

Care and Support at Home in Powys for Adults

Market Position Statement - 2021/22

Review Date: April 2022

Foreword

Powys is a fantastic place in which to work, live and play.

Care and support at home covers a range of essential services. For example, early help and support via a phone call to Assist (the council's front door for Adult Social Care enquiries), through to providing care and support to an individual in their own home. The council provide and also commission these services to private and charitable organisations, supporting many vulnerable adults in our communities to remain at home and lead independent and fulfilled lives.

The purpose of this Market Position Statement is to allow new and prospective providers a useful insight into the care and support at home market in Powys. Allowing existing providers to make strategic decisions to expand or realign current provision and new organisations a greater understanding of the opportunities and challenges within the existing market. The council is committed to creating a sustainable and diverse care and support at home market and with this transparent approach, with access to 'live' data, we hope that our valued providers will be able to flex, grow and thrive.

Cllr Myfanwy Alexander Portfolio Holder for Adult Services

Strategic Overview

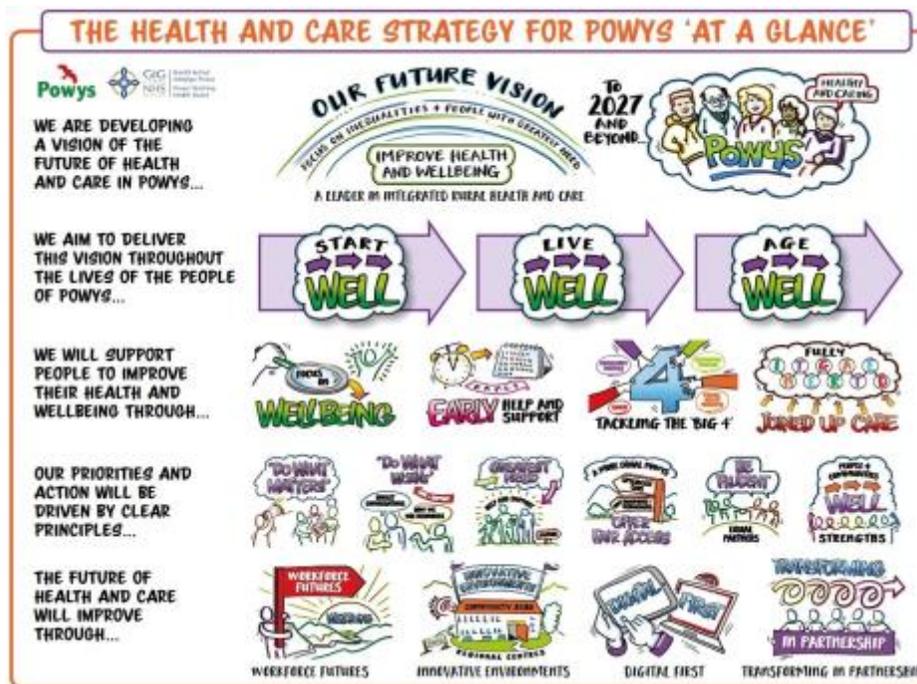
Powys County Council have developed a vision for the future, Vision 2025¹, with clear objectives linked to the economy, health and care, learning and skills, and, residents and communities.

¹<https://en.powys.gov.uk/article/5809/Powys-2025---Our-vision-for-the-future>

Providing care and support at home and 'what matters' to people, links to the health and care objective which states that "we will lead the way in providing effective, integrated health and care in a rural environment". This priority discusses the importance of providing high quality seamless health and social care services at the right time and in the right place.



Alongside Vision 2025, the Health & Care Strategy for Powys² plays a fundamental role in delivering the Health & Care objective. This strategy seeks to enable children and young people to ‘Start Well’, for people to ‘Live Well’ and older people to ‘Age Well’.



²<https://www.powysrpb.org/>



In addition, the Joint Area Plan³ outlines how the Health & Care Strategy will be delivered and highlights 5 year priorities of key partners that form the Regional Partnership Board.

The plan identifies the joint areas of work that have been agreed as those that will have the greatest impact, responding to the identified care and support requirements in Powys’ population assessment, and in delivering the new integrated health and care model for Powys and its intended outcomes.

