

CYNGOR SIR CEREDIGION COUNTY COUNCIL

Report to: Healthier Communities Scrutiny Committee

Date of meeting: 02/09/2024

Title: Domiciliary Care and Ceredigion 15 Point Pledge Survey Report

Purpose of the report: Analysis of the survey and Findings

Reason Scrutiny have requested the information:

Progress update following the implementation of the 15 Point Pledge under the new Domiciliary Care Sector Framework launched in June 2023

Cabinet Portfolio and Cabinet Member:
Cllr Alun Williams

Background

The new Domiciliary Care Framework was implemented in June 2023. All providers who joined the Dynamic Purchasing System signed up to the new contract terms and conditions and schedules. This included the 15 Point Pledge. It was agreed to survey all Providers on the Framework in Q4 of 2023/24 with a view to identifying the level of compliance to the mandatory and good practice pledges. The survey was issued in late Q3 to all Providers to self-report their current position.

Current Situation

The Domiciliary Care Working Group which encompasses Officers from Commissioning, Finance, Quality Assurance, Dom Care Provider Hub and Business Support have now analysed the returns and collated the attached report.

It is gratifying to note the compliance providers having acknowledged they have in place under the terms of the contract.

However, it is disappointing to note that against key questions as seen on the summary table on page 4, there are some providers who in their returns are not assuring the authority that they have implemented the expected outcomes.

Total mandatory pledges met (maximum of 14)

<input checked="" type="checkbox"/>	14	14	9	13	12	13	13	14	13	13	14	14
<input checked="" type="checkbox"/>	0	0	5	1	2	1	1	0	1	1	0	0

The individual questions breakdown of responses and the actions in regards of individual providers can be found on pages 5-14. The Appendix 1 pages 15-17 provides the additional comments each provider was able to submit to qualify responses as appropriate to the question.

It remains a concern to see the trend in the providers who have not fully implemented the requirements. It is noted the area relating to spend on staff support which is the

key role of the Pledge and quality is suggestive of potentially a finance led decision for those providers.

The next step is to raise these non-compliance points individually with each provider through the *Commissioning Annual Contract Monitoring Meetings* programme that will follow the *Quality Assurance* individual Dom Care Provider visits currently being completed. These contract meetings will enable the Providers to present their reasoning and for the authority to gain additional understanding as to the barriers to full implementation by each of the non-compliant providers.

As a local authority we have given the providers time to introduce the changes and the new contract was issued in 2023 knowing that some had work to do, but it is now timely 12 months on through the monitoring of the contract to reaffirm the standards and expectations. The ongoing challenging fiscal position for providers and the local authority is widely acknowledged. However positively, since the implementation of the new Framework, we are currently seeing far lower levels of service users waiting for availability of care since 2021 and offers from the Dom Care market is at its most responsiveness for the majority of those in need of care. This comes from the improvements made through the Framework, with improved standard rate, the annual uplift and the continuous support and engagement with the sector, together with the marginally improved care sector recruitment for private dom care agencies than was evident at the end of the pandemic.

However, the market situation remains difficult and the business sustainability for some providers continues to fluctuate, which in turn impacts on the availability of care provision. Two of the three new providers have yet to implement their intentions to establish themselves in Ceredigion in autumn 2023 as expected for example.

Therefore, it is important that we continue to work with those providers who have yet to achieve the full suite of pledges and encourage them to make the sustainable changes through an open supportive discussion. The pledge was also designed to be aspirational to further enhance the value of the workforce from 2025/26 and the authority's stated position to increase the standard rate to align further with the Home Care Association national recommendations in readiness for 2025/26 will continue to be a budget challenge given the continued fiscal position.

Wellbeing of Future Generations:

Has an Integrated Impact Assessment been completed? If not, please state why.

None required

Summary of Integrated Impact Assessment:

Long term:

Collaboration:

Involvement:

Prevention:

Integration:

Recommendation(s):

For Information Only.

Reasons for decision:

No Decision required.

Contact Name: Donna Pritchard

Designation: Corporate Lead Officer, Porth Gofal

Date of Report: 02/09/2024

Acronyms:



CYNGOR SIR
CEREDIGION
COUNTY COUNCIL

Ceredigion County Council

Report on the results of The Ceredigion 15 Point Pledge Survey 2023/24

12/12 providers have completed the survey.

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The Ceredigion Pledge
Improved Terms and Conditions for Domiciliary Care Workers in Ceredigion

15 Point Plan 2023/24

1. All Service Provider Personnel (SPP) directly involved in delivering care regardless of age are to be paid the Real Living Wage (RLW).
2. The employer will pay the cost of the enhanced Disclosure & Barring Service DBS check.
3. The employer may wish to consider covering the cost of the Social Care Wales annual registration fee for the SPP directly involved in delivering care.
4. The employer will cover the cost of SCW registered SPP mandatory qualifications fees.
5. Staff uniform will be provided without charge by the employer.
6. Paid travel time at the RLW to be scheduled between all calls. Contact calls cannot be back-to back. Travel time to the first call and from the last call may be excluded from travel time claims, where shifts are a minimum of 6 hours each.
7. When commissioned hours have been paid for i.e. a cancelled call without sufficient notice, SPP directly involved in delivering care must be paid for this time.
8. When commissioned hours have been paid for under the Retainer Scheme, i.e. for approved hospital and respite periods of absence, SPP directly involved in delivering care must continue to be paid for this time.
9. SPP to be paid the HMRC current mileage rate per mile when using their own car for work duties.
10. The employer covers the cost of a work mobile or contributes to the cost of private mobile phones when used.
11. SPP to be paid for any reasonable amount of time spent training i.e. All Wales Induction Framework (AWIF) and other mandatory training i.e. All Wales Passport and mandatory updates.
12. All breaks except for one 30 minutes break per day, to be paid at the RLW as a minimum, including breaks over 30 minutes.
13. SPP directly involved in delivering care to have adequate rest between shifts i.e. if a SPP worker is rostered to work late they are not scheduled for an early start the next day.
14. SPP have access to emotional support and counselling and wellbeing through proactive support by the employer and by actively promoting access to the programmes of support through SCW and care sector support.
<https://socialcare.wales/resources-guidance/health-and-well-being-resources>.
15. Work will be organised to ensure that SPP are rostered in accordance with The Working Time Regulations (1998) unless they voluntarily opt out.

