

TITLE OF REPORT: **Adult Social Care – Home Care Model**

REPORT OF: **Barry Norman, Service Manager – Ageing Well Services
Commissioning, Performance and Service Development,
Integrated Adults and Social Care Services.**

Summary

Home Care services are provided to support people to remain living at home. As we have an ageing population along with a growing rate of people expected to be diagnosed with Dementia, we need to ensure we have the right services available to support people both at home for as long as possible, as well as within a Care Home setting for people with more complex care and support needs.

Purpose of the Report

1. To update the Committee regarding the Capacity and Demand planning for Adult Social Care services at home, and our work on our New model to support the 'Home First' approach in Gateshead.

Background

2. Since the pandemic and the introduction of the Hospital Discharge Guidance, Gateshead has followed a 'Discharge to Assess' approach to support people leaving hospital in a timely manner. The impact of recruitment and retention challenges has also limited our ability to get people home first, resulting in the overuse of Care Homes beds in the system.

Current Position

3. Gateshead continues to follow the Discharge to Assess approach but has now been able to plan resources for 2023-24 and 2024-25 and invest in required services to support people at home.
4. The Council have also received ring-fenced funding, the Market Sustainability and Improvement Fund, to support Adult Social Care markets for the financial years 2023-24 and 2024-25

5. Through this funding we have been able to increase our funding for Generalist Home Care providers which in turn has been able to support improved recruitment and retention. This has included a further uplift in December 2023 to allow providers to bring forward some of the National Living Wage increases due to be paid from April 2024.
6. The waiting lists for long-term Home Care started to reduce from May 2023 as we seen a net growth in workforce for the first time since June 2021.
7. At the start of the Autumn period, our waiting lists stood in single figures, and this has allowed people being supported at home and reduced the over reliance on short-term bed-based services.
8. The numbers of people in long-term Care Home provision is starting to reduce but with our aim of a net reduction of 250 placements, increased Home Care capacity is vital and we need to allow the market to compete with other sectors in the area.
9. The development of the new model, focussing on an Outcomes approach instead of a traditional Time & Task approach is fundamental for Gateshead to support more people at home. Investment in the workforce will continue to see improvements in recruitment and retention in the years to come.
10. To ensure we have the capacity to support people at home longer, we need to look at not only the workforce requirements, but also technology and housing offers. The workforce to support people at home will need to evolve and require additional training and skills to manage an overall more complex cohort of vulnerable older people.

Impact

11. As outlined in the presentation, demand to support people at home will continue to grow due to an increased Ageing population as well as our approach to move away from supporting people within residential care settings.
12. A shift of resource is required to invest in Home Care and technology and move away from a high-cost residential care option.
13. A move to an Outcomes model will allow a flexible service to manage people's needs which will allow the provider to continue with an enablement approach whilst managing people's fluctuating needs at home.
14. Whilst there needs to be additional investment within the Home Care Market to achieve our capacity requirements, this will be funded by the reduction in spend in other sectors and see an overall cost pressure reduction in time.

15. Occupancy levels within some Care Homes are likely to reduce as we refer less people into long-term bed base support. Private funders and out of area placements are semi out of our control, but we are likely to see an oversupply issue in the next 12 to 24 months.
16. This may mean that some homes de-register, alter registrations for different categories of support or have a planned closure. The team will continue to monitor and work with providers to support any proposed changes in the future.

Summary

17. Our 'Home First' approach is already starting to show positive improvements for Gateshead, but to sustain this over time, the development of our new model and contracts commencing in September 2024 are vital. Securing capacity in these markets are vital to the overall system otherwise blockages occur elsewhere resulting in bad outcomes for people and the Gateshead system.

Recommendations

18. Care, Health and Wellbeing Overview and Scrutiny committee is recommended to:
 - (i) Comment on the content of this report and the work undertaken by the service to develop a different approach to support adults in Gateshead.
 - (ii) identify any areas for further scrutiny.

Contact: Barry Norman

Ext 2369