In order to capture projects and tasks associated with the continuous improvement of care and support in Powys the council has produced a **Care and Support at Home in Powys - Plan on a Page**. By 'Preventing Demand', 'Meeting Demand' and 'Increasing Capacity', people will be able to access care and support at home when required.



³https://a8a6bc9c-3153-4282-95e2-a13aac62ba07.filesusr.com/ugd/33b29e_ffdd6752ed804814b7278161dc6fe736.pdf

Demographics

National Overview

The UK population as a whole is ageing. As life expectancy increases, our care needs are likely to increase too. Remaining at home allows individuals to stay connected to their community, helping to retain independence and be close to friends and family.

Powys Overview

Powys is a large, rural and sparsely populated county, covering a quarter of the geographical area of Wales. The dashboard below shows *Population Projections by year and age* in Powys. Overall the population is slowly increasing, however the working age population is decreasing significantly. It is anticipated that this will result in challenges for the domiciliary care market.

Embed://<iframe
src="https://app.powerbi.com/view?r=eyJrIjoimDhkOWY2OWQtYzcyYS00YmU3LWFhYWVhNDI1MDZiY2I0ZWZmZiwiZCI6ImMwMWQ5ZWUxLTBIYjAtNDc1NC05OWFILTazYWU4YTczMmI1MCI6ImMiOjh9&pageName=ReportSection" frameborder="0" allowFullScreen="true"></iframe>

Further information relating to demographics can be found in the Powys Population Assessment Summary⁴.

Workforce

In order for the market to be sustainable, the council and our providers need to attract new people and retain the current workforce, at a time of a reducing working age population. It is recognised that the role of a care worker is both challenging and rewarding and it is crucial that staff need to meet their own outcomes, feel valued and be appropriately remunerated. Starting in 2021-22 the council have launched the **Powys Pledge** - a series of requirements providers can sign up to designed to improve terms and conditions for domiciliary care workers. Each level of the Pledge is linked to an uplift in provider rates, aligned to the United Kingdom Homecare Association⁵ recommended minimum rate for homecare.

⁴https://powys.moderngov.co.uk/documents/s15144/Powys_Population_Assessment_Summary_V5.pdf

⁵<https://www.ukhca.co.uk/>



1 - The Powys Pledge. The Bronze level is in place for 2021-22. A potential Platinum level is also under discussion with providers for the future.

Ensuring our workforce have the right amount of skills, training and education is an important factor in delivering our health and care services in Powys. Working in partnership with Powys Teaching Health Board and PAVO on behalf of the third sector, we have developed a Health and Care Academy blueprint which describes how we will deliver education, training and development to our workforce across the sector. This will enable the health and care sector in Powys to become the sector of choice, by growing the workforce through local training and education, skills development and leadership. The sector will become an exemplar provider of rural professional and clinical education through modern physical and virtual spaces, combined with a leadership and management talent operating at all levels and across systems. This will enable leaders to develop innovative models of care in a rural setting through technology, education, research and innovation, making sure the health and care workforce including our volunteers and carers can respond to people’s needs in a timely way.

Social Care Wales Registration

All domiciliary care workers in Powys are registered with Social Care Wales⁶. Registration with SCW is mandatory in order to work in the sector. Registration of the workforce helps build trust and confidence in a professional workforce, raises standards and increases awareness of the essential work that care workers undertake on a daily basis.

Training

In addition to the training requirements needed for Social Care Wales registration, the council (via the Social Care Wales Workforce Development Partnership) offers a range of courses⁷, which are free for all care workers and personal assistants in Powys. People Handling Training that complies with the All Wales Passport Scheme can be arranged by the council but this 2 day course⁸ is chargeable.

⁶<https://socialcare.wales/registration>

⁷<https://en.powys.gov.uk/article/4159/Social-Care-Workforce-Training>

⁸<https://en.powys.gov.uk/article/4115/People-Handling-Training---2-Day>

There are also various online courses available via the NHS Learning site⁹ - in order to access these e-learning courses you need to be set up with an account. To do this you will need to send your name, email address and organisation/title ptsa@powys.gov.uk¹⁰

PREVENTION AND EARLY INTERVENTION

Information, Advice and Assistance

Information, advice and assistance can empower people and help them make informed decisions. It can also delay or prevent the need for care and support at home, ensuring services are sustainable for the future.