Providers

- 1- Provider 1
- 2- Provider 2 (Do not currently hold packages of care in Ceredigion)
- 3- Provider 3
- 4- Provider 4
- 5- Provider 5
- 6- Provider 6
- 7- Provider 7
- 8- Provider 8
- 9- Provider 9
- 10-Provider 10
- 11-Provider 11 (Do not currently hold packages of care in Ceredigion)
- 12-Provider 12

Overview Summary

Key:

Mandatory

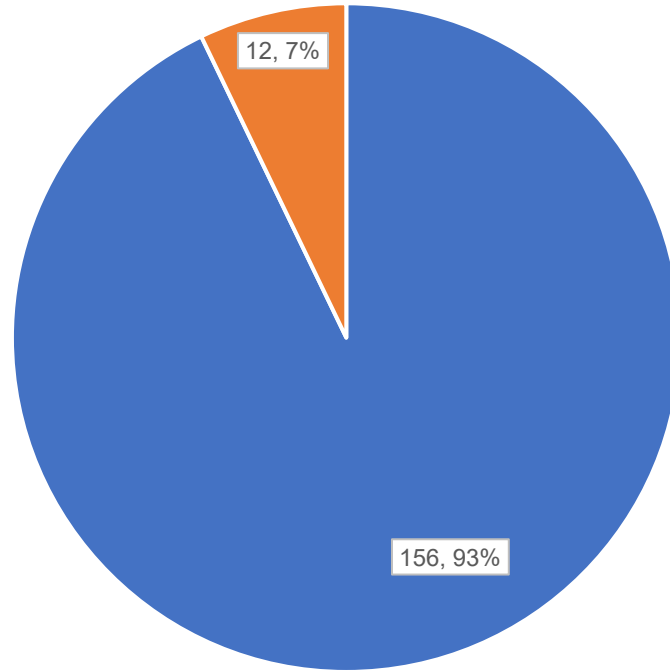
Good Practice

	Provider 1	Provider 2	Provider 3	Provider 4	Provider 5	Provider 6	Provider 7	Provider 8	Provider 9	Provider 10	Provider 11	Provider 12
Q1 All Service Provider Personnel (SPP) directly involved in delivering care regardless of age are to be paid the Real Living Wage (RLW).	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q2 The employer will pay the cost of the enhanced Disclosure & Barring Service DBS check.	✓	✓	x	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q3 The employer may wish to consider covering the cost of the Social Care Wales annual registration fee for the SPP directly involved in delivering care.	✓	✓	x	✓	x	x	✓	✓	x	✓	✓	x
Q4 The employer will cover the cost of SCW registered SPP mandatory qualifications fees.	✓	✓	x	✓	x	✓	✓	✓	✓	x	✓	✓
Q5	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q6	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q7	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q8 When commissioned hours have been paid for under the Retainer Scheme, i.e. for approved hospital and respite periods of absence, SPP directly involved in delivering care must continue to be paid for this time.	✓	✓	x	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q9 SPP to be paid the HMRC current mileage rate per mile when using their own car for work duties.	✓	✓	✓	✓	✓	✓	✓	✓	x	✓	✓	✓
Q10 The employer covers the cost of a work mobile or contributes to the cost of private mobile phones when used.	✓	✓	x	x	✓	✓	✓	✓	✓	✓	✓	✓
Q11	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q12 All breaks except for one 30 minutes break per day, to be paid at the RLW as a minimum, including breaks over 30 minutes.	✓	✓	x	✓	✓	x	x	✓	✓	✓	✓	✓
Q13	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Q14 SPP have access to emotional support and counselling and wellbeing through proactive support by the employer and by actively promoting access to the programmes of support through SCW and care sector support. https://socialcare.wales/resources-guidance/health-and-well-being-resources	✓	✓	✓	✓	x	✓	✓	✓	✓	✓	✓	✓
Q15	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

**Total mandatory pledges met
(out of maximum 14)**

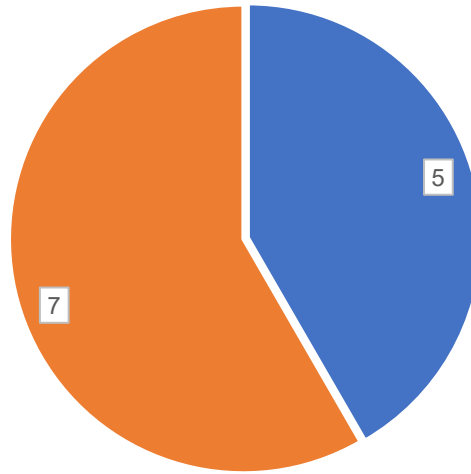
✓	14	14	9	13	12	13	13	14	13	13	14	14
x	0	0	5	1	2	1	1	0	1	1	0	0

