

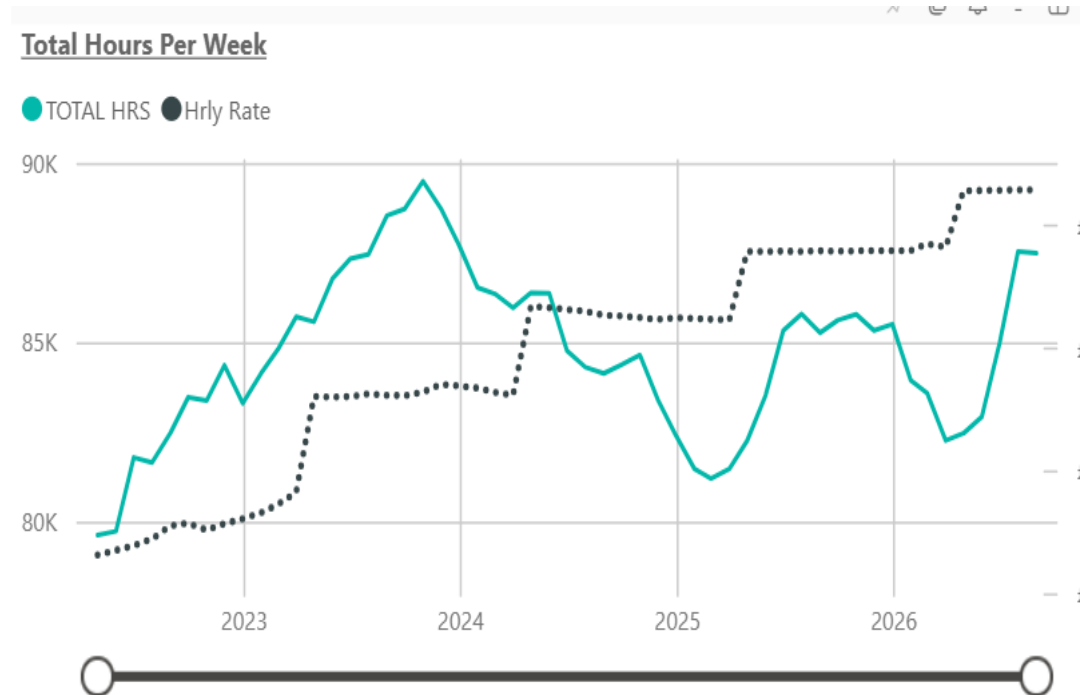


Homecare Forum

Wednesday 12th August 2026

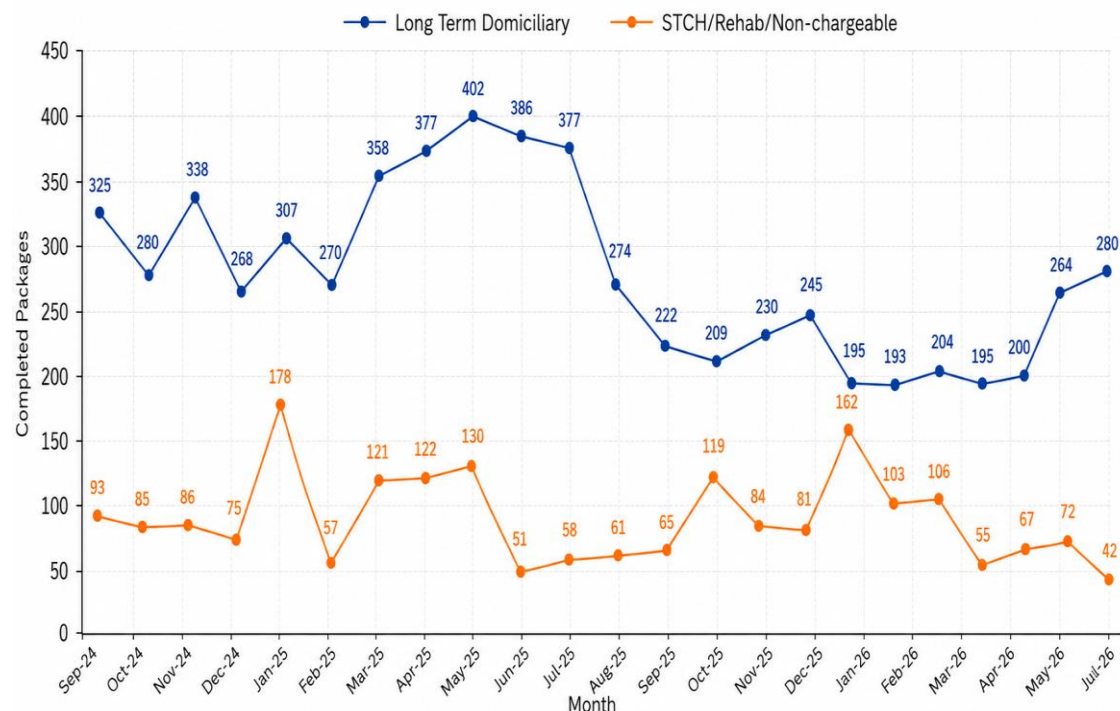
Homecare Commissioned Hours

- 87,482 commissioned Homecare hours per week as of 04/08/26.
- In comparison to this time last year the commissioned Homecare hours were 85,264.
- Increase of 2.6%.
- LCC has a weekly spend of just over £2.1million on homecare packages.



Homecare Referrals to Care Navigation

Total Dom / STCH Spot Completed Packages (Sept 2024 – July 2026)



- Long Term Homecare 2026/27 year to 30/06/2026:
 - 800 referrals
 - 606 commissioned (awaiting start)
 - 106 being sourced
 - 88 cancelled
- Short Term Care at Home 2026/27 year to 30/06/2026:
 - 257 referrals
 - 212 commissioned (and awaiting start)
 - 17 being sourced
 - 28 cancelled
- 58% reduction in Short Term Care at Home referrals from Jan 2026 to June 2026
- There is a concerted effort to improve flow and reduce STC@H commissions

Key Data - averages

- 6039 people supported on PDPS – across 128 active contracts (106 providers) – 85,881 hours
 - 72 people supported off pdps – across 22 providers – 1115 hours
 - 10 people supported on legacy contracts – across 9 providers – 487 hours
- Average of 14.2 hours per person PDPS (cross County)
 - 14.7 hours Central
 - 13.9 hours East
 - 13.6 hours North
- Average of 8.5 days for homecare service starts (from community)
- Average of 3.6 days for STC@H starts (from hospital discharge)
- Only 5 providers utilising travel CPLI



Types of Packages Issued to Homecare Providers

Service Level	Total Packages
Homecare – Single Carer	515
Homecare – Two Carer	68
Homecare – Variable Carer	7
Short Term Care at Home – Single Carer	149
Short Term Care at Home – Two Carer	81
Short Breaks – Homecare – Rolling	2
Homecare – Single Carer with Short Breaks – Homecare – Rolling	2
Total	824

- Data taken over the past three months (February, March, April 2026).
- Total packages of care issues by care navigation over this time is 824.



Trusted Review Update

- Providers can complete reviews in a timelier, person centred and strength-based way
- Operational process in place for delegation of review forms to providers via the LCC portal and ready to roll out
