

Northamptonshire County Council (NCC)

Market Position Statement for Home Care

Northamptonshire County Council (NCC) wishes to enable people to stay living independently in their own homes, with access to person-centred community based health and social care support services when they are required. We wish to ensure people have timely access to support within their community, thereby avoiding hospital admissions or residential care. We further aim to help individuals to return to independence following a crisis.

We recognise that it will be essential for the care workforce to have the capacity and capability to deliver effective and efficient services, to enable people to maximise their independence. NCC will work with providers to support them to attract, recruit and retain a care workforce that can deliver community based services that are sensitive to individual needs and work alongside a range of complimentary services provided by health colleagues and the voluntary and community sectors.

Demography

In 2016, 128,615 people living in Northamptonshire were over 65 years of age. This represents 17.5% of the county's total population.

Mid-Year Population Estimates 2016	Aged 65 & Over	% Aged 65 & Over
Northamptonshire	128,615	17.5%
Corby	9,582	14.1%
Daventry	16,438	20.2%
East Northamptonshire	18,406	20.2%
Kettering	18,066	18.3%
Northampton	33,179	14.7%
South Northamptonshire	18,194	20.2%
Wellingborough	14,750	18.9%
East Midlands		19.0%
England		17.9%

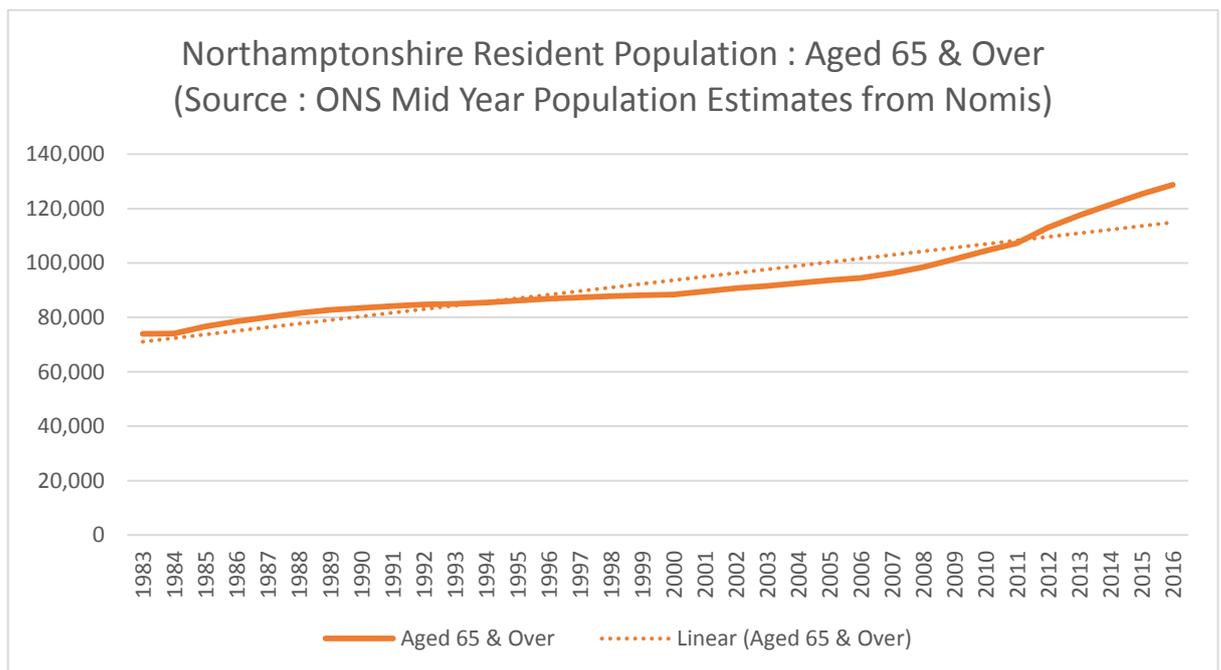
Rural areas such as Daventry, South Northamptonshire, East Northamptonshire and Wellingborough have a higher proportion of older people, though actual numbers are lower than Northampton.