Total number of mandatory pledges met overall



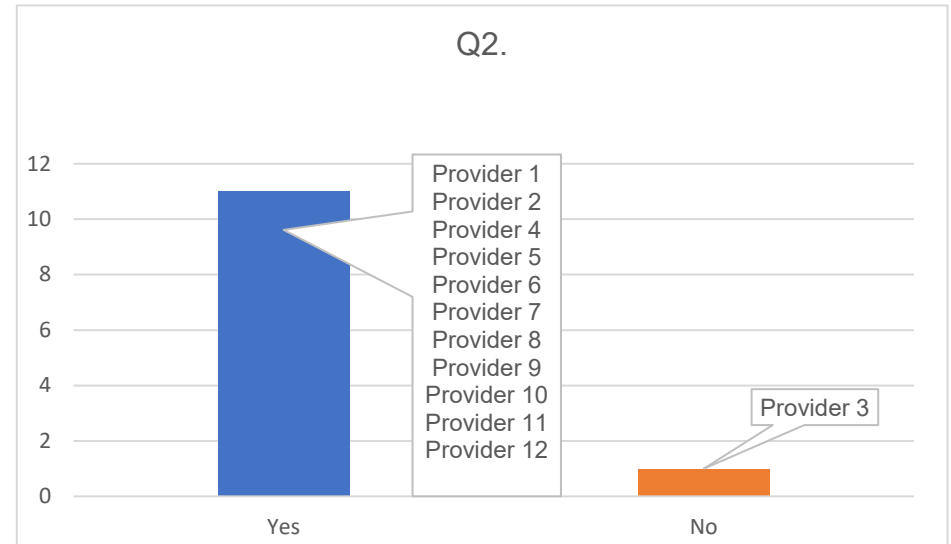
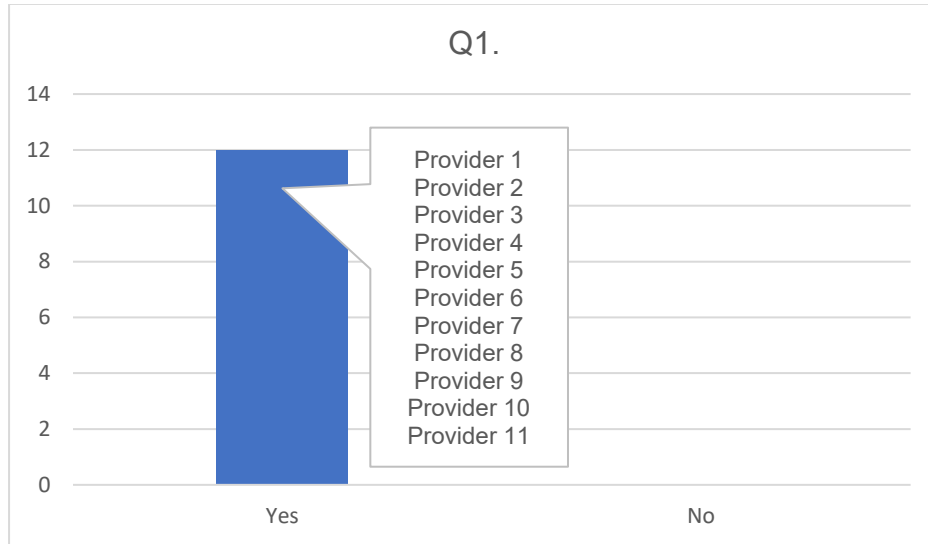
■ Compliant ■ Non Compliant

Compliant / Non compliant



- Compliant
 - Provider 1
 - Provider 2
 - Provider 8
 - Provider 11
 - Provider 12
- Non compliant
 - Provider 3
 - Provider 4
 - Provider 5
 - Provider 6
 - Provider 7
 - Provider 9
 - Provider 10

Questions and Responses



Question 1. As an employer are you paying all Service Provider Personnel (SPP) directly involved in delivering care the Real Living Wage (RLW) regardless of age?

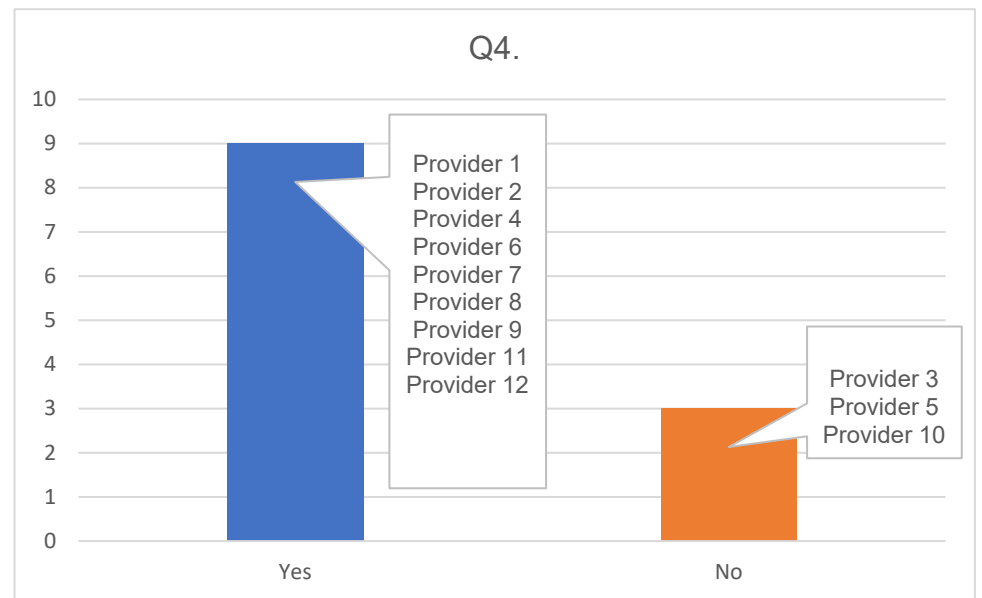
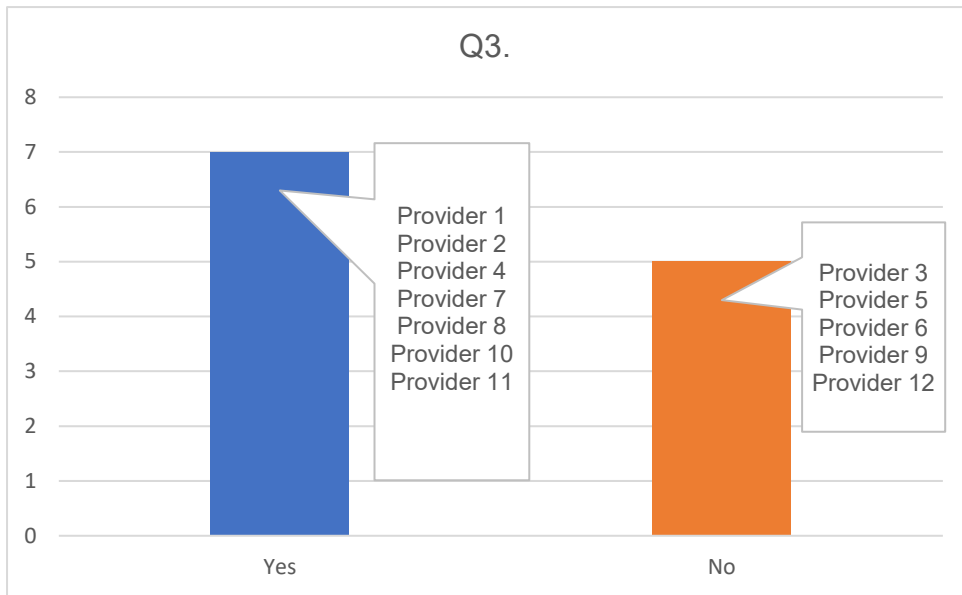
All 12 providers, 100% answered Yes to paying all Service Provider Personnel the Real Living Wage.