- Service level created for remuneration to providers on completion of reviews – CPLI to be added on return of the review – no need for actual submission
- Training video completed. Await quality check and agreed certification for validation of completed training
- PDPS providers have been contacted to express their interest in being involved in the roll out
- The continuation of reviews with the original pilot providers has commenced



Next Steps

- Donna Aspey (Commissioning and Contract Manager) will be leading on the roll with support from Karen Thompson
- Onboarding / Training process agreed
- Await Training quality check before we can commence any further onboarding (expected imminently)
- Once onboarded – issuing of reviews will commence
- Continue engaging provider who have not expressed an interest to be included
- Reviews will be quality assessed by ASC Team Managers
- As more providers are onboarded, we will need to expand the approval pathway within ASC



Visits Module Update

- Actuals submission via the upload of ECMS data
- Pilot at the beginning of the year
- Roll out across PDPS providers commenced (Wave 1)
- Kate Coleman (Commissioning and Contract Manager) leading on this with oversight from Karen Thompson (Senior Commissioning Manager)
- E-mail shared with all providers on 20/07/2026
- Perceived benefits:
 - Reduction of resource need to complete billing
 - Reduction of resource to resolve errors
 - Prompt resolution of commissioning errors
 - Increased accuracy of billing for both providers and people who pay for/contribute to their care
- First project meeting end of August when we will consider the next wave of providers



Sourcing/Package allocation

- Introduction of KPI (response rate) introduced in May 2026
- This is embedded but we are aware of some issues with the data being utilised – need to ensure correct report is used
- Also conscious of low numbers of referrals and the impact on percentage – options being considered to address this
- Proposal to introduce contact time as next KPI – suggestion to await visits module
- Member of contracts team doing deep dive into allocations
- Task and finish group establish to improve allocation process
- Planning some quality assurance calls to validate that care offered on e-brokerage is what is delivered