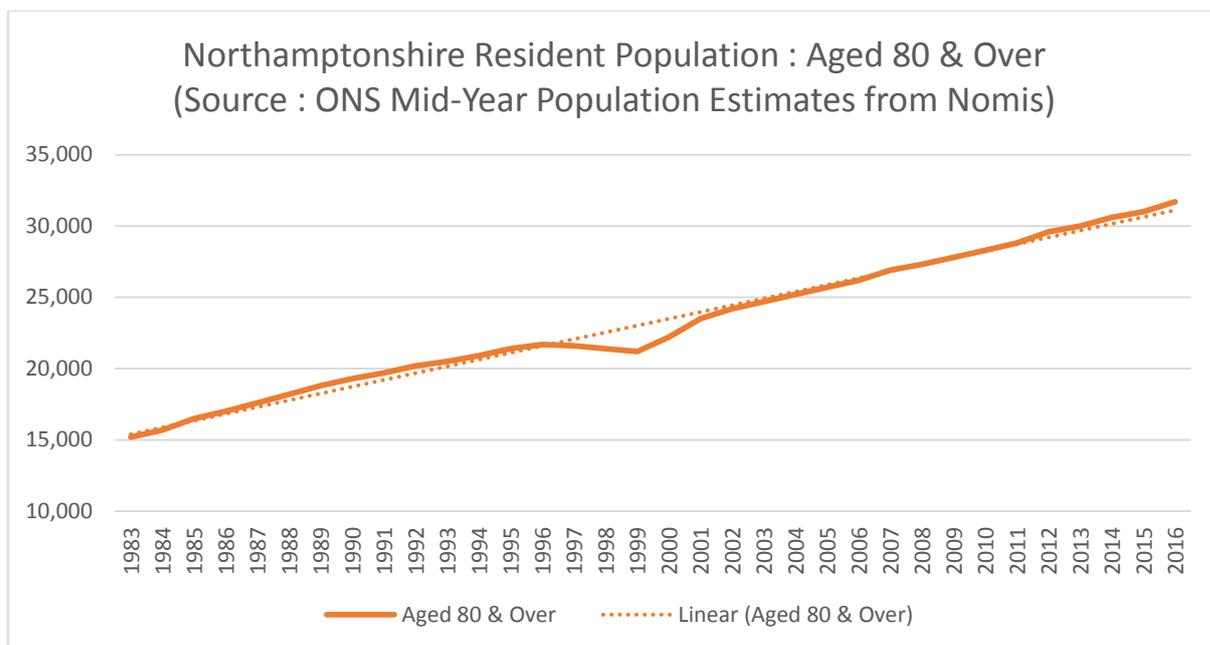
The over 65 population of Northamptonshire is 97% White (White British and Whiter Other). The gender split is 49.2% male, 50.8% female. The gender split of older people accessing support from Adult Social Care is around 66% female, 34% male.

Life expectancy at birth and at age 65 in Northamptonshire is close to the UK and regional averages, from birth the life expectancy for Northamptonshire is 79.1 for males and 82.7 for females. Peak demand for support from Adult Social Care (ASC) services occurs around age 75.

Northamptonshire is amongst the fastest growing areas in the country and this trend is replicated by the older population of the county. People are enjoying longer lives, but with this increase in life expectancy comes an increase in need amongst an older population who will be becoming frailer and, therefore, increasingly susceptible to diseases and incapacity.

This trend in the growth of the older population is illustrated in the graphs below for those aged 65 and over and those aged 80 and over.





Ethnicity

Of the 2,760 clients that during the year 2016/17 had an active Home Care package, 87.86% had been registered on the Carefirst system as being White British.

Ethnicity	Home Care	%
A - Any other Asian background	16	0.58%
A - Bangladeshi	9	0.33%
A - Indian	50	1.81%
A - Pakistani	2	0.07%
B - African	9	0.33%
B - Any other Black background	17	0.62%
B - Caribbean	41	1.49%
M - Any other mixed background	2	0.07%
M - White and Asian	1	0.04%
M - White and Black African	1	0.04%
M - White and Black Caribbean	2	0.07%
O - Any other ethnic group	11	0.40%
O - Arab	1	0.04%
W - Any other White Background	51	1.85%
W - White British	2,426	87.86%
W - White Irish	45	1.67%
X - Information not yet obtained	62	2.25%
X - Refused	2	0.07%
ZZ - Obsolete DO NOT USE	12	0.43%
Grand Total	2,760	100.00%

Current Supply

Home care services commissioned by NCC provide mainly personal care services to older people living in their own homes across 8 operational zones. Commissioned home care activity is currently delivered through 7 primary and 59 Second Tier registered providers. This does not represent NCC's entire market response to demand as providers also provide services through Direct Payments funded support.

