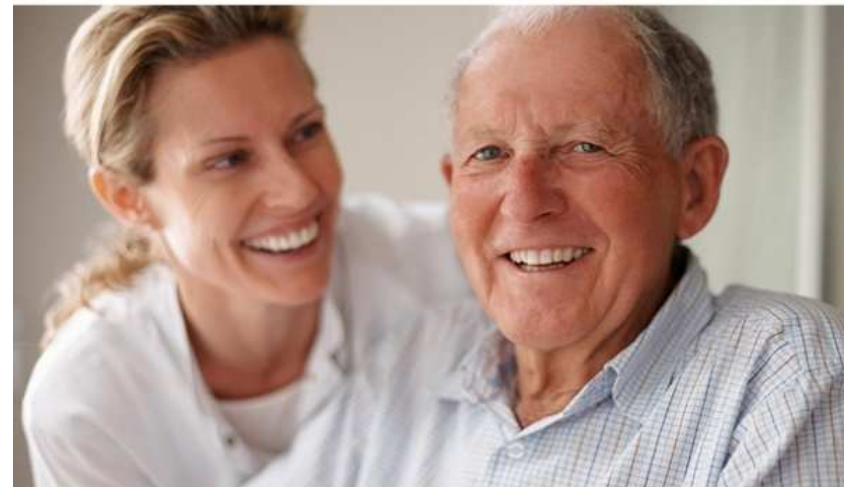


Moving Towards Outcome Based Homecare

Flexible Domiciliary Care



July 2013

Listening this far...

- Transformation Events
- Members
- KCCA Members Meetings/Core Provider Group
- Case Management Workshops
- Co-produced Business Process Walk Through Workshops

What we learnt...

- Acceptance that there was room for improvement
- Support service users when they most need it - right intervention at the right time
- Avoid unnecessary hospital and respite/care home admissions and delayed discharges
- Support capacity issues
- Providers should be able to flex levels of support without the approval of case managers
- Listened to operational staff about the pressures on operational staff
- Professional staff should not spend too much of their time on administration and data input
- Enablement should be an ethos
- 100+ providers performing as single entities – encouraging and enabling collaborations to develop

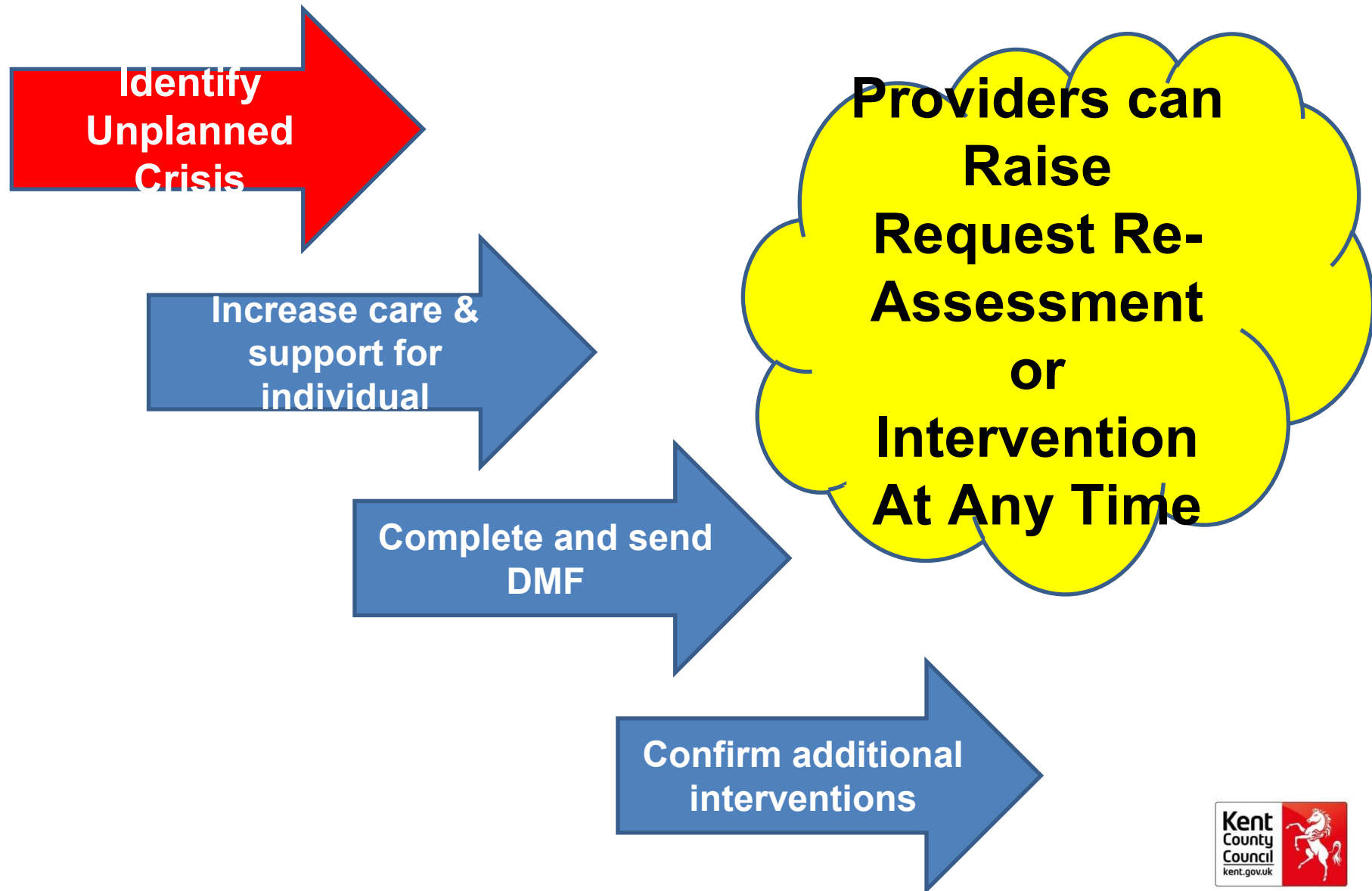
Flexing Domiciliary Care – Outcomes...