ACTION: No action required.

Question 2. Do you as the employer pay the cost of the enhanced Disclosure & Barring Service DBS check?

11/12 Providers answered Yes to paying the cost of the enhanced Disclosure & Barring Service Check. Provider 3 answered No.

ACTION: Non-compliance will be raised with Provider 3 at the Contract Review Meeting.



Question 3. As an employer do you cover the cost of the Social Care Wales annual registration fee for the Service Provider Personnel directly involved in delivering care? (Not Mandatory)

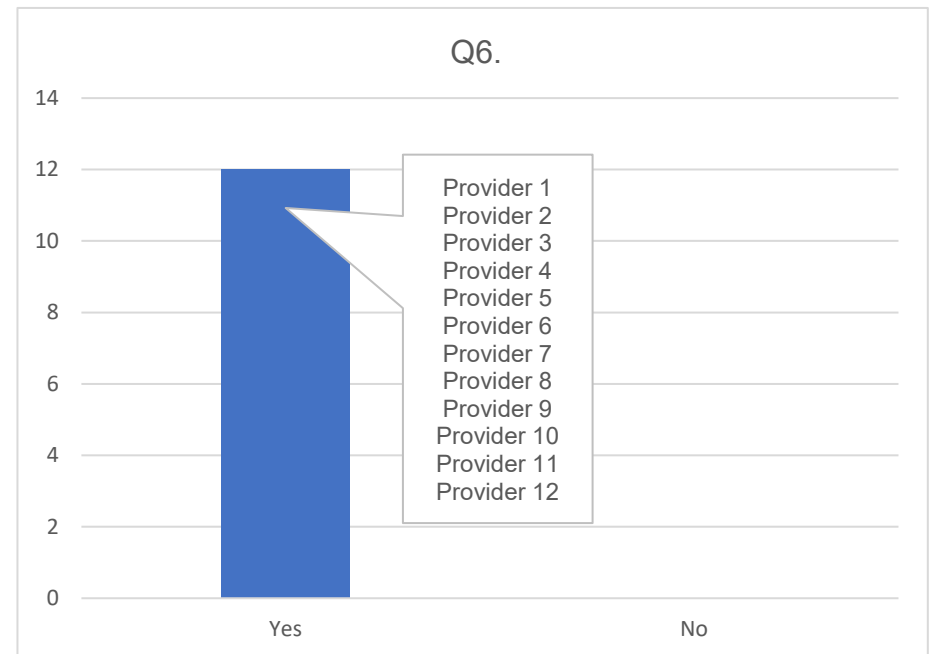
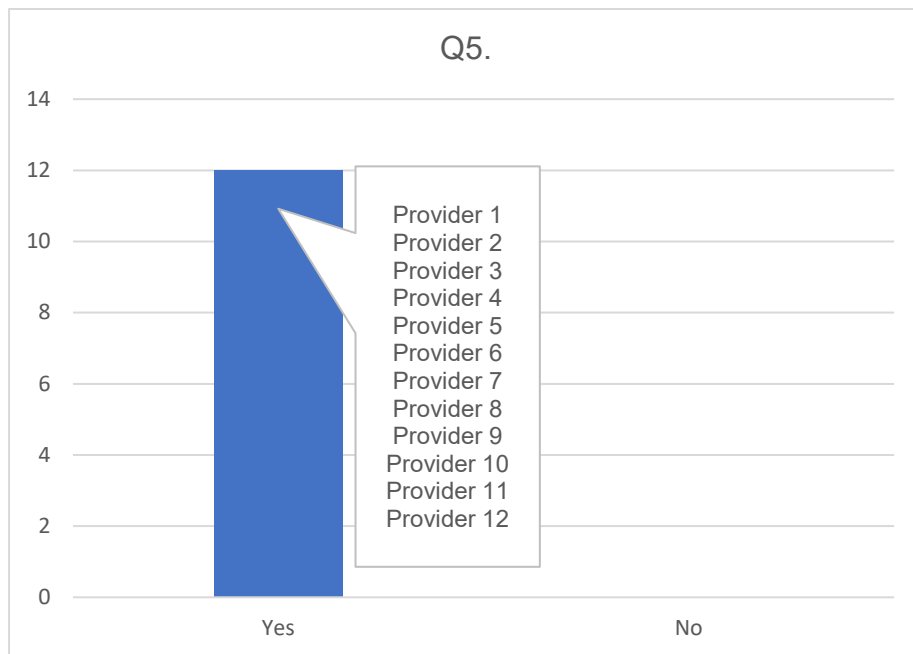
7/12 providers answered Yes to covering the cost of the Social Care Wales annual registration fee. 5/12 answered No.

ACTION: All 5 providers who answered No will be encouraged to cover the cost of the Social Care Wales annual registration fee at their Contract Review Meetings.

Question 4. As an employer do you you cover the cost of SCW registered Service Provider Personnel mandatory qualifications fees?

9/12 providers answered Yes to covering the cost of SCW registered Service Provider Personnel mandatory qualifications fees. 3/12 answered No.

ACTION: Non-compliance will be raised with all 3 providers who answered No at their Contract Review Meetings.