The contractual arrangement for the primary providers continues until April 2018, when it will be replaced by a new contract (see commissioning intentions).

The Second Tier providers operate under a Dynamic Purchasing System (DPS) and provide NCC with additional home care capacity.

The total number of hours delivered by home care agencies during 2016/2017 was approximately 1,436,680.

Volumes of care have been increasing, in 2016/2017 the increase was just over 20% in home care hours delivered by the NCC. Over the past 4 years the number of adult social care service users (measured at any point in time) has not increased, despite a rise in population. However, over the same time period, there has been a significant increase in the number of hours of home care each service user is receiving.

The pace of home care supply is less than required as shown in the table below for 2017/2018. This table shows a shortfall of about 5% in the number of hours delivered within 5 days of referral.

	Average weekly hours delivered	Weekly shortfall in supply
Home care hours	27,600	1,300

Where a person's care and support needs are assessed as urgently required, NCC will prioritise in order to expedite the support required.

It has been estimated that the number of hours of home care commissioned by NCC are about 54% of the total market share, with self-funders in receipt of about 46% of the market. This is based on about 1,600 self-funders receiving home care with each receiving an average of 15 hours care per week. (BIPi)

Workforce

The adult social care workforce is growing.

In England it has increased by 19% since 2009, and in the East Midlands, by 14% since 2012. If the workforce grows proportionally to the projected number of people aged 65 and over then the number of adult social care jobs in East Midlands will increase by 32% (195,000 jobs) by 2030.

Skills for Care estimates that the turnover rate in Northamptonshire was 40% (higher than the Regional and National average of 28%). Not all turnover results in workers leaving the sector, amongst new starters in this area over half (55%) were recruited from within the adult social care sector, therefore although employers need to recruit to these posts, the sector retains skills and experience.

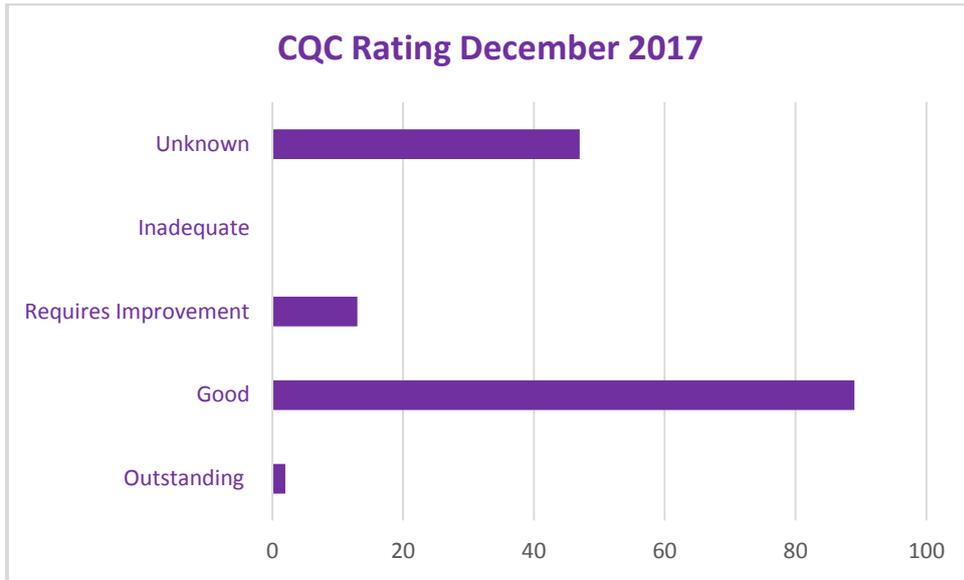
Adult social care has an experienced 'core' of workers. Staff in Northamptonshire had on average 7.1 years of experience in the sector and 67% of the workforce had been working in the sector for at least three years. Enhanced Nursing and Social Care qualifications are available at both further and higher educational establishments across Northamptonshire.

The estimated number of adult social care jobs in the Northamptonshire area in 2016 was 22,000 including 1,650 managerial roles, 650 regulated professionals, 17,200 direct care (including 12,950 care workers), and 2,550 other-non-care proving roles.