ASSIST

Assist is the council's front door for all Adult Social Care enquiries and can be contacted on 0345 602 7050 or assist@powys.gov.uk¹¹ or via the website¹².

INFOENGINE

infoengine¹³ is the directory of third sector services in Wales. infoengine highlights a wide variety of excellent voluntary and community services that are able to provide information and support so that individuals can make an informed choice.

DEWIS CYMRU

Dewis Cymru¹⁴ works alongside infoengine but also includes information about private providers, micro-enterprises and personal assistants.

ASKSARA

AskSARA¹⁵ is an online self-help guide providing advice and information on products and equipment for older and disabled adults. By answering a series of questions, individuals can receive a free personalised report, providing clear, tailored advice on ways to help with daily activities.

⁹<https://learning.wales.nhs.uk/>

¹⁰<mailto:ptsa@powys.gov.uk>

¹¹<mailto:assist@powys.gov.uk>

¹²<https://en.powys.gov.uk/article/7708/ASSIST>

¹³<https://en.infoengine.cymru/>

¹⁴<https://www.dewis.wales/>

¹⁵<https://powys.livingmadeeasy.org.uk/language>

COMMUNITY CONNECTORS

PAVO's Community Connectors¹⁶ help people in Powys (aged 18+) and their families or carers, to access community-level services and activities that will help them maintain independent lives and which help prevent their circumstances deteriorating to a point where they might need higher level health or social care services.

POWYS BEFRIENDING SERVICE

Powys Befriending Service¹⁷ helps improve the independence of people over 50 by helping maintain social networks and remain in their own homes for as long as they are able.

SAFE AND WELL

Safe and Well¹⁸ offers information and advice regarding daily living aids, which can help an individual live more independently. The service can help people choose products that will help with daily living tasks, suggest places where they can be purchased, and let individuals know where they can try them out locally.

CREDU

CREDU¹⁹ (formerly Powys Carers Service) support young carers, young adult carers and adult carers in Powys, providing information, advice and assistance to support life alongside caring.

Technology Enabled Care

Technology Enabled Care²⁰ can provide support to vulnerable individuals, which can reduce, avoid or delay the need for face-to-face support by e.g. domiciliary care agencies.

Technology can also provide support to unpaid carers to keep a “remote eye” on the cared- for, thus enabling family carers to have or maintain a life outside caring. Outcomes to individuals and carers include an increase in confidence, independence, reduced stress, and anxiety.

Currently, work is ongoing to introduce robotics to support people to live independently. One example is the provision of a robotic cat to support someone with a dementia diagnosis.

¹⁶<https://www.pavo.org.uk/help-for-people/community-connectors.html>

¹⁷<https://www.pavo.org.uk/help-for-people/befriending.html>

¹⁸<https://www.safeandwell.co.uk/powys/>

¹⁹<https://credu.cymru/>

²⁰<https://en.powys.gov.uk/article/10016/Help-to-live-at-home-through-the-use-of-technology>

Equipment and Adaptations

Individuals with a permanent and substantial physical or sensory disability can get equipment to help, or have changes made to their home.²¹

Community Equipment Services provides a range of equipment from simple aids for daily living to more complex pieces of equipment enabling people to stay in their home environment.

Adaptations are alterations to an individual's home that can be installed to improve safety and independence. Examples include a ramp, stairlift and door widening.

Powys Home Support

Home Support provides support and practical assistance so individuals can stay living at home, safely and independently.

The home support service is open to any person in later life who feels that they would benefit from a little extra help to enable them to live life the way they want to.

The service provides early support (including 24/7 cover for emergencies through community alarms) to assist members and their families to:

- remain at home,
- maintaining and maximising their independence and health and wellbeing;
- retaining their links with the community; and
- to contribute towards preventing and/or delaying the development of needs for care and support and reducing isolation and loneliness.

The Home Support project is based on an existing service operating in **Rhayader**, called Rhayader Home Support. It has been developed in **Llandrindod Wells** to provide 24/7 cover for emergencies through community alarms (Careline) for those living in sheltered housing/receiving warden based services; in **Llanidloes** Town Centre and in the **Knighton** and **Presteigne** area.

