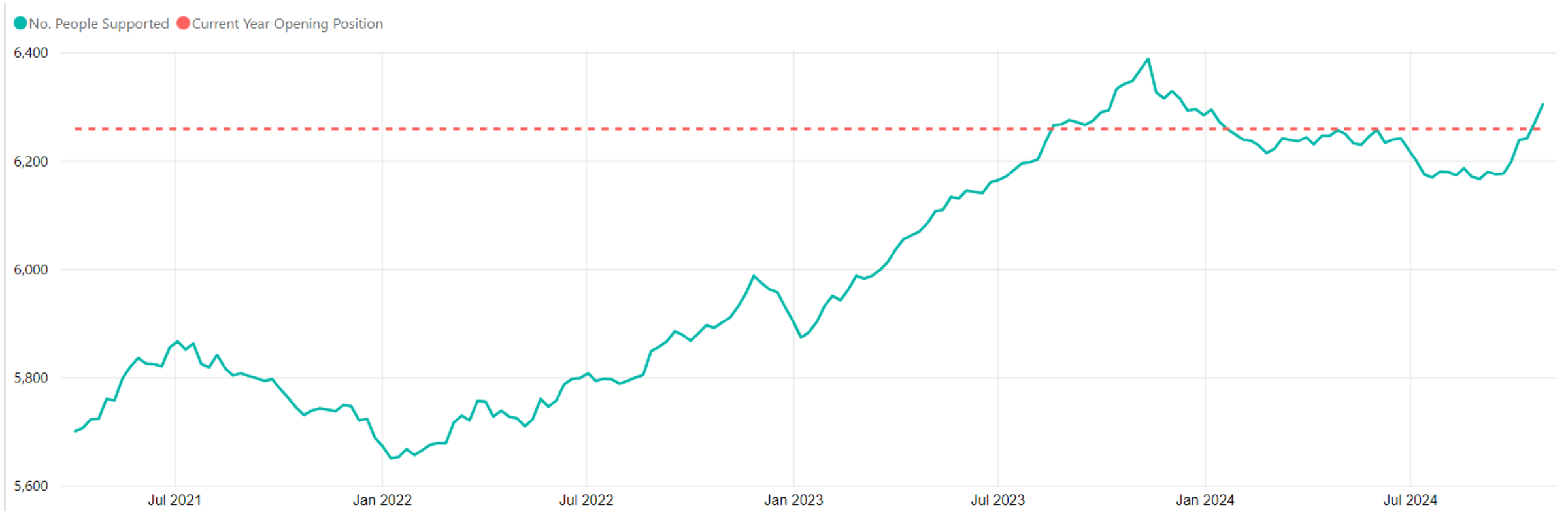


Homecare Referrals to Care Navigation

Fiscal Year ● FY21/22 ● FY22/23 ● FY23/24 ● FY24/25



Numbers of People Receiving Homecare



Supported by....

'A Case Co-Ordinator' for every person
(A point of contact for families and services to navigate through the whole intermediate care journey providing information, support, brokerage and reducing handoffs)

Accessed via....

- Home
- Bed Base
(Residential Care or Acute)

Through a Single Intermediate Care Front Door (LCC)

With clear information around circumstances and immediate medical issues have been addressed such as medication.

'Intermediate Care' Core Team (Home Based & Bed Based – Dependent on identified need)

Single Assessment To Identify Needs, Type of Intermediate Care Approach and Anticipated Outcomes

Reablement Approach

Rehabilitation Approach

Recuperation Approach

Outcomes for People Using The Service

- More people independently living at home
- Easy access to support for people and families
- Single point of access and clarity around support for families
- Less handoffs and reduced assessments between services
- Tailored support to people's needs rather than one size fits all

Enhanced by....

Prompt access to specialist provision, information and advice when needed via a framework as a bolt on to the core offer rather than a referral onwards. For example, Telecare, Adaptations, Memory Support Services, Stroke provision or Housing

Suggestions for Improvement



Work has been done on a clearer process for awarding packages which we can share. Also new IT system being introduced in Feb to replace Oracle



Audit of Wards – proposal to send out ward list and all current providers can amend wards.



Provider working group – small representative focus group of no more than 12 people to enable more targeted discussion with a view to finding solutions