Taken from the National Minimum Data Set for Social Care as at February 2018, we estimate that care worker vacancies in home care currently run at approximately 14%. Zero hours contracts, which are prevalent in home care, are at approximately 52% of the total workforce. NCC will continue to work with the sector to address the workforce challenges.

Service Quality

The quality of home care services in Northamptonshire, as assessed by the Care Quality Commission (CQC), is summarised in the chart below. There are currently 167 providers registered with CQC to provide home care services in Northamptonshire. Please note that "Unknown" refers to services yet to be inspected by the CQC.

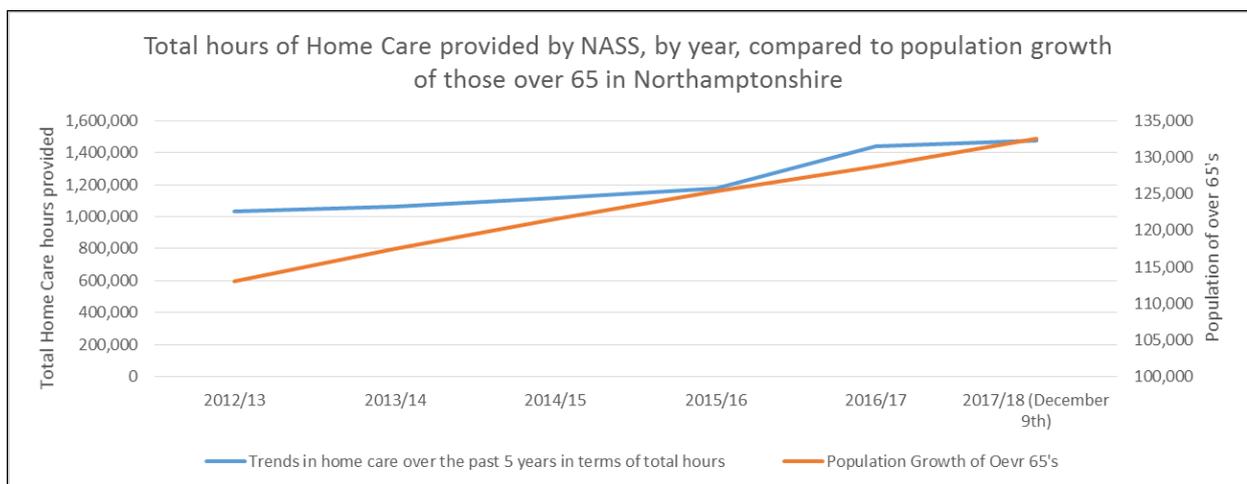


Future Demand

The proportion of older people in the county is anticipated to increase at a faster rate than other age groups. The over 65 population of Northamptonshire is predicted to increase by 51% by 2030, a rate higher than the country, and the East Midlands.

Future projections for home care can be based on delivery trends as shown in the table and chart below. (BIPI)

	2012/13	2013/14	2014/15	2015/16	2016/17
Trends in home care over the past 5 years in terms of total hours	1,035,377	1,063,412	1,116,571	1,177,740	1,436,680



BIPI

	2014/15	2015/16	2016/17
Trends in home care over the past 3 years in terms of number of people (Unique client numbers)	2,908	2,710	2,741

The number of hours per service user has increased without there being a direct correlation to population growth. The increase in home care provision is also linked to a strategic aim to provide support to service users in their own home and not move them to a care home. This strategic aim has resulted in more hours being provided to the same number of service users, increasing demand and the overall costs of providing home care.

