

Collective review of Home Care urgent package list

23rd December 2020

David chaired the meeting with key contributions from Dylan Champion. The meeting was attended by Home Care Providers and representatives from the NHS and Cornwall Council including brokers and buyers, Locality Commissioning Managers, and other key commissioning personnel.

The meeting discussed some of the obstacles preventing Providers from taking on packages at the moment. These include but were not limited to;

- Packages were not achievable in the time frames
- Packages no longer needed once Provider arrives to delivery first visit
- Packages different to what the client wants/needs

The meeting also discussed proposed ways forward, which include looking at some of the hotspot areas with a larger volume of unmet demand. The three highest areas to target first are;

- Bude
- Camborne, Pool, and Redruth
- Penzance

It was agreed that local meetings for these three areas are to be established in early January. Brokers will issue the list of outstanding packages to all Providers that are operating in the relevant area prior to the meeting, so that Providers can be prepared. Buyers and Brokers will also attend these meetings.

Some clarity is still needed around whether non-DPS Providers will be able to access DPS packages if they have available capacity as, while the DPS is not a perfect system, it is the current system in place for now. A discussion with non-DPS Providers would be useful.

The question of pay for some of these packages was raised as some packages are not financially viable in their current form. There has been some discussion around an urban/rural rate split (something that is working successfully in Devon), and it may be possible to establish something for specific postcode areas in Cornwall, however it will likely depend on individual situations. This is something to explore further in the new year.

It was noted that Providers with any capacity should contact the Brokerage team who to have a conversation around any barriers that might prevent them bidding for a package. For example if cost is an issue, there is an Additional Mechanism rate that can be used where required.

Actions:

1. It was agreed that core group, to include key Providers be formed to look at the best ways forward. Dylan will issue an initial proposal for consultation, with a view to the group meeting during the 1st week of January.
2. 3 post code hotspot meetings will be scheduled for early January with invites being sent specifically to all Providers operating in that post code area.
3. Of the other operational areas identified, specific work will be started in the new year to look at rural rates, reablement, and End of Life activities. Dylan agreed to do some prep work and issue invites for key people.