Question 5. As an employer are you providing staff with uniform without charge?

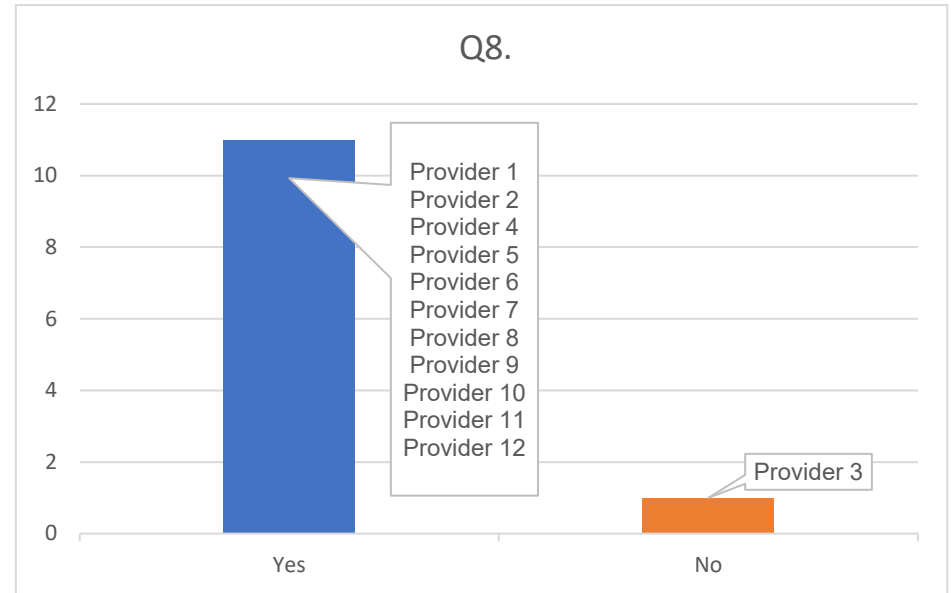
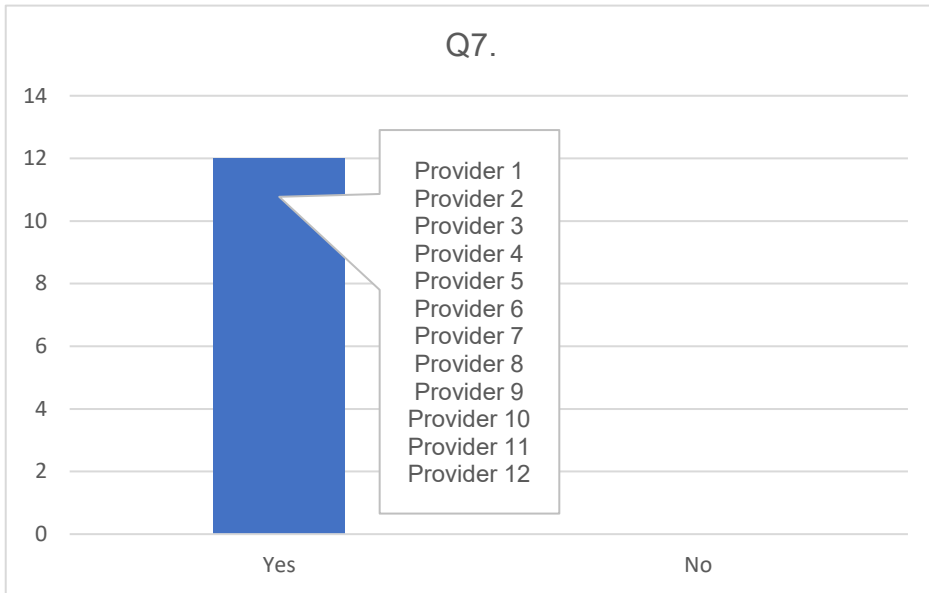
All 12 providers, 100% answered Yes to providing staff with uniform without charge.

ACTION: No action required.

Question 6. As an employer do you pay travel time at the RLW between all calls? (Contact calls cannot be back-to-back. Travel time to the first call and from the last call may be excluded from travel time claims, where shifts are a minimum of 6 hours each.)

All 12 providers, 100% answered Yes to pay travel time at the RLW between all calls.

ACTION: No action required.



Question 7. As an employer when commissioned hours have been paid for i.e. a cancelled call without sufficient notice. Are you paying the Service Provider Personnel directly involved in delivering care for this time?

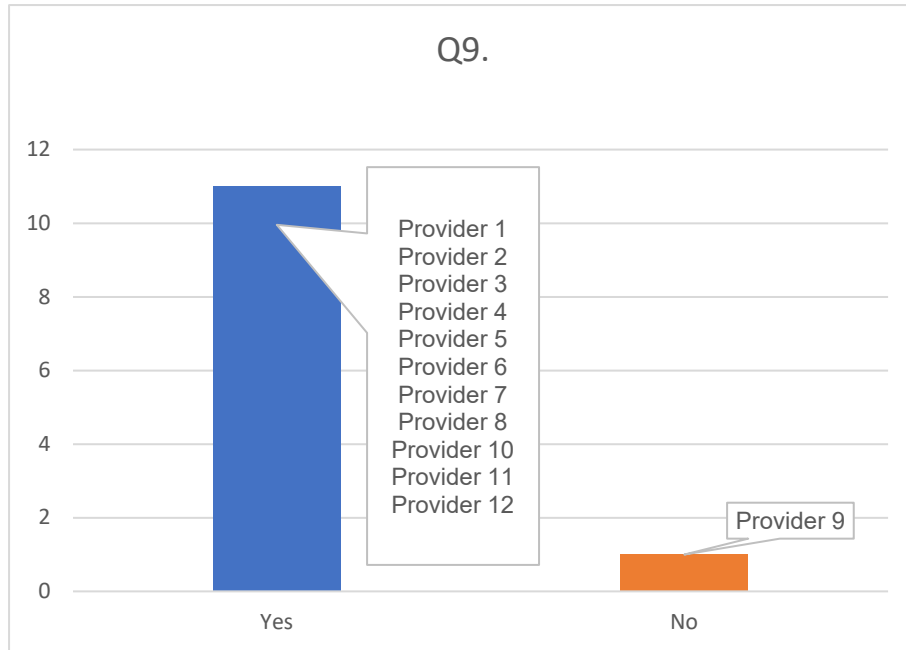
All 12 providers, 100% answered Yes to paying the Service Provider Personnel for cancelled calls without notice.