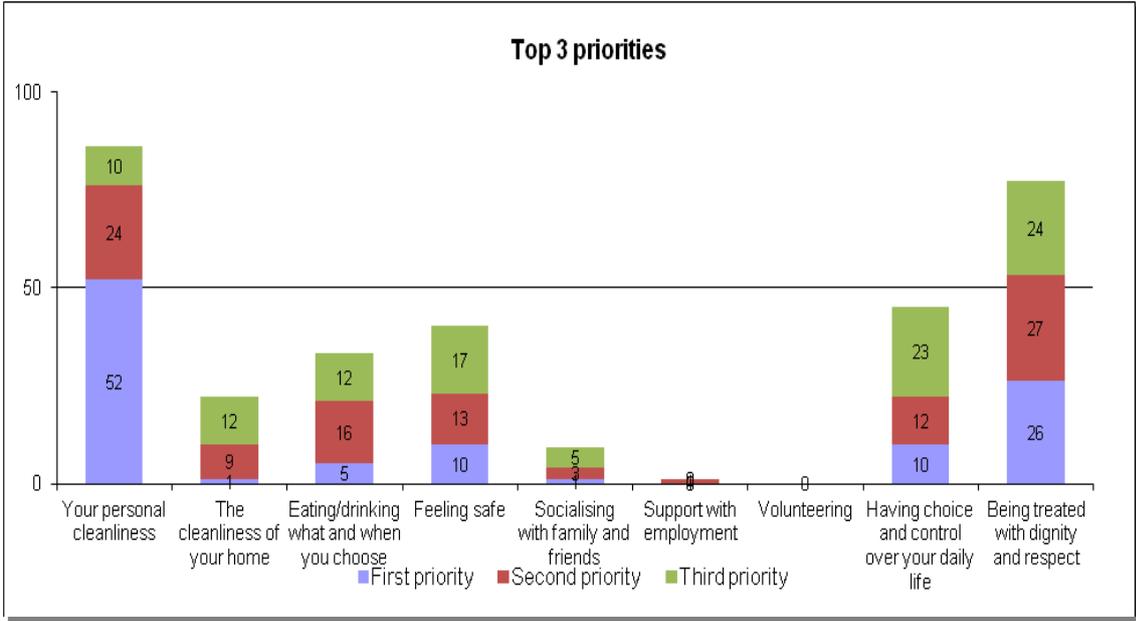
BIPI

	2014/15	2015/16	2016/17	2017/18 (December 9th)
Trends in average size of home care packages over the past 3 years in terms of hours per week	10.5	12.3	13.9	15.5

Engagement

In 2016 a consultation exercise was carried out to gain Customer feedback on how to improve home care services.

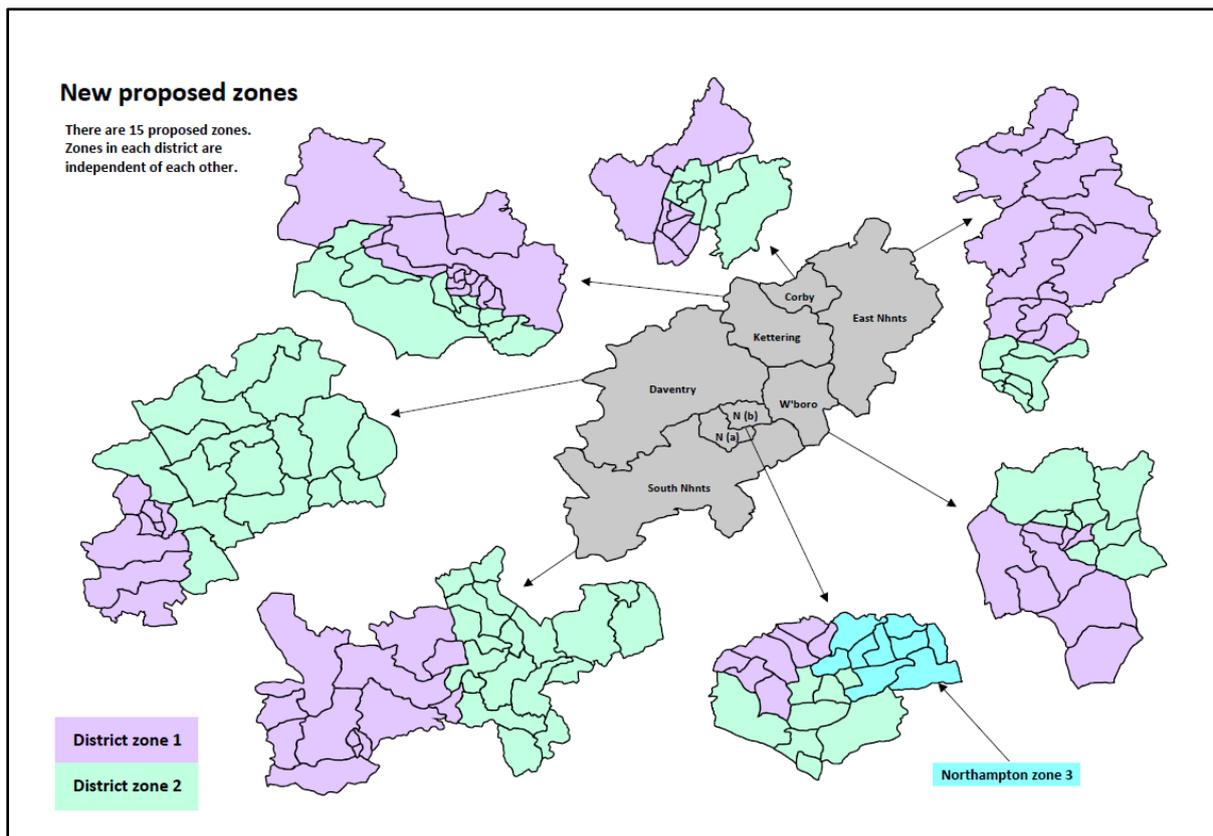
Most of the respondents when ranking their top 3 priorities listed similar themes: Personal Cleanliness and Being Treated with Respect were the top 2 priorities, closely followed by Having Choice and Control over Daily Life. When asked about what community agencies and were available that could offer extra support for individuals, third sector, voluntary agencies local faith groups were highlighted as recurring themes. Many customers appreciated that caring staff have deadlines, but reflected that choice and control over caring needs should be considered.