- Improving individual outcomes for Service Users
- Supporting Service Users out of hospital and back into their communities
- Trusting our service providers and allowing more freedom to make decisions
- Supporting Transformation themes
- Spending public money wisely and ensuring '*every penny counts*'.
- Reducing hospital admission and admission into long term care services
- Supporting Case Management and Health partner capacity pressures

Flexing Domiciliary Care – What is it?...

- The increase in the support provided to a Service User to provide up to 24 hour support for a maximum of 7 days (not just 'hand on' care). This increase is usually initiated by a need/crisis identified by the Service Provider/Care Worker (maybe GP, District Nurse).
- Open to all contracted, 'approved' and individually contracted providers who are providing existing domiciliary care services (and sign up to new contract – subcontracting arrangements available).
- Shift of decision making power to service providers.
- Non – chargeable to the service user.
- Not just 'hands on' care – achieve delivery of outcomes for Service Users.
- Available to all Service Users who fall within the Older People and People with a Physical Disability category and who are in receipt of care package managed and funded by KCC (and are not eligible for an Enablement service).

How does Flexible Domiciliary Care work?...



How do I provide Flexible Domiciliary Care?...

- **Thanet & Dover Launch – (Contract 1st August 13 – 31st July 14)**

- **Service Provider who is either contracted, holds the relevant ‘Approved Provider Status’ and/or is delivering Domiciliary Care Services within the Thanet and Dover locality.**

- **Service Providers must agree and sign up to the Contract Terms and Conditions for Flexible Domiciliary Care, together with the associated appendices:**
 - *Appendix 1 - Flexible Domiciliary Care Specification*
 - *Appendix 2 - Service Provider Letter*
 - *Appendix 3 - Flexible Domiciliary Care Operational Guidance for Service Providers (Dynamic Monitoring Form – Appendix A of this Guidance)*
 - *Appendix 4 - Flexible Domiciliary Care Provider Process Chart*
 - *Appendix 5 - Thanet and Dover Postcode Data*
 - *Appendix 6 - Thanet and Dover Service Provider List*

How will we monitor Flexible Domiciliary Care?...



- SWIFT
- Dynamic Monitoring Form



- Improved outcomes for service users



- Reduction in unnecessary hospital admissions



- Evidence of savings and return on investment



- Reduction in unnecessary care home admissions

Flexing Domiciliary Care – Exclusions

- Exclusions in Phase 1:
 - Supporting Independence Service
 - Better Homes Active Lives services
 - Extra Care Housing
 - Direct Payments
 - Privately Funded Clients
 - Learning Disability and Mental Health client groups
 - Client eligible for Enablement services

Phase 1 – Where we are

- Dynamic Monitoring Form & Tracker
- Operational and Provider Guidance
- Business Process Flowcharts
- SWIFT Testing
- SWIFT Contract Updates
- SWIFT Performance Monitoring Report Development
- Centralised Purchasing Officers within Access to Resources (Flex specific) recruited
- Centralised telephone number and e-mail box developed
- TDM £999 p/w limit increased to £3000 p/w
- Interim Equipment arrangements underway
- Governance Arrangements and Authorisation Confirmed
- Contract Specification and Terms & Conditions
- Phased Implementation/launch