

Appendix B

Lincolnshire CQC Assurance Pilot - Proposed Actions Template – Jan 2024

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1.1 CQC Feedback - Home Care Survey

“The reprovision of the homecare contracts has led to clear benefits in terms of the reduction of missed calls and ‘hand back’ of contracts. There are processes in place to offer an alternative provider if a person doesn’t wish to use the identified provider for that area or they can choose to have direct payments. The local authority is due to carry out another survey of people receiving homecare and so will be able to review how effective the new commissioning model is, including people’s views regarding choice.”

1.2 Work already in progress:

Home care choice was not identified an issue during the self-assessment exercise completed prior to the CQC pilot. The issue had not been raised in wider stakeholder feedback available at the time of the assurance pilot. It had therefore not been built into our continuous improvement plan for 2023-24. However, a broader home care survey had been included in work plans. The Adult Care and Wellbeing Quality Assurance Team have confirmed that the survey has been issued and that responses are being received and collated. This will inform future work.

The new Home Care contracts continue to deliver a number of benefits in comparison to previous arrangements. These contracts have a further 5 years to run. People who draw on services continue to have choice of care provider. If they do not wish to receive care from the prime provider or their sub-contracting arrangements, they can choose a different provider, either through spot contract arrangements or by taking their personal budget via direct payment and commissioning care directly themselves.

1.3 Proposed further actions:

The Adult Care and Wellbeing Quality Assurance Team will analyse the feedback from the Home Care Survey during January 2024 and summarise findings in a report for Adult Care and Community Wellbeing DLT in February 2024.

If people responding to the survey do raise concerns about choice, the service will seek to re-confirm people’s entitlement to exercise choice of provider and/or the option to take their personal budget via a direct payment and will explore any barriers to this that may be identified.

1.4 What does success look like:

Ideally, people who draw on services are positive about the home care arrangements available to them and find it easy to exercise choice of provider, should they so wish.

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