Commissioning Intentions

NCC is commissioning a new contract for primary home care providers which will be introduced from April 2018. Primary providers will operate in 15 zones across the County improving service efficiency, sustainability and quality. The contracts will be flexible and responsive to the challenges of home care delivery; examples of this include supporting providers to maintain appropriate standards and commissioning alternative providers if required during the term of the agreement.

NCC intends to commission a replacement for the current Dynamic Purchasing System (DPS) Second Tier arrangement from April 2019. The Second 2nd Tier arrangement will be designed to deliver additional home care capacity to meet the need for services, and to maintain diversity within the market. The contractual opportunity will be open for providers to apply on a flexible timeframe throughout the term of the arrangement, to meet the needs of service users, NCC and the market.



Key Messages

In partnership with key stakeholders and providers, NCC intends to:

- continue to work to support people to live independently and safely in their own homes and avoid the need for admission to a care home
- focus on the delivery of flexible outcomes
- work with service users and providers to test the viability of moving towards an outcome based approach to the purchase and provision of Services
- maximise the use of community resources and assistive technologies to increase people's independence and maximise the ability of people to take control of their own lives by; working closely with local people, community / voluntary organisations and providers.
- develop the workforce: working with Skills for Care and LGSS (Workforce Development Team) to increase the reputation of the sector; increase skills, competence and develop (alongside providers) sustainable career pathways; work with local colleges and Job-Centre Plus in order to attract younger people, and those returning to work to enter the care sector
- work with Clinical Commissioning Groups (CCGs) and acute trusts to develop services that reduce the number of people going into hospital: create step-down services and other complimentary approaches that allow people to be discharged from hospital as soon as they are medically fit.

- increase the number of highly skilled care staff: including exploring the option of care workers undertaking appropriate health care related tasks alongside the potential for introducing Nursing Associates to community based care organisations; mandate training standards in future contracts.
- work with Providers to rationalise their operational practices to; work more closely with CCG's and their contracted providers to increase efficiency and avoid duplication; work with neighbouring Local Authorities to use our combined commissioning in a more effective way, especially in hard to reach areas; use of mapping tools
- maximise the opportunities of working with the voluntary and community sectors; replace regulated services with other forms of support where this makes sense; identify gaps in the market that could be filled by volunteers or other types of services, for example, voluntary driver schemes.
- Explore the opportunities to work with MHS Continuing Healthcare where they commission similar community based services in order to maximise the efficient use of care staff, avoid duplication and increase the training and career opportunities open to care staff

Finance and Funding

NCC spent approximately £20 million on home care services for adults in 2016/2017. We expect this budget to increase as the Council supports older people with increasingly complex needs to continue to live in their own homes.

Total spend on home care during 16/17	Number of people in receipt of home care 16/17
£ 20,025,129	2,741

Individuals can choose to have a Direct Payment and purchase care themselves. Currently home care providers deliver services to some older people with Direct Payments, although a large proportion chose to use Personal Assistants.

NCC intends to introduce pre-payment cards to Direct Payment recipients and this will provide more information on the types of services that are purchased.