Some of the things Home Support can help with include:

- Welfare visits and telephone support
- Essential Shopping
- Emotional Support
- Assistance with prescriptions

²¹<https://en.powys.gov.uk/article/1541/Get-equipment-and-adaptations-at-home>

- Support with appointments
- Assist carers with their role
- Support in emergency situations
- Staying fit and healthy
- Signposting and help to access other services
- Accessing local community groups and supportive networks

For further information contact Assist on 0345 602 7050 or assist@powys.gov.uk²² or via the website²³.

Home First: Discharge to Recover and Assess

The Powys Home First team consists of a qualified Occupational Therapist, Physiotherapist and Rehab Therapy Assistants and provides support on a short-term basis to enable patients to be discharged in a timely manner, identify relevant services that need to be involved and continue the rehabilitation process in the most appropriate environment. It provides rehabilitation at home 7-days a week and can support with a range of daily tasks including:

- Washing and dressing
- Meal preparation
- Progressing mobility/ transfers.

Once a patient is ready to go home from hospital, we know a hospital bed is no longer the most appropriate place for them. It can be difficult to assess what support is needed whilst in a hospital setting. The Powys Home First team carry out a detailed assessment at home on discharge to get a true reflection of the rehabilitation and support needs can be identified and addressed.

Reablement

The Reablement Service²⁴ provides short term support to individuals to retain or regain their independence, at times of change and transition, which promotes the health, wellbeing, independence, dignity and social inclusion.

Service aims and objectives:

- Reablement addresses service users' physical, social, cognitive and emotional needs.
- Reablement is an outcome focused, personalised approach, whereby the person using the service sets their own realistic foals and is support by the Reablement Team to achieve these goals over a limited period.

²²<mailto:assist@powys.gov.uk>

²³<https://en.powys.gov.uk/article/7708/ASSIST>

²⁴<https://en.powys.gov.uk/article/1670/Get-help-with-reablement>

- Reablement focuses on what people can do, rather than what they cannot do and aims to reduce or minimise the need for ongoing support.

The team includes an Occupational Therapist, Physiotherapist, Reablement Support Officers and trained support workers. The team will usually work with an individual for short term intervention. All services from the Reablement team are non-chargeable.

If required, following Reablement intervention, the team will support in accessing longer term care and support in line with Social Services and Well-being (Wales) Act 2014 eligibility.

Moving with Dignity

Moving With Dignity is an approach employed by the Occupational Therapy team in Powys. The basis of the approach is the promotion of a single-handed care in a safe and dignified way encouraging independence. The OT team work with service users, care providers, families and hospital staff to ensure all parties are confident in the skill set needed when moving and handling people who receive care.

In addition to offering training and advice which align with the Moving With Dignity approach the team also assess for suitable equipment and adaptations which aid in moving and handling.

COMMUNITY BASED CARE AND SUPPORT

Direct Payments

Direct Payments

Direct Payments²⁵ allow people in need of support to arrange and pay for their own care; rather than having social care arrange this on their behalf. For people who meet the council's eligibility criteria, Direct Payments give more flexibility and greater control over their lives and how their care is delivered by promoting independence, choice and inclusion. Direct Payments are given to both people with care and support needs as well as unpaid carers.

Direct Payments are used to pay for care and support to meet an individual's outcomes as agreed in their social care assessment and support plan. This can include:

- Personal care and practical household tasks
- Attending appointments
- Making arrangements for day activities or respite/short breaks

²⁵<https://en.powys.gov.uk/article/1573/Direct-Payments>

- Accessing social activities
- Residential care and support
- Domiciliary care and support
- Training personal assistants
- Purchasing equipment/technology enabled care

Employing Personal Assistants directly to support people to live independently is one of the most common ways people choose to use Direct Payments.

Micro-enterprises

Micro-enterprises are private enterprises which operate in the areas where their clients live, providing a local care and support service that increases the choice and options available to those in need of support. Micro-enterprises are small, private businesses, which employ between one and ten people. All micro-enterprises will have gone through a quality assurance process, provided by the commissioned support provider.

Virtual Wallet

Virtual Wallet²⁶ an app which helps Direct Payment recipients manage their budgets, the services they purchase as well as billing and other administration. Virtual Wallet simplifies the administration of Direct Payments and gives people more choice and control over how they purchase the care and support they need.