ACTION: No action required.

Question 8. As an employer when commissioned hours have been paid for under the Retainer Scheme, i.e. for approved hospital and respite periods of absence. Are you continuing to pay the Service Provider Personnel directly involved in delivering care for this period of time?

11/12 providers answered Yes to paying the Service Provider Personnel for cancelled calls under the Retainer Scheme. Provider 3 answered No. Please see Appendix 2 for further information provided by Provider 3.

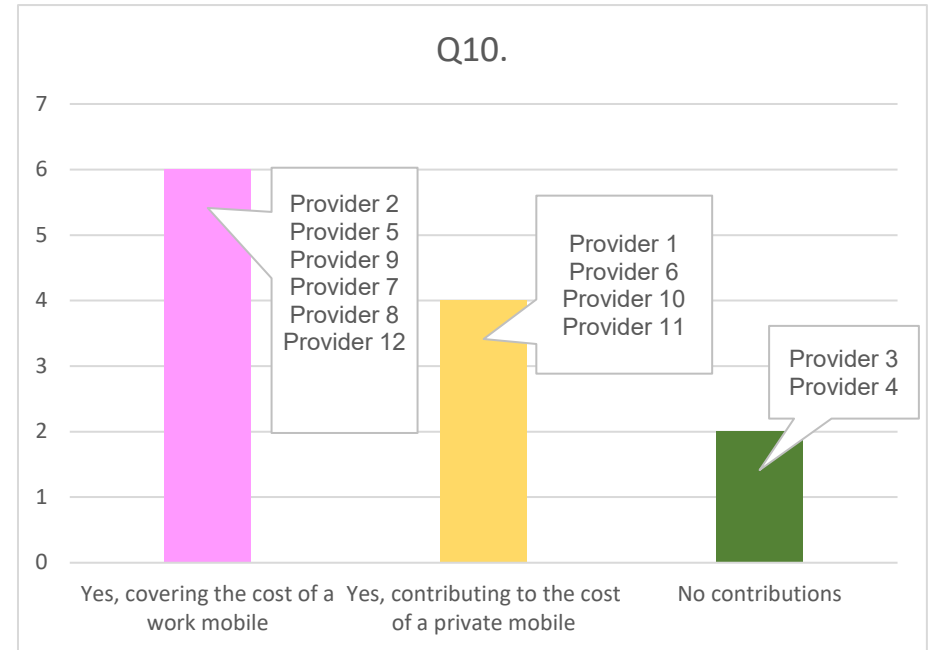
ACTION: CCC'S Commissioning + Contract framework will be raised with Provider 3 at the Contract Review Meeting. The Provider is not submitting for eligible claims. There is a need to understand their rationale for not claiming and therefore clarify if personnel are directly paid for these hours/calls.



Question 9. As an employer are you paying Service Provider Personnel the HMRC current mileage rate per mile when using their own car for work duties?

11/12 providers answered Yes to paying the Service Provider Personnel the HMRC current mileage rate per mile when using their own car for work duties. Provider 9 answered No.

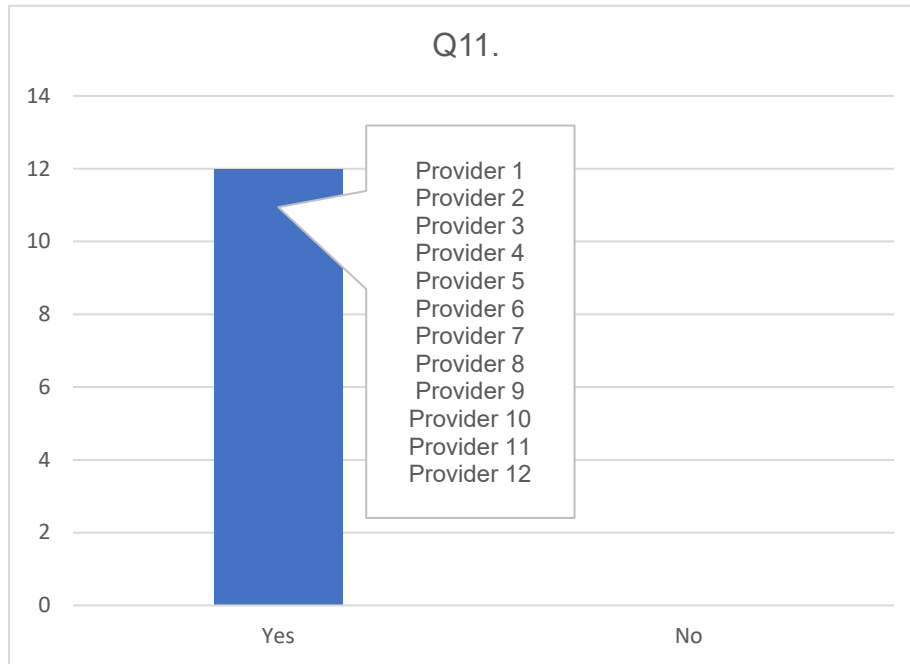
ACTION: Non-compliance will be raised with Provider 9 at the Contract Review Meeting.



Question 10. As an employer are you either covering the cost of a work mobile or contributing to the cost of private mobile phones when used?

6/12 providers answered Yes to covering the cost a work mobile, 4/12 answered Yes to contributing to the cost of a private mobile and 2/12 answered No contributions

ACTION: Non-compliance will be raised with Provider 3 and Provider 4 at their Contract Review Meetings.

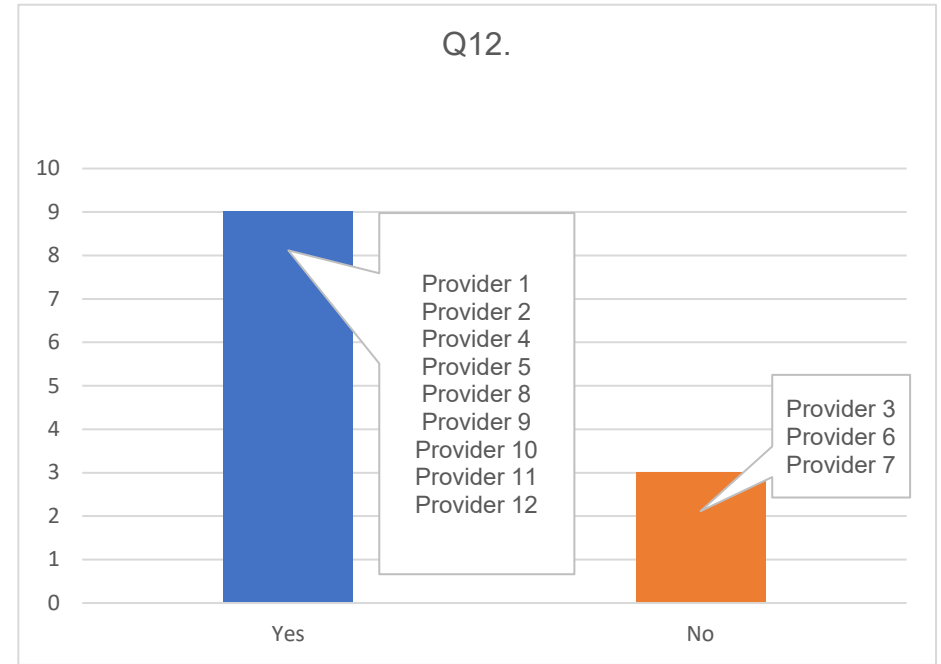


Question 11. As an employer are you paying Service Provider Personnel any amount of time spent training i.e. All Wales Induction Framework (AWIF) and other mandatory training i.e. All Wales Passport and mandatory updates.

All 12 providers, 100% answered Yes to paying the Service Provider Personnel any amount of time spent training.

Please see Appendix 2 for further information provided.

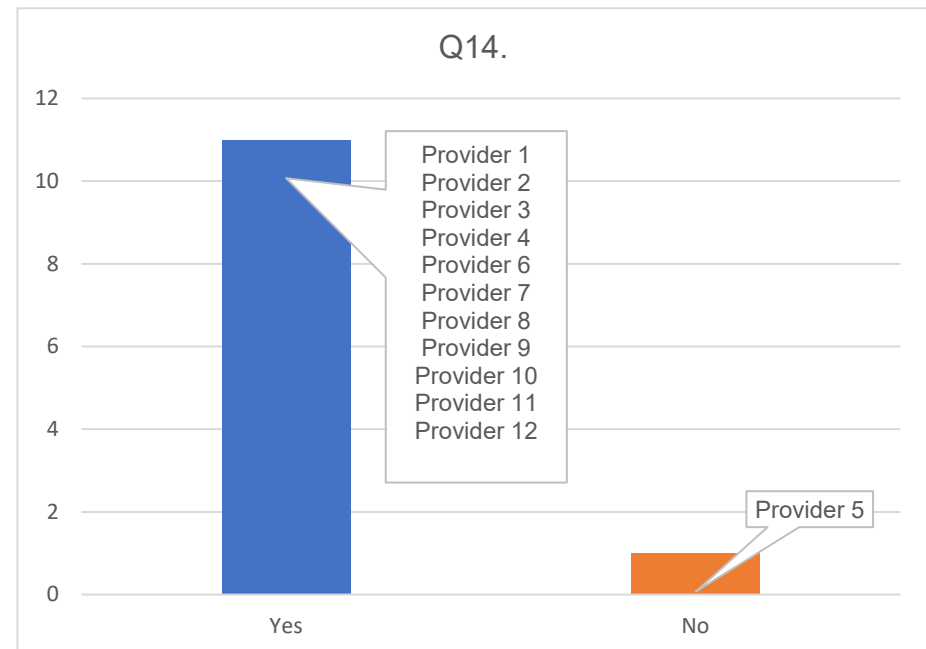
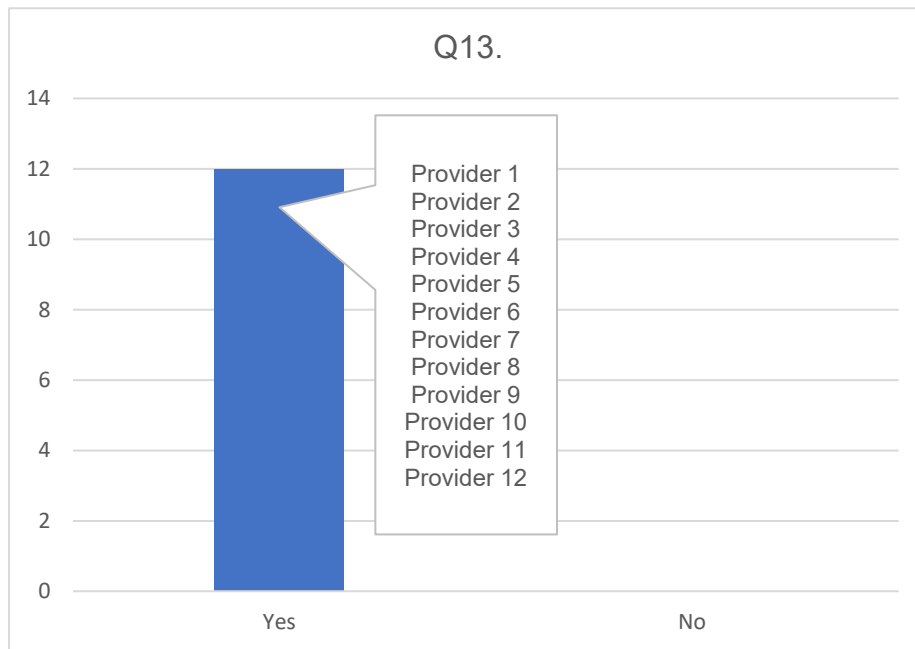
ACTION: Provider 4, 1 and 8 will be asked whether training is paid at RLW or lower as ALL providers answered Yes to paying Service Provider Personnel the RLW, therefore training should also be paid for in the RLW.