Care & Support Finder

The Powys Care & Support Finder²⁷ is an online service which connects people seeking care and support with people who are, or want to be, Personal Assistants or micro- enterprises. The website provides information about working as or employing a Personal Assistant or using a self-employed Personal Assistant, care agency or micro-enterprise, ways for Personal Assistants to find suitable vacancies and for employers to find suitable Personal Assistants and also links to training courses and other information.

²⁶<https://www.myvirtualwallet.co.uk/powys>

²⁷<https://caresupportfinder.org/s4s/WhereLive/Council?pagelid=5357>

Domiciliary Care Commissioning

Dynamic Purchasing System

The council purchases domiciliary care services from private and charitable organisations through a Dynamic Purchasing System. The contract notice, which contains further information regarding how to apply, can be found here²⁸.

Service Specification

The principles underpinning the domiciliary care service, is that everyone is supported to achieve individual outcomes including being able to exercise choice and control over their lives (unless they lack capacity to do so). Personal Plans are co-produced between the individual receiving the service and the service provider. These Personal Plans are strengths'-based and reflect the outcomes that the service user wants to achieve.

Equalities - Active Offer [EXPAND THIS]

More Than Just Words²⁹

In order to implement the Active Offer effectively social services must:

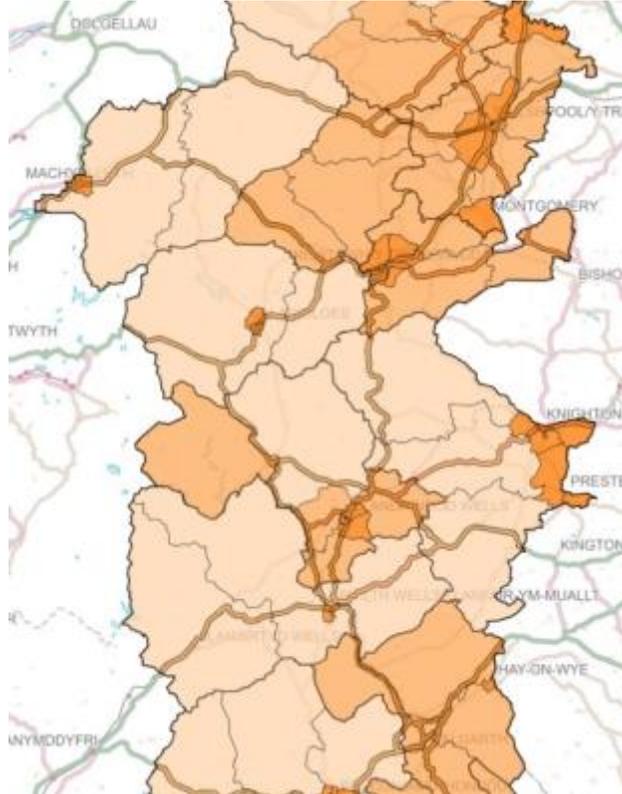
Discover and record service users' first language and other languages spoken;

Discover and record staff's linguistic skills in Welsh. Good practice would require the percentage of staff who speak Welsh to closely reflect the percentage of service users who speak Welsh in the community;

Allocate bilingual (Welsh speaking) staff to work with Welsh speaking service users. The active offer should give Welsh speakers the opportunity to receive services through the medium of their mother tongue without having to request it or to state a linguistic preference

²⁸https://www.sell2wales.gov.wales/search/show/search_view.aspx?!ID=DEC353747

²⁹<https://gov.wales/sites/default/files/publications/2019-04/delivering-the-active-offer-information-pack-social-services-and-social-care.pdf>



2 - Town, rural and remote rural classifications.

Town, Rural and Remote Rural

Domiciliary care packages are classified as being either town, rural or remote rural. The criteria for determining each classification is based on population density and proximity to main roads. For example, if a care package takes place at a property where there are fewer than 15 people per km² and it is more than 250m away from a main road, then it is classified as remote rural.

12.1% of care hours are classified as being remote rural. 25.4% of care hours are rural. The remaining 62.5% of care hours are town. The map shows that dark orange shaded areas are classified as town, medium orange areas are rural and the lightest orange areas are remote rural.

Continuous Improvement

We monitor providers' adherence to the Service Specification through contract monitoring visits (either in-person or virtual) and contract meetings with providers. In addition we monitor the number of individuals who experienced a delay in returning home from hospital, the average waiting times for domiciliary care packages to be put in place and seek and act on feedback from people who receive the service. Furthermore, on a quarterly basis, we ask providers to report on a series of Key Performance Indicators (KPI's), these include data regarding staff turnover, training and continuity of care.

Contract Monitoring section needed (surveys)

Alternative Commissioning Arrangements

In addition to work commissioned by the council, domiciliary care providers also work with Powys Teaching Health Board, delivering care and support to people with long-term complex health needs. Furthermore, some people choose to go direct to providers using private funds or a Direct Payment.

In-house Domiciliary Care Service

Powys County Council has a small in-house domiciliary care service, covering the entire county and bridges the gap until a private or charitable organisation can be sourced. This enables packages of care to be commissioned where there is little or no alternative external provider and ensure equity of access across Powys. This service also supports the flow of discharge from hospitals and the Reablement service.

Domiciliary Care Localities and Data

Domiciliary care supply and demand varies across the county. Powys can be split into seven community areas, which reflect natural communities as well as the main GP clusters. The seven community areas can also be broken down further into thirteen localities.

| Community Area | Locality |
|-----------------------|--|
| North East | Llanfyllin, Welshpool & Montgomery |
| North West | Machynlleth |
| North Central | Newtown, Llanfair Caereinion, Llanidloes |
| Mid East | Knighton & Presteigne |
| Mid West | Llandrindod & Rhayader, Builth & Llanwrtyd |
| South Central | Brecon, Hay & Talgarth, Crickhowell |
| South West | Ystradgynlais |

| Locality | Average waiting time (days) |
|---------------------------------|-----------------------------|
| Newtown Locality | 9.34 |
| Crickhowell Locality | 13.07 |
| Machynlleth Locality | 14.61 |
| Llanidloes Locality | 15.96 |
| Welshpool & Montgomery Locality | 17.40 |
| Hay & Talgarth Locality | 17.75 |
| Brecon Locality | 18.25 |
| Llanfair Caereinion Locality | 21.00 |
| Llandrindod & Rhayader Locality | 22.91 |
| Knighton & Presteigne Locality | 27.72 |
| Bulth & Llanwrtyd Locality | 33.15 |
| Ystradgynlais Locality | 39.44 |
| Llanfyllin Locality | 45.17 |

Waiting times for new packages from 01/04/2020 to 01/04/2021

Demand for domiciliary care continues to outstrip supply, with certain localities having significantly longer waiting times for packages of care and support to start. This table shows the average waiting time in days across the thirteen localities. This is the time from when funding for a care package is approved until the date a care agency begins providing care and support.

The first page of this dashboard shows the number of care hours delivered each week to service users across the thirteen localities. The second page (accessed by clicking the purple arrow in the top right of the dashboard) shows weekly delivered hours of double-handed care packages. The dates and localities can be filtered to break the the data down into different configurations.

Embed://<iframe

src="https://app.powerbi.com/view?r=eyJrIjoimGRhNDQ0ODctYjk0Ni00YzNhLTg1ZDgtN2JjMGZkZTRjMGVliiwidCI6ImMwMWQ5ZWUxLTBIYjAtNDc1NC05OWFILTazYWU4YTczMmI1MCIslmMiOjh9&pageName=ReportSection005f5e08108040d90bc3" frameborder="0" allowFullScreen="true"></iframe>

Finance

In 2020/21 the total cost of delivering **domiciliary care** services in Powys was £11.239m, excluding Direct Payments.

In 2020/21 the total cost of delivering **direct payments** in Powys was £7.987m.

Individuals who receive direct payments or domiciliary care may be asked to make a financial contribution depending on their financial circumstances. The maximum charge for 2021/22, set by the Welsh Government for Community Based Social Care, is £100 per week. **[ADD LINK TO CHARGING POLICY]**

Contact Information

Please email pccsscommissioning@powys.gov.uk³⁰ if you require further information or have a query.

³⁰<mailto:pccsscommissioning@powys.gov.uk>