Question 12. As an employer are you paying for all breaks at the RLW as a minimum, except for one 30 minutes break per day?

9/12 providers answered Yes to paying for all breaks at the RLW as a minimum, except for one 30 minutes break per day. 3/12 answered No.

ACTION: Provider 3, 6 and 7 will be asked to provide further detail as to what Service Provider Personnel receive for their breaks per day to clarify.



Question 13. As an employer do you ensure Service Provider Personnel directly involved in delivering care have adequate rest between shifts? (i.e. if a SPP worker is rostered to work late they are not scheduled for an early start the next day, in accordance with the Working Time Regulations 1998.)

All 12 providers, 100% answered Yes to ensuring that the Service Provider Personnel directly involved in delivering care have adequate rest between shifts per the Working Time Regulations 1998.

ACTION: No action required.

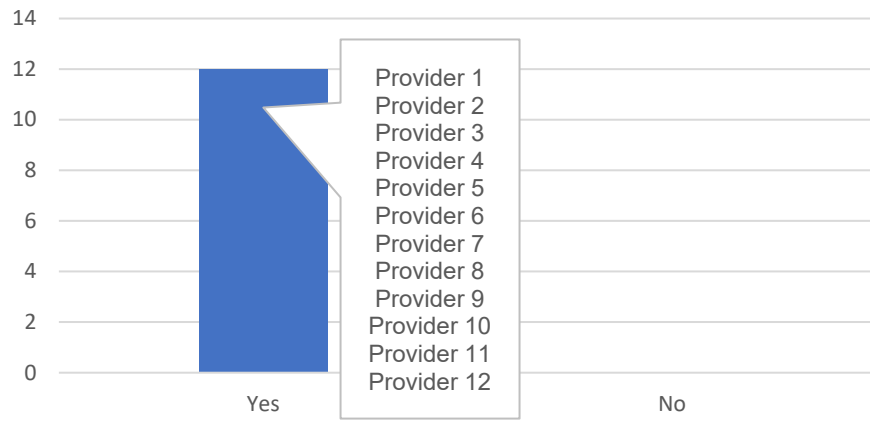
Question 14. As an employer do you provide Service Provider Personnel access to emotional support, counselling and wellbeing through proactive support?

11/12 answered Yes to providing Service Provider Personnel access to emotional support, counselling and wellbeing through proactive support. Provider 5 answered No.

Please see Appendix 2 for further information provided.

ACTION: Non-compliance will be raised with Provider 5 at the Contract Review Meeting verify their understanding of the question as a range of available and free resources have been suggested by CCC regularly.

Q15. As an employer do you organise work to ensure that Service Provider Personnel are rostered in accordance with The Working Time Regulations (1998) unless they voluntarily opt out?



Question 13. As an employer do you organise work to ensure that Service Provider Personnel are rostered in accordance with The Working Time Regulations (1998) unless they voluntarily opt out?

All 12 providers, 100% answered Yes to organising work to ensure that Service Provider Personnel are rostered in accordance with The Working Time Regulations (1998) unless they voluntarily opt out.

ACTION: No action required.

Appendix 1

Summary Link To MS Forms

<https://forms.office.com/Pages/AnalysisPage.aspx?AnalyzerToken=DcT5wtl0HtkGNPGLTvFSkiqfNnf6XQzL&id=uYWs-IYvNU2Fwnkevin1iNZY7ppPbjxMglKOPQFtvgtURU9QSIYxQ1BaWjhZR0wyUjIKRjBDS1VFRiQIQCN0PWcu>

Appendix 2

Additional information

Additional information was provided for question 8 as one provider answered No -

1- Provider 3

Because we do not receive a retainer payment?

Additional information was provided for question 11 as all 12 providers answered Yes –

1- Provider 5

All training hours are paid to staff.

2- Provider 9

All training hours are paid at their current hourly rate.

3- Provider 12

All training is paid for including E Learning & Classroom training. We pay our staff for any training they attend.

4- Provider 3

We pay our staff for any training they attend.

5- Provider 6

All training course and time are paid in full.

6- Provider 7

All staff are paid for attending training per hour.

7- Provider 4

Training paid at minimum wage.

8- Provider 8

Staff are paid at NMW for all training.

9- Provider 11

Yes we pay RLW for training.

10- Provider 2

We pay the Real Living Wage to staff whilst on training.

11-Provider 10

Induction training and other in-person training (e.g. manual handling) is paid to carers.

12-Provider 1

All training paid at standard hourly rate.

Additional information was provided for question 14 as 11/12 providers answered Yes –

1- Provider 9

Health Assured Employee Assistance Program.

2- Provider 12

Support is carried out with our office based team and our HR department.

3- Provider 3

We have a company app.

4- Provider 6

Open door policy in supervisions and good working relationships to ensure emotional support is available. All underpinned by robust policy's and procedures.

5- Provider 7

Registered Manager is a qualified mental health first aider.

6- Provider 4

Peninsula counselling support.

7- Provider 8

We have access to an occupational therapist when required and it is always offered to staff

8- Provider 11

Counselling online.

9- Provider 2

Informal support is provided regularly by line managers, and formal supervision is conducted a minimum of three monthly. Regular debriefs are conducted after serious incidents or periods of high intensity. These debriefs provide access to well-being support and independent counselling resources when needed. Cadw'n Iach: Our in-house staff support well-being program offers confidential advice, practical support, and information to enhance emotional health and well-being. Managers can refer staff members to external counselling services and occupational health resources when faced with professional or personal challenges.

10-Provider 10

Staff fully supported during regular supervisions; we will raise awareness too of resources accessible through SCW.

11-Provider 1

All employees have access to an Employee Assistance Programme Telus Health which was previously